



# Total Quality Management for Micro-Businesses in the Manufacturing Industry

*Phillip K. Ser, Phillip Kaser*

Download now

[Click here](#) if your download doesn't start automatically

# Total Quality Management for Micro-Businesses in the Manufacturing Industry

*Phillip K. Ser, Phillip Kaser*

**Total Quality Management for Micro-Businesses in the Manufacturing Industry** Phillip K. Ser, Phillip Kaser

Diploma Thesis from the year 2008 in the subject Engineering - Industrial Engineering and Management, grade: 1,7, Technical University of Berlin (Wirtschaft und Management), course: Technologie- und Innovationsmanagement, language: English, abstract: Purpose Quality management models such as ISO 9001:2000 or excellence awards serve as quality guides for large and medium-sized organizations. There is nothing similar in the field for micro-businesses, i.e. businesses up to 20 employees. This thesis aims to lay down the foundation for a large-scale field study. The study shall unveil which areas of a company are essential to be addressed by a basic Quality Management System in order to optimize competitiveness, customer satisfaction and business results. The desired result of the study is to be able to make recommendations for an ideal total Quality Management System for micro-businesses in the manufacturing industry. Design/Methodology/Approach Based on an extensive literature review on quality management in small businesses and micro-businesses, criteria of quality awards and TQM practices in general, a framework was developed, called "Micro TQM for Micro-businesses Framework" - similar to those of famous quality awards, such as the MBNQA or the EFQM Award . Supported by experts from Stevens Institute of Technology (Hoboken, NJ), industry associations, and the Brooklyn Chamber of Commerce, a questionnaire was developed for a subsequent field study. Findings First of all the "Micro TQM for Micro-businesses Framework" has been created based on a literature review. The other output of this thesis is the quality management questionnaire whose sections are linked to the elements of the framework. The questionnaire is made to test six hypotheses about cause-and-effect relations in the model. The main-hypothesis of this thesis is: 'Companies that focus their quality effort proactively on prevention of non-conformances excel in customer satisfaction which leads to su

 [Download Total Quality Management for Micro-Businesses in t ...pdf](#)

 [Read Online Total Quality Management for Micro-Businesses in ...pdf](#)

## **Download and Read Free Online Total Quality Management for Micro-Businesses in the Manufacturing Industry Phillip K. Ser, Phillip Kaser**

---

### **From reader reviews:**

#### **Marshall Jackson:**

Your reading 6th sense will not betray you, why because this Total Quality Management for Micro-Businesses in the Manufacturing Industry guide written by well-known writer who knows well how to make book that may be understand by anyone who have read the book. Written throughout good manner for you, still dripping wet every ideas and creating skill only for eliminate your hunger then you still question Total Quality Management for Micro-Businesses in the Manufacturing Industry as good book not only by the cover but also through the content. This is one e-book that can break don't assess book by its cover, so do you still needing yet another sixth sense to pick this!? Oh come on your examining sixth sense already alerted you so why you have to listening to one more sixth sense.

#### **Joshua Poulson:**

Reading a book to become new life style in this season; every people loves to go through a book. When you learn a book you can get a wide range of benefit. When you read ebooks, you can improve your knowledge, because book has a lot of information onto it. The information that you will get depend on what kinds of book that you have read. If you need to get information about your examine, you can read education books, but if you want to entertain yourself you can read a fiction books, this sort of us novel, comics, in addition to soon. The Total Quality Management for Micro-Businesses in the Manufacturing Industry offer you a new experience in looking at a book.

#### **Carl Johnson:**

Don't be worry in case you are afraid that this book may filled the space in your house, you might have it in e-book approach, more simple and reachable. This particular Total Quality Management for Micro-Businesses in the Manufacturing Industry can give you a lot of close friends because by you looking at this one book you have factor that they don't and make you more like an interesting person. This particular book can be one of a step for you to get success. This book offer you information that perhaps your friend doesn't know, by knowing more than some other make you to be great folks. So , why hesitate? We need to have Total Quality Management for Micro-Businesses in the Manufacturing Industry.

#### **Christopher Evan:**

Reading a reserve make you to get more knowledge from the jawhorse. You can take knowledge and information from your book. Book is published or printed or highlighted from each source that will filled update of news. In this modern era like currently, many ways to get information are available for a person. From media social similar to newspaper, magazines, science reserve, encyclopedia, reference book, story and comic. You can add your knowledge by that book. Are you ready to spend your spare time to open your book? Or just looking for the Total Quality Management for Micro-Businesses in the Manufacturing Industry when you necessary it?

**Download and Read Online Total Quality Management for Micro-Businesses in the Manufacturing Industry Phillip K. Ser, Phillip Kaser #WCFNX0VQIO5**

# **Read Total Quality Management for Micro-Businesses in the Manufacturing Industry by Phillip K. Ser, Phillip Kaser for online ebook**

Total Quality Management for Micro-Businesses in the Manufacturing Industry by Phillip K. Ser, Phillip Kaser Free PDF d0wnl0ad, audio books, books to read, good books to read, cheap books, good books, online books, books online, book reviews epub, read books online, books to read online, online library, greatbooks to read, PDF best books to read, top books to read Total Quality Management for Micro-Businesses in the Manufacturing Industry by Phillip K. Ser, Phillip Kaser books to read online.

## **Online Total Quality Management for Micro-Businesses in the Manufacturing Industry by Phillip K. Ser, Phillip Kaser ebook PDF download**

**Total Quality Management for Micro-Businesses in the Manufacturing Industry by Phillip K. Ser, Phillip Kaser Doc**

**Total Quality Management for Micro-Businesses in the Manufacturing Industry by Phillip K. Ser, Phillip Kaser Mobipocket**

**Total Quality Management for Micro-Businesses in the Manufacturing Industry by Phillip K. Ser, Phillip Kaser EPub**