

Chapter 21

A Study on Total Quality Management (TQM) in Warehouse Management in Logistics Limited

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ABSTRACT

The goal of total quality management (TQM) is to ensure that all customers and users are completely satisfied at all times by preventing defects and equipping employees with the knowledge and attitude necessary to do so. Whether or not total quality management is in place, what TQM techniques have been adopted, how TQM affects warehouse management, and how TQM and warehouse management affect productivity are all questions that were explored in this chapter. This research is based on primary data, which has been collected with the help of questionnaires from the employees in an organization because questionnaires can cover a large population with lower cost and shorter time. A structured questionnaire was formed using Google Forms for the survey and was sent to the respondents for their responses. TQM in warehouse management helps in the effective management of the warehousing system and also has a positive effect on the quality of the warehouse. It provides efficiency to the employee to manage the warehousing system and also upgrade the same.

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1. INTRODUCTION

Total Quality Management is an important technique that produces an improvement reaction to corporations and to companies. Customer happiness at every stage of the company process is the ultimate goal of this kind of futures planning, which involves much more than simply assuring the quality of products and services (Akshaya & Naachimuthu, 2022). With Total Quality Management, companies do the right thing at the right time at an initial stage. Total Quality Management is an integral aspect of any business, no matter how big or little, for-profit or not (Alabdullah & Ahmed, 2021). TQM, or Total Quality Management, is the strategic management of quality to increase profits and reduce costs while maintaining a competitive edge (Gupta, 2021a). Total quality management (TQM) is a management strategy in which all workers in a company consistently evaluate their operations with the goal of raising both product and service quality and customer satisfaction (Alabdullah et al., 2021a). This process include fixing issues in a company's operations through management training and the use of analytical tools (Alabdullah et al., 2021b). Total quality management (TQM) and quality management strategies are not a "one size fits all" answer when it comes to planning and implementing them in the workplace (Gupta, 2021b; Priscila et al., 2023). Culture, management, and the procedures for developing and distributing goods and services are all distinctive to any individual business (Al-Maaitah et al., 2021a). While the specifics of quality management plans will differ from one business to the next, all will need to have a core set of components (Al-Maaitah et al., 2021b).

Total quality management (TQM) is a strategy for increasing the efficiency and adaptability of a company as a whole (Hana et al., 2022). It's a method for coordinating and enlisting the participation of every member of the organisation, at every level (Kumar & Naachimuthu, 2023). By emphasising prevention over inspection, TQM provides a critical driver for continuous improvement in a business, allowing it to continually enhance its performance (Phoek et al., 2023). Certain TQM proposals produced over the previous few decades by quality gurus like Deming (1986), the field's leading experts, have achieved widespread recognition around the world (Mert, 2020). Their comments shed light on the fundamentals of the Total Quality Management approach. Careful analysis of their writings revealed that the quality gurus hold divergent perspectives on TQM, but with certain commonalities. The Deming Prize (DP), European Quality Award (EQA), Malcolm Baldrige National Quality Award (MBNQA), and Rajiv Gandhi National Quality Award (RGNQA) are just a few of the many quality prizes presented across the world (RGNQA). Each methodology for giving awards is based on a different conception of total quality management. It's important to note that each of these reward structures is unique (Mert, 2021a). Numerous studies have been undertaken on the topic of TQM implementation, with various researchers using varying definitions of the term (Aswathi et al., 2021). The notion is still a subject of controversy and yet a fuzzy and vague concept. To date, TQM has been interpreted in a variety of ways (Mert, 2022b).

To improve customer satisfaction and business results, "total quality management" (TQM) programmes have become increasingly popular in recent decades (Kanaan-Jebna et al., 2022). To maximise a company's productivity, total quality management advocates for the involvement of every employee in the management and ongoing refinement of the entire operation (Mert, 2020c). In 1940, during the first international conference on quality control held in Tokyo, the terms "whole quality" and "total quality management" were coined by three Japanese gurus named Deming, Juran, and Feigenbaum. The new phases of quality control and management, also known as total quality management, began in the 1980s and 1990s (Mert, 2022).

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