Total Quality Management

University

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Module 2 SLP Assignment

Operations Management

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Date: 10 August 2018

**Background**

T & T’s Restaurant is a food palace that caters to the needs of all and sundry. It is has a welcoming atmosphere as well as welcoming food, food that reminds people of the cooking by their grandmother or grandparents. It has a single branch with a capacity of 50 occupancies. During the peak hours or when the restaurant gets fully packed, the customers are asked to make earlier reservations so that their needs can be catered efficiently. This means that it operates on a first come, first serve basis. This occurs mainly on the weekends. With the games that are offered within the four walls, it is an encouragement to the customers that visit so that they may look forward to being part of the crowd. For customers to keep coming back and for the employees to stay longer, it is essential that the priority of the restaurant is the provision of quality all around, whether in food and beverages or even in the ambiance. The services that the customers also receive ought to be of quality. This ensures the customers to feel that their needs are being met, and in good time. The restaurant management should, therefore, ensure that quality is maintained at all times for the greater good and for its own good.

**Types of Quality Focus**

A Quality Management System (QMS) aids an organization to improve its efficiency in the delivery of needs and have customer satisfaction met through the automation of the various processes through which these needs are met. Regarding this, there are three types of quality focus. Quality assurance, control, and management are three of the areas of quality focus in this case. Quality assurance can be viewed as the prevention of the occurrence of mistakes on products. This helps ensure that the customers receive products that are effective and efficient. The quality requirements are supposed to be met in this case so that products can be released onto the market (Charantimath, 2012).

This is important so that the food that is placed on the tables of T & T’s diners can be of quality and food that is delectable. As for the quality control, the review is an important aspect that cannot be left out. All the factors that make up the production process are analyzed to ensure that they meet the quality level that is required for needs to be efficiently achieved. With these reviews, changes can be slowly made to ensure that all the quality aspects are met without fail. The requirements are duly met. The quality improvement is another aspect confirms that the product is consistent with the needs of the customers at each point. This means that any time there is a defect in the food presented to the customers, then it is upon the staff of the restaurant to ensure that it is corrected. At the same time, improvement can be made by making changes to the menu to fit the tastes of the diners. In this case, therefore, quality is an essential aspect as it is what determines whether or not the diners will come back and whether or not the staff will stick by the restaurant.

**Quality tools and techniques**

There are multiple tools and technique that can be used to chart, diagnose and improve quality in the areas of quality assurance, control, and improvement. The cause-and-effect diagram is responsible for cause identification of a looming problem within the restaurant and helps with ensuring that ideas are sorted categorically. This gives helpful ways of sorting the problem. Control charts are used in the study of appropriate changes in a process. This can be in the way diners have been responding to a specific change within the restaurant. How they respond helps determine the changes that need to be employed. A Pareto chart is an important chart that is used for the identification of the most important aspects or factors of the restaurant (Iwaarden & Wiele, 2006). This will help identify what mostly pulls customers to the restaurant and what makes it successful in its endeavors. A scatter diagram finds the relationships between various items and how they affect each other. A check sheet is useful in data collection and analysis of the various factors affecting the restaurant. The frequency of certain data is shown in the histogram to identify the issues that occur more than once and their effects on the restaurant. The charts aid the restaurant to identify the problems that stand out the most so that they can be dwelt upon and solved for the good of the restaurant and the good of the diners.

**Types of quality programs and recommendations**

The internal quality program is one program that ensures analysts are present in call-answering when there are many calls to deal with thus having analysts in total control. Outsource quality monitoring is the other and focuses on completion of audits with focus n the expectations of customers. Agents undergo coaching to ensure that they conduct auditing efficiently while in other countries. The pro-sourcing quality program is the most effective quality program for this organization. The quality experts can work with staff from the restaurant to aid in understanding customer needs, helping improve the experience of customers and maintaining customer loyalty. This calls for the analysis of the customers and their needs. The restaurant’s needs and goals will be met with the help of these experts. The culture of the customers of the restaurant will be better understood since the experts reside near these customers (Kusek & Rist, 2004).

**Summary**

In conclusion, it is clear that for any organization to reach its goals and do so effectively, its products and services have to be provided with quality in mind. Which means that the customers and their needs come first. How best these needs are to be met are put first. It is essential to understand the areas of quality focus, the tools, and techniques that will aid realize this type of quality and the quality program most effective in this case.

**References**

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