

Notes from the professor:

You are on the right track with your quality training manual. Great structure and format. You also covered the different points for unit 1 - history of TQM and why quality is needed. One of the requirements for this task, is also to identify a specific company for which you are creating this manual. This could be a real or fictitious company. Please also identify the name of the company in your title page and the introduction paragraph.


Unit 2 - Individual Project

Due date: Wednesday

Deliverable Length: 300-400 words

Review Chapter 10 in the Textbook

Continue working on your training manual. Complete the following tasks for your project:

1. Update the Quality Training Manual
document the title page with the new date.
-  2. Update the previously completed sections based on the instructor's feedback.
3. Add the following section for Week 2:

Week 2: The Role of Leadership (300–400 words)

1. In any personal experience or a real-life story found on the Internet, discuss senior management's role in successful quality improvement programs.
2. In general, what is senior management's specific role in these large-scale strategic quality programs? Cheerleader? Role model? Decision maker? Resource provider? What else?
3. Why must firms adopt the roles that you identified? What would happen if they did not fill those roles
4. How should senior and middle management derive the metrics that they want to use to both monitor and communicate performance?



Remember Outline for Week Two

Add to the Table of Content

II. The Role of Leadership

- Why it is a strategic issue
- Management as a role model
- New kinds of metrics



IP 2 Model Response

- In any personal experience or a real-life story found on the Internet, discuss senior management's role in successful quality improvement programs.
 - Cite specific roles, actions, and decisions that senior management engaged in
- In general, what is senior management's specific role in these large-scale strategic quality programs? Chief leader? Role model? Decision maker? Resource provider? What else?
 - Describe the multiple roles that senior managers should assume to make a major quality initiative successful.
- Why must firms adopt the roles that you identified? What would happen if they did not fill those roles?
 - Present a logical argument about why the roles identified are important and what could happen if those activities are not performed.
- How should senior and middle management derive the metrics that they want to use to both monitor and communicate performance?
 - When senior management decides on metrics, it must take care to link the metrics directly to the success or failure of the overall quality initiative itself.
 - The metrics should be easy for everyone to understand.

Notes from the professor:

You are on the right track with your quality training manual. Great structure and format. You also covered the different points for unit 1 - history of TQM and why quality is needed. One of the requirements for this task, is also to identify a specific company for which you are creating this manual. This could be a real or fictitious company. Please also identify the name of the company in your title page and the introduction paragraph.