The solution must have TQM approach,

1. Critically appraise the development of quality management models
2. Explain the key issues involved in improving the quality of operations and supply chain performance
3. Analyze a range of techniques for improving quality in modern organizations
4. Apply statistical and financial models to business processes
5. Compare methods for the international validation of quality

Requirements:

1. 2600 words
2. In-text citation
3. Reference list (not less than 10 reference)
4. Should have 3 parts:
	1. Introduction
	2. Companies background
	3. Answer the questions parts under different headings
	4. Companies background
	5. Conclusion
5. Target date- 4th July 2014 08:00 am

The project is:

For this project, you will study the Philips Electronics model of business excellence through speed and teamwork (BEST). You will find this model described in detail in Case Study 11 of your textbook:

Oakland, J. S. (2003) *TQM: text with cases* (pp. 454–470). 3rd ed. Oxford: Butterworth-Heinemann. Which can be found here: <http://kashifoffline.files.wordpress.com/2013/05/tqm-text-with-cases-thirdedition.pdf>

You will also read the following brief but important journal article:

Adebanjo, D. (2001) ‘TQM and business excellence: is there really a conflict?’, *Measuring Business Excellence*, 5 (3), pp. 37–40.

[[Click here for PDF version of article]](https://elearning.uol.ohecampus.com/bbcswebdav/pid-7014322-dt-content-rid-79201_4/xid-79201_4)

The task for the project is:

1. To assess the BEST model, with particular reference to the importance of teamwork in a company like Philips Electronics.
2. To evaluate the model against Adebanjo’s proposition that ‘business excellence and quality can and need to complement each other to provide organisations with the operational and business success they aspire to and which is necessary for survival in today’s market.’
3. To show how BEST tools and competencies could be applied to the pursuit of business excellence in your company or another company you think could benefit from using the model.

Case study may be found here: <http://kashifoffline.files.wordpress.com/2013/05/tqm-text-with-cases-thirdedition.pdf>