Abstract

Total quality management is a management that is concerned with continuously improving the processes and functions within organization internally and externally simultaneously, in order to reach customer satisfaction. However, in the last decades there was concern that TQM has been less effective resulting from two external factors increasing the demands of good quality services from the customers, and the global market competitive pressure in addition to the internal factors. This paper attempts to expose the problems associated with TQM and how six sigma has helped in the renovation and rising of TQM in rational leadership, factual management, continues improvements, and employee partnership.

References

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**Index Terms**

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