

Total Quality Management: Crafting Strategies for Organizational Excellence

Presented by | Sundeep Agarwal



Speaker Introduction

SUNDEEP AGARWAL

Trainer, Speaker & Consultant



An expert in medical and IVD devices & life sciences, Mr. Sundeep Agarwal is a speaker, trainer and consultant in the field of Quality Assurance, Regulatory Affairs, QMS, GMP, Software Validation, SaMD, Artificial Intelligence, Combination Devices, GCP, Design & Development, Risk Management and Industrial Manufacturing. He is a lead auditor for medical devices and has expertise in ISO 13485, EU MDR, IVDR, CE Certification, CER, PMS, USFDA, 510(K), ISO 14971, MDSAP.



Key Takeaways:





“Quality is everyone's responsibility.”

W.Edwards Deming

WHAT IS TOTAL QUALITY MANAGEMENT (TQM): The pillars



TOTAL QUALITY MANAGEMENT (TQM): Core Layers





W. Edwards Deming

1900 -1993

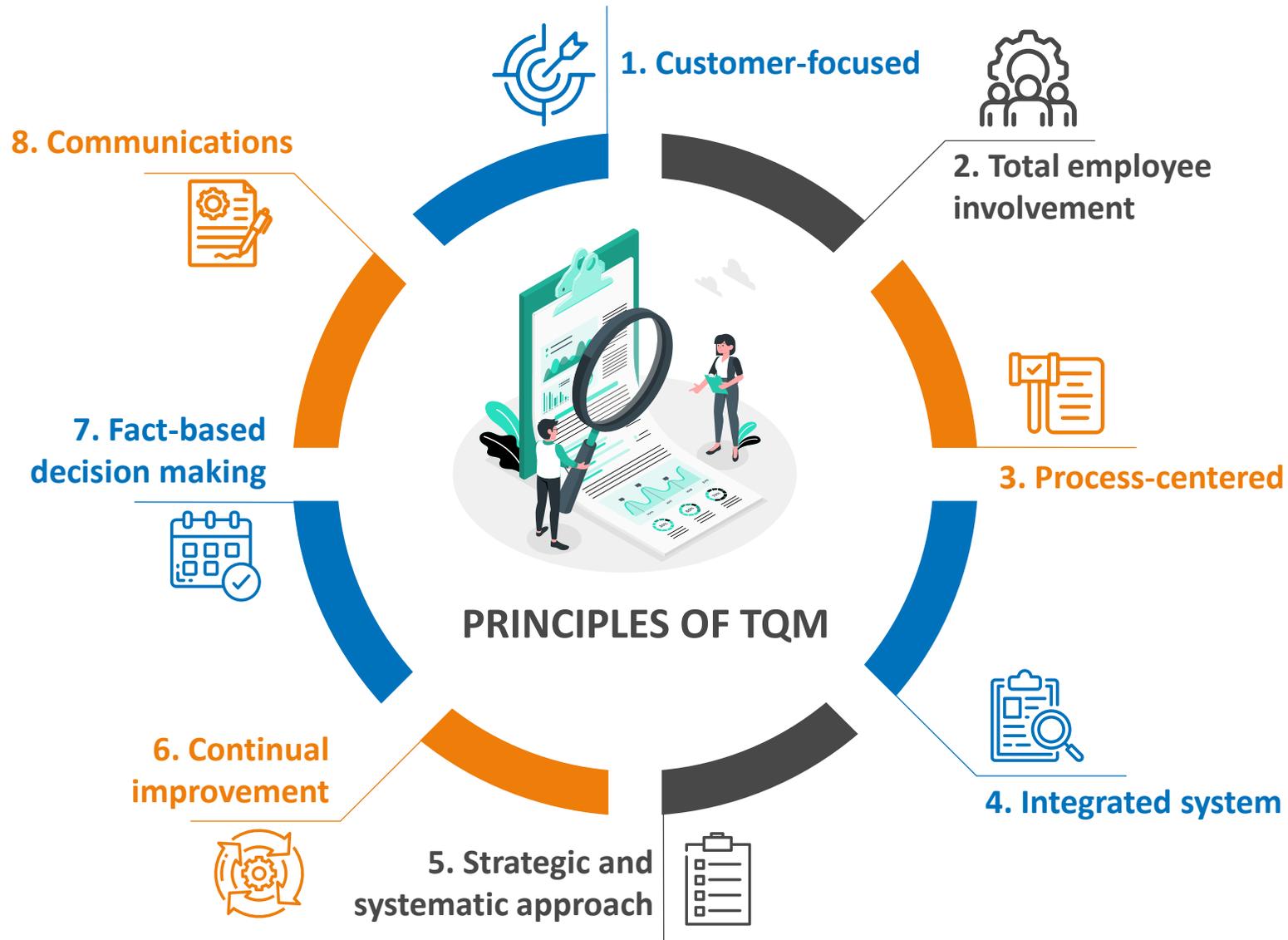
Teams and System Thinking

“

90% of problems in businesses are systems driven and only 6% are people driven

”

