

# Phil Bedford

CEng, MIET, FCQI

*“Change Management”*

## TOTAL QUALITY MANAGEMENT (TQM)

Do you need:

- To achieve **AN IMPROVEMENT IN BUSINESS PERFORMANCE?**
- To develop **QUALITY MANAGEMENT SYSTEMS** to recognised standards?

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We can help you achieve all the above ..... and more!

TQM is far wider in its application than just assuring product or service quality - it is a way of managing people and business processes to ensure complete customer satisfaction at every stage, internally and externally. TQM, combined with effective leadership, results in an organisation doing the right things right, first time.

We have received formal training in the implementation of a variety of TQM techniques including those developed by Philip Crosby and J.M. Juran. Work undertaken to date includes:

- Implementation and administration of TQM processes for a Xerox manufacturing plant.
- Design, implementation and audit of Quality Systems to ISO standards within several companies.

We are able to provide a complete service to facilitate implementation of the TQM concept within a company including analysis of business processes, development and implementation of formal Quality Systems and training staff in the techniques required.

This implementation framework pulls together the following ideas and concepts:

- What is Total Quality Management?
- Business Processes.
- Tools and Techniques.
- People and Teamwork.
- Quality Management Systems.
- Performance Measurement.
- Excellence models.
- Self-assessment.

We operate through a Limited Company with all work covered by Professional Indemnity Insurance.

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Want to know more?

We aim to offer the best possible service. For a FREE initial consultation to determine the scope and cost of the work required, please contact Phil Bedford:

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*“From concept through to implementation”*

<http://www.philbedford.co.uk>