

Quality Management for Organizational Excellence

Lecture/Presentation Notes

By:

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Based on the book

***Quality Management for Organizational Excellence
(Sixth Edition)***



Sixteen: Problem Solving and Decision Making

MAJOR TOPICS

- Problem Solving for Total Quality
- Two Models for Solving and Preventing Problems
- Solving and Preventing Problems
- Problem-Solving and Decision-Making tools
- Decision-Making for Total Quality
- The Decision-Making Process

Sixteen: Problem Solving and Decision Making (Continued)

Major Topics Continued

- Objective versus Subjective Decision-Making
- Scientific Decision-Making and Problem Solving
- Employee Involvement in Decision-Making
- Role of Information in Decision-Making
- Using Management Information Systems (MIS)
- Creativity in Decision-Making

Sixteen: Problem Solving and Decision Making (Continued)

- *Decision Making* is the process of selecting one course of action from among two or more alternatives. Decisions should be evaluated not just by results but also by the process used to make them.
- A *problem* is a situation in which what exists does not match what is desired or, put another way, the discrepancy between the current and the desired state of affairs. Problem solving in a total quality setting is not about putting out fires. It is about continual improvement. Two effective problem-solving models are the Deming Cycle and the Toyota Practical Problem-Solving Process.

in use in the field of quality management, and especially so in the field of technology-based products

Fundamentals of Total Quality Management. 357 Pages • 2007 • 2.43 MB • 12,817 Downloads. Fundamentals of. Total Quality Management. Process analysis and improvement. Jens J. Dahlgaard Fund Total quality management and six sigma. 306 Pages • 2012 • 11.56 MB • 9,387 Downloads. Total quality management, now a well known idea, is a philosophy of competitive environment 4. Total Quality Management. 518 Pages • 2005 • 4.68 MB • 8,105 Downloads. Quality Management and the Revival of Quality. Principles of QUALITY MANAGEMENT for Organizational Excellence. Eighth Edition. David L. Goetsch Stanley B. Davis. • Instructors of classes using Goetsch & Davis's™, Quality Management for Organizational Excellence, 7th edition, may reproduce material from the instructor's™ manual for classroom use. 10 9 8 7 6 5 4 3 2 1. Quality Management: Organizational Excellence. 0 Download 6 Pages 1,269 Words Add in library Click this icon and make it bookmark in your library to refer it later. GOT IT. Question: Discuss about the Quality Management for Organizational Excellence. Answer: Introduction • Quality management for organizational excellence. Pearson, 7(4), p.113-117. Richmond, V.P., McCroskey, J.C. and Powell, L., 2012. Organizational communication for survival. Pearson Higher Ed, 11, 7, pp. 66-80. Free Membership to World's Largest Sample Bank.