



## **Quality Management in High-Performance Organization**

Around the world, business decisions are made, and behind those businesses, decisions are a network designed for people by people. The “International Organization for Standardization” is the name of the network of national standards institutes. Both types of business operations benefit from ISO standards. Everyone in the company contributes to the improvement of processes, goods, services, and the society in which they function. TQM must be sponsored at all levels of an organization, from the top executive to the lowest-level hourly employee, to be successful in improving quality.

TQM encompasses all aspects of an organization's operations, including manufacturing, marketing, finance, and information systems. Listening to customers' wants and needs is the first step, followed by providing products and services that satisfy their needs." Structure, standards, and customer satisfaction, in my view, are three critical aspects of Overall Quality Control.

Total Quality Management requires structure because everybody, from the bottom to the top, must understand their position. The way people communicate with one another, how information flows, and how power relationships are established are all institutionalized by organizational structure.

The structure of an organization represents the company's value-based decisions. It refers to the formal separation of job responsibilities. These groups or teams will adopt a strategy for evaluating and solving problems. Everyone's contribution to the company's success is important. The structure is also critical when it comes to assessing employee results. Informing the staff about their current situation and any improvements that need to be made. TQM will help to highlight the importance of achieving the goal and the impact it will have on the company. Standards are expected for all organizations. Standards ensure that goods and services have desirable characteristics such as consistency, environmental friendliness, protection, reliability,

performance, and interchangeability at an affordable price. By establishing standards in your company, you can improve the efficiency and effectiveness of your entire operation. You can find solutions to all common problems if you have standards. All will benefit from standards. The importance of standards in Total Quality Management is that they reduce the amount of irritation generated by rework or a lack of direction. You will ensure the quality of your goods and services by setting standards.

Increased sales would come from having a system in place, high expectations, and happy customers. You will figure out what changes need to be made when you understand the company on all levels. You can see where the issue could have originated. You'll be able to develop the goods and have a pleased and loyal customer as a result. It all begins with a team effort to accomplish a shared objective. Working in a group motivates you and helps you to make better decisions.

### **Leadership:**

Leadership is one of several quality management principles which make sure that employees are working efficiently as well as effectively to meet organizational goals. To form an organization, leadership is necessary. It is a crucial management role that contributes to increased productivity and achievement of the company's objectives. Northouse (2016) describes leadership as a mechanism by which a person influences a group of people to accomplish a common goal. In an organization, leadership assists in taking action, inspiring workers, and directing employees. It aids in the development of trust among employees and their supervisors. It boosts employee motivation to dedicate their functions to the company, and leadership, in particular, helps to foster a positive teamwork atmosphere that can lead to the company's long-term success.

Andersen (2005) described leadership as an interpersonal power exerted in a situation and directed toward the achievement of a specific goal or goals through the communication process. The ability to control, inspire, and encourage others to contribute to organizational success is referred to as leadership.

Leaders and managers are distinguished by their influence and motivation rather than by their power and control. All other market components, it has been said, are inactive without leadership. Strong leaders can help an organization increase efficiency and accomplish business objectives, while ineffective leadership can harm productivity and jeopardize the company's health. There is no one-size-fits-all trait of leadership that can cure all ills; rather, several different elements must be present. It's also worth noting that there are several effective and unsuccessful leadership types. The fact that one manager is jovial and the other is polished does not suggest that one is more productive than the other.

Leaders and followers cannot exist without one another, and neither can they act without one another. Job satisfaction, reduced turnover, optimistic moods, mission accomplishment, work performance enhancement, the importance of development, and resilience are all things that leaders have a direct effect on the people they lead and their organization (/corporatefinanceinstitute.com, 2020).

Cherry (2016) described four components of transformational leadership, including intellectual stimulation, which aids in employee innovation because transformational leaders inspire followers to try new things and learn new things. Individualized awareness is another aspect of transformational leadership that affects how people are supported and encouraged. Another characteristic of transformational leadership is inspirational encouragement, which helps leaders to express a precise and consistent vision to their followers.

Leaders must build and preserve the organization's culture for workers to operate in a more conducive atmosphere to achieve the organization's goals and objectives. The following are needed for the development of organizational culture: Leadership style, ethical approaches, leadership qualities and skills, and crisis management are all things to consider. Transformational leadership combined with an altruistic approach to ethics would result in a healthier company because it fosters an environment in which people prioritize the needs of others. As a result, an ethical environment and a better work culture are created. Healthy work culture produces a secure, motivating, and fulfilling atmosphere, and it's connected to employee engagement and organizational commitment, which contributes to improved productivity.

### **Management:**

Management is crucial because it assists in the decision-making process about the use of an organization's resources and is responsible for preparing, arranging, staffing, directing, and managing the organization's operations to achieve its goals. Managers participate in several activities: preparing, coordinating, staffing, directing, and regulating to harmonize the use of resources so that the company can create, produce, and sell goods. There must be lines of duty if a group of people is assembled to work toward a common goal. There is no one to send you guidance if you don't have management. A for-profit company aims to make money, and management makes decisions based on that goal (managementstudyguide, 2020).

There are five basic functions of management that make sure that the company is achieving its organizational goals.

1. The first feature of management is planning, which is the process of identifying an organization's goals and assessing how to achieve them.

2. The process of reviewing and correcting behaviors to keep the company on track is known as managing.
3. The recruiting of people to do the organization's work is known as staffing.
4. Motivating and leading workers to accomplish organizational objectives is referred to as steering.
5. Organizing is the process of arranging resources and events to achieve goals most productively and successfully possible.

**Conclusion:**

Quality management is significant for any organization to achieve its organizational objectives.

You will increase the quality and effectiveness of your entire operation by setting standards in your business. If you have expectations, you will find solutions to all common problems.

Standards would help all. Standards are critical in Total Quality Control because they minimize the amount of frustration caused by rework or a lack of direction.

## References

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