PRINCIPLES OF TQM:





PLAY TIME



Do you know the answer?

The primary difference between internal failures and external failures is time and place of discovery of the failure. .

A. TRUE

B. FALSE



Do you know the answer?

TQM expands the traditional view of quality beyond looking only at the quality of the final product or service to looking at the quality of every aspect of the process.

- A. TRUE
- B. FALSE



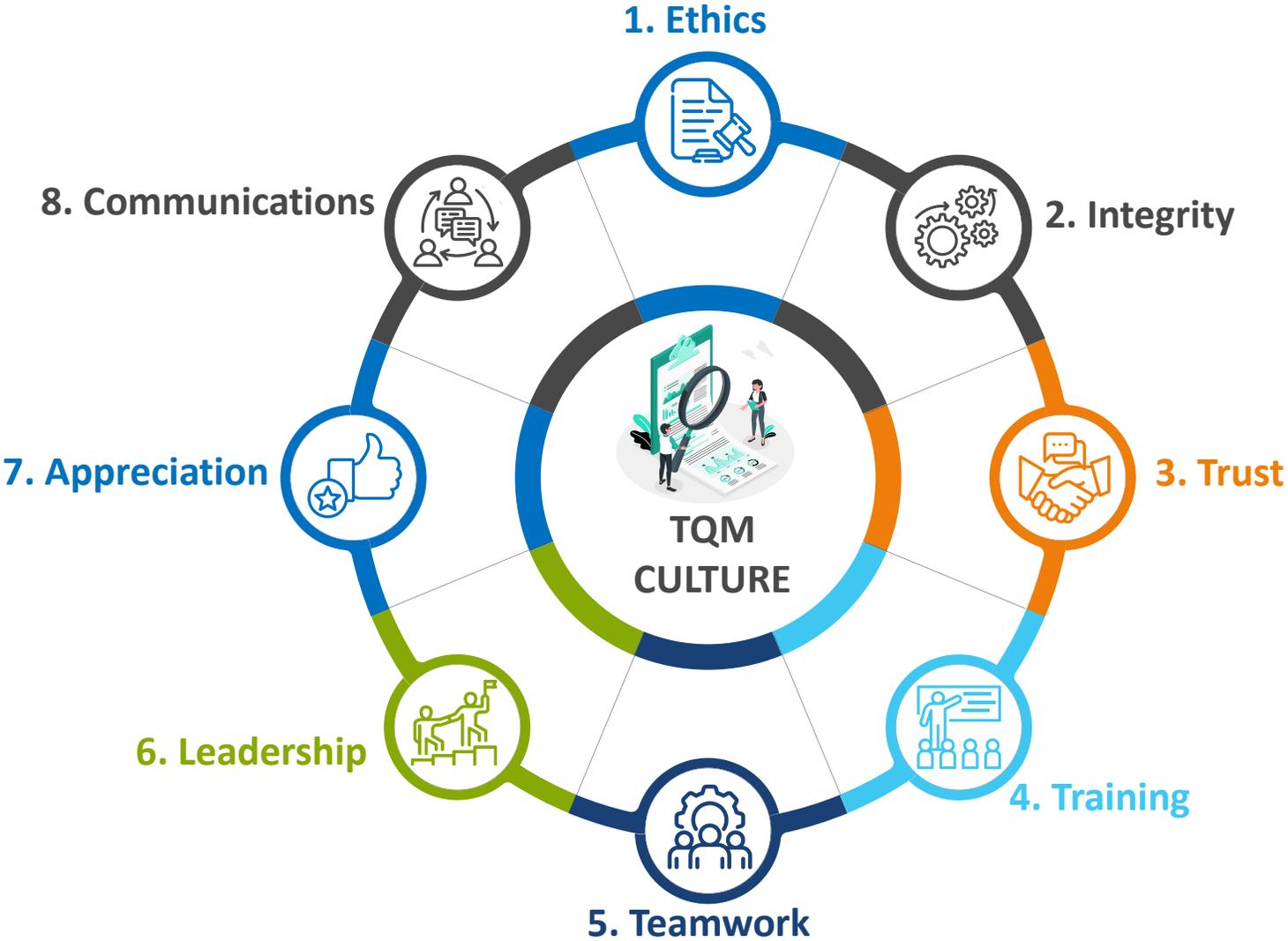
Do you know the answer?

