

The Contemporary Issues of Quality Management: Relationship between Total Quality Management and Knowledge Management

Authors : Mehrnoosh Askarizadeh

Abstract : To meet the challenges of the new global environment, companies have started paying great attention towards quality management as an integral part of their strategic business plans. The purpose of this article is to investigate the relationship between total quality management (TQM) and knowledge management (KM). Successful total quality management implementation throughout the organizations requires major changes in the main four aspects of knowledge management, namely: Creating, storage, sharing and application. Skill, knowledge and productivity are important factors in organization's success and have important role. Therefore, TQM management system pays special attention to it. However, knowledge as the source is essential for organization's survival. Our study points out how the quality management and knowledge management have been incorporated into each other for the development of the quality culture within the organization.

Keywords : knowledge management (KM), total quality management (TQM), organizational performance (OP), deming cycle

Conference Title : ICSRD 2020 : International Conference on Scientific Research and Development

Conference Location : Chicago, United States

Conference Dates : December 12-13, 2020