



Total Quality Management: TQM Easylearning

Samuel Ainga

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This is a book that is written to help learners and managers to understand the basics of Total Quality Management. The book is written in a simple English language but in a comprehensive manner.

The concept of TQM is applicable to academics. It provides guiding principles for needed educational reform. In a classroom, teacher-student teams are the equivalent of industry's front-line workers. The product of their successful work together is the development of the student's capabilities, interests, and character. In one sense, the student is the teacher's customer, as the recipient of educational services provided for the student's growth and improvement. Viewed in this way, the teacher and the school are suppliers of effective learning tools, environments, and systems to the student, who is the school's primary customer.

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