Costs of inspectors, testing, test equipment, and labs are examples of:

- A) internal failure costs
- B) external failure costs
- C) appraisal costs
- D) prevention costs
- E) replacement costs



CREATING A TQM CULTURE WITHIN AN ORGANIZATION

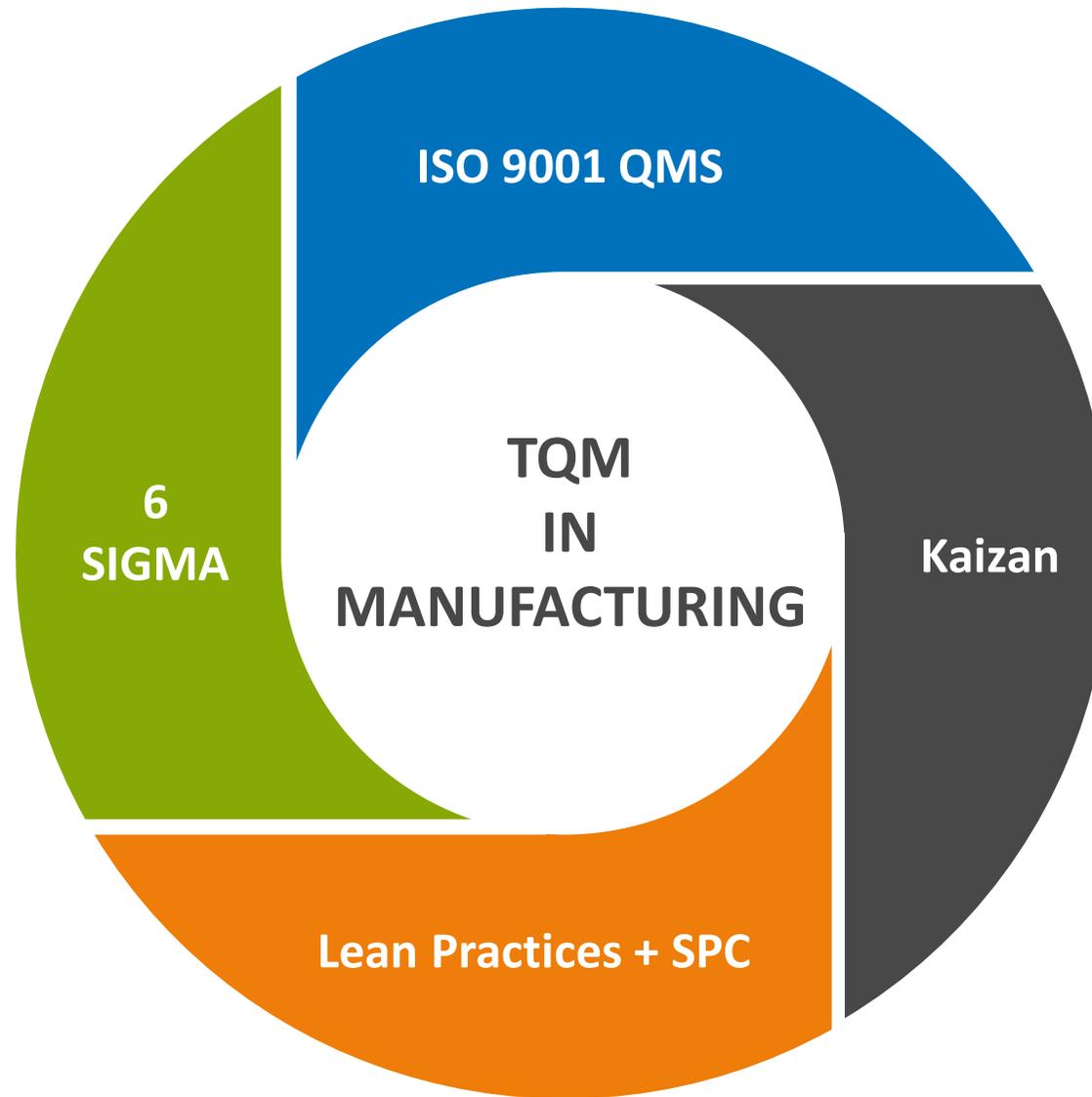




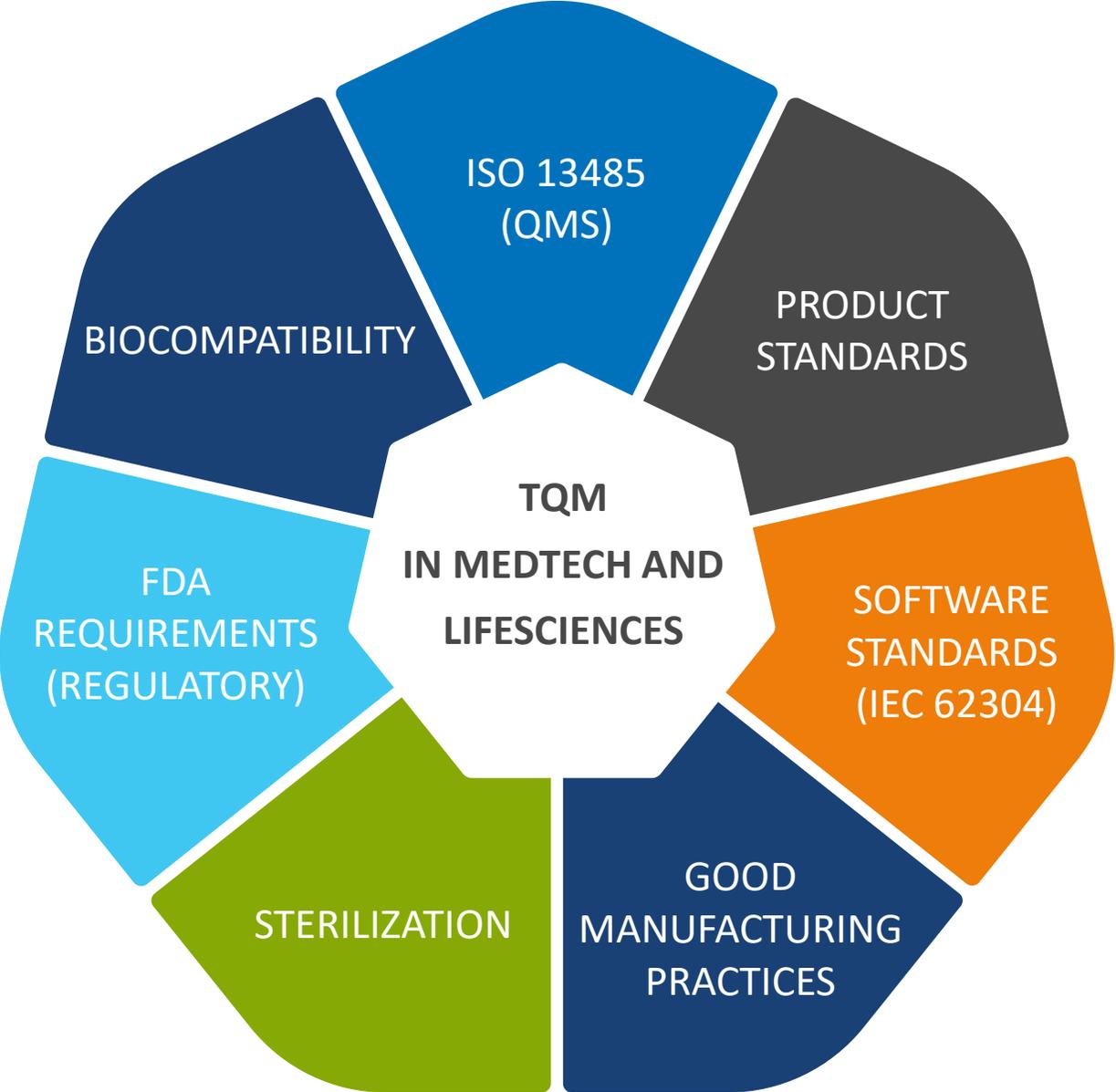
IMPLEMENTING TQM: WHAT IT LOOKS LIKE?



