

## RECENT TRENDS IN MANAGEMENT: A COMPARISON BETWEEN TQM AND SIX SIGMA

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### ABSTRACT

The Latest managerial practices that a manager uses to manage effectively their employees and organisation involved in recent trends in management. As the market situation grows, the managerial trends also grow and modified. The most popular trends in management are Total Quality Management, Risk Management, Crisis Management, six sigma etc. Here doing a comparative analysis between six sigma and TQM.

**Key words:** Total Quality Management, TQM, six sigma. Blue belt, green belt

### INTRODUCTION

In organisation managers adopt different approaches to reduce quality improvement of the product, process, or services. Both Six Sigma and TQM are quality improvement approaches that look forward to reducing the defects and improving the quality of process. Six sigma is a new concept than Total Quality Management. But there is a some differences between both the systems. Both Six Sigma and TQM are effective tools for quality management, but it is indispensable to understand the difference between the two, so as to analyse which one is most suitable within your organization.

### REVIEW OF LITERATURE

1. Lee Mortimer (2007) observed a company that promote six sigma as a relevant tactic to combat initial reluctance towards cultural change, he also suggested that reducing the level of organisational structure may speed up the adoption of six sigma culture.
2. A combined emphasis on both incremental continuous total quality improvement and break through strategies, because TQM as a strategy encourages the employees to improve operating effectiveness as employees work in a common direction and thus, foster a change in management style and culture(Fullan,2003).

### OBJECTIVES

- To study the differences between Total Quality Management and Six sigma

### RESEARCH METHODOLOGY

This study is a descriptive in nature. The study based on secondary data which has been taken from books, journals, newspapers and other online data base.

### Total Quality Management (TQM)

Total quality management is associate with the systematic planning, implementing, improving, maintaining and development of organisation in various processes they carried out. It focuses on maintain desirable quality standards and aims to make an incremental change in the quality of the product and that will enhance the customer expectation towards the product. It mainly tries to integrate all the department for improving overall quality. It recognizes the area that have problem, and helps in decision making among the experts.

### Six Sigma

Six Sigma is a tool of total quality management which aim at performance improvement by reducing the number of defect and thereby increase profits and decrease costs. It mainly focuses on remove the hurdles in a process which are causing defects. Six sigma is relatively newer concept that TQM.

The Greek letter sigma, a statistical symbol which represents standard deviation. Six Sigma was trademarked by Motorola in 1993. Motorola used this term, Six Sigma is expected to be defect-free or 99.99966 per cent defect free allowing for 3.4 defective for every million opportunities. Motorola originally adopted this goal for its own business operations, but now it became a buzzword and commonly adopted standard.

### What are the differences between 6- Sigma and TQM?

Both TQM and 6-sigma are Quality Improvement tools which try to reduce the defects and improve the quality of process. But there is very small difference between Six Sigma and TQM. Six

Sigma and TQM is most appropriate for improving the quality. The main difference between Six Sigma and TQM lies in their **approach, focus and scope**.

### **Approach**

TQM strategy is a management trend aims at long-term success of organization by gaining customer satisfaction. Here, every member in the organization participates to the effort done to improve the company's products, services, processes, profit, and also work culture. Whereas the Six Sigma approach is a more holistic approach and statistical based data-driven approach. Its core aim is to continuous improvement of the various methods which eliminate the defects in a product, service, processes, up to a significant level.

### **Focus**

TQM focuses on goals which are quantitative in nature. Its ultimate focus is on customer satisfaction. And it approaches the problem more collaboratively. Whereas Six Sigma consider the efforts of many departments. It is a data-driven and statistical approach which measures and evaluates the data to determine the amount of defects that leads to degrade the quality of a process.

### **Quality**

According to TQM, quality means meeting the standards set by the company. At the same time according to six sigma it means having a minimum amount of defects and thereby eliminates them as much as possible.

### **Skills**

Six Sigma requires the skill of well trained professional which are generally certify as black belt green belt. Where in TQM is a part time activity which taken by managers who are not at all dedicated or well trained. As compared to six sigma TQM is less complicated.

### **CONCLUSION**

When Six Sigma is compared with Total Quality Management, there is minute difference between the two. But when it closely compared, it is known that deliver more effective and better results provided by the new form of approach six sigma over the conventional approach of TQM. The approach Six Sigma is more accurate and result oriented.

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