

Unit – III

FINANCIAL MANAGEMENT

TOTAL QUALITY MANAGEMENT



**METHODS OF MEASURING THE QUALITY,
REQUIREMENTS AND IMPLEMENTATION OF
TQM IN LIBRARIES AND INFORMATION
CENTRES**

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Introduction



- TQM originated in 1950's in Japan and later.
- **Quality:-**
 - **ISO 9000: 2000 defines** “quality is the degree to which a set of inherent characteristics fulfills requirement.”
 - **Bill Conway** defines quality as “Development, manufacture, administration and distribution of consistently low cost and products and services that customers need and want”.
 - According to **Sarkar**, “ Quality of a product or service is the ability of the product or service to meet the customers requirement”.

Total Quality Management



- TQM is a philosophy and not a technique.
- Quality control, employee participation and customer satisfaction.

Implementing TQM in Libraries & Information Centres



- **How to use the Principles of TQM in**

Libraries:-

- Several methods, tools and techniques are used to measures the dimensions of quality of services are utilized by a user in the process of evaluating library services (Dash, 2008).

Cont...



- Performance
- Features
- Access
- Competence
- Responsiveness
- Courtesy
- Communication
- Reliability
- Credibility
- Tangibles

TQM is being implemented in libraries and information centers



	Before Service	During Service	After Service Service Blueprint
System	Resource development System	Information Service System	Service Support System
Function	Acquisition Information Organization Preservation	Circulation Reference service Access service	Administrative Management
Characteristics	Routine ; Process - Oriented	Dynamic Customer - Oriented	Periodic ; Customer - Oriented
Quality Management Approach	Quality by Process control	Quality by Design	Service Quality Evaluation
Quality Management Tools	Deming Cycle 7 QC Tools 7 QM Tools 7 Creativity Tools	Quality Function Deployment Service Blueprint Failure Mode and Effect Analysis	SERVQUAL Model Critical Incident Technique Benchmarking

Quality Management Approaches in Libraries and Information Services

Requirements for implementing TQM in Libraries



- Proper Infrastructure
- User education
- Training of staff
- User studies

Any Question ?

Thank You