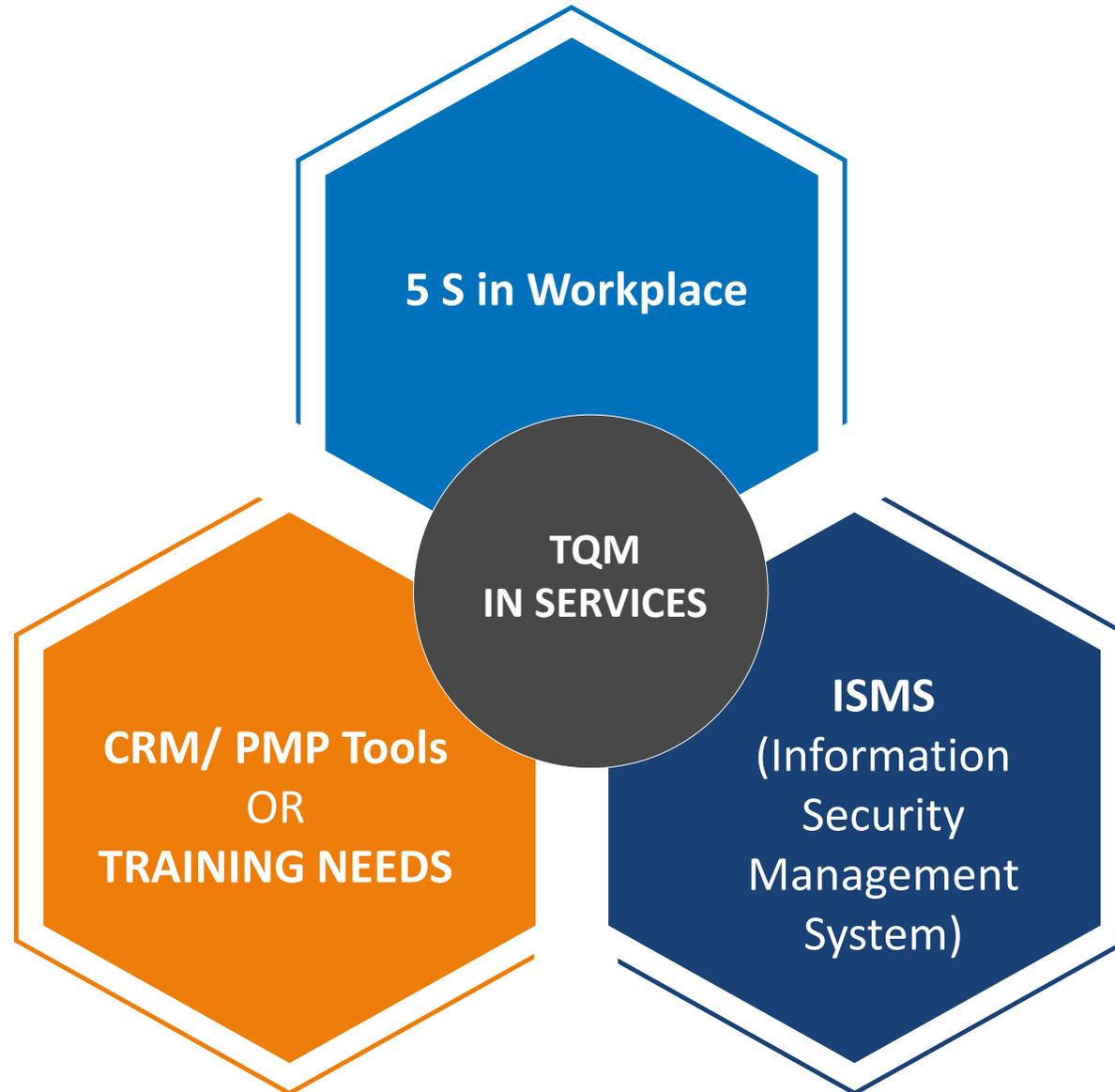
TQM IN MANUFACTURING:



TQM IN MEDTECH & LIFE SCIENCE:



