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## Abstract

In this paper, we discuss the concept and principles of successful the total quality management (TQM) implementation. The paper briefly explains the similarities between software development process and product development process. In addition, overview quality measures during the software development life cycle (SDLC). Finally, the paper describes the Deming's quality management method and his fourteen points to implement TQM. The paper discusses how to apply Deming's method in software development process and provides recommendations to ensuring success during TQM implementation.

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### Index Terms

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### Keywords

Quality; quality management; software; development process; software development; total quality management;