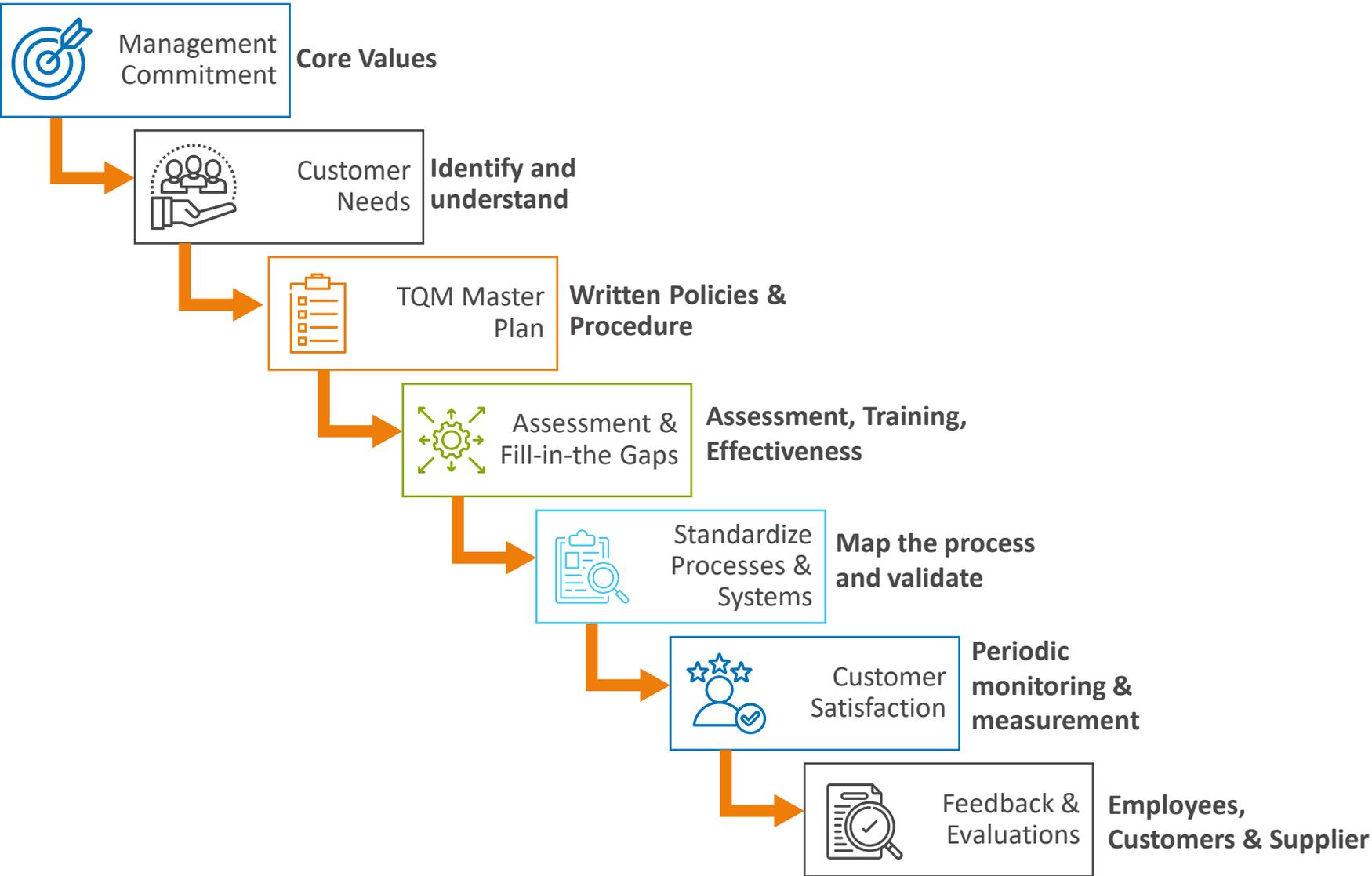
TQM IN SERVICE INDUSTRY:



TQM INTO PRACTICE: HINDRANCES & OBSTACLES



TQM ROADMAP & CONTINUOUS IMPROVEMENT



Poll Question

Would you like to be contacted by a CQ representative to further discuss Quality Management System, Operational Excellence, Productivity, Quality System Digitalization, etc.

A) Yes

B) No



About ComplianceQuest



About ComplianceQuest

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 Alerts and Notification
 Forms Designer/Runner
 Mobile
 Pre-Validated
 Ratings
 CQ.AI
 MyCQ for casual users

PLATFORM POWERED BY

THANK YOU

A large graphic where the words "THANK YOU" are written in white, bold, sans-serif capital letters against a blue background. Each letter is partially filled with or surrounded by a colorful cartoon illustration of a professional. For example, the 'T' has an astronaut, the 'H' has a construction worker, the 'A' has a scientist, the 'N' has an astronaut holding a plant, the 'K' has a construction worker, the 'Y' has a construction worker, the 'O' has a scientist, and the 'U' has a group of three people (astronaut, scientist, and another professional).

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