

Total Quality Management

Creating a Culture of Quality Through Process Improvement

Lasting leadership in the marketplace is usually marked by an emphasis on quality at every level of operation. This is Total Quality Management (TQM).

Price Associates helps companies develop practical, effective TQM which impacts every level of business. As part of a company culture, TQM is transformational.

What will TQM do for you?

Does your company experience workflow bottlenecks? Are your employees spending valuable time fixing things that weren't done correctly the first time? Do you want your customers to experience a consistently high level of quality in your products or services? TQM is your answer.

A quality-oriented workplace will

- Reduce the need for "rework"
- Increase quality consistency, by creating a shared definition and a pathway for continuous improvement
- Decrease overall production costs
- Approach quality improvement systematically
- Develop a culture of continuous improvement
- Eliminate waste
- Grow market share and profits
- Create "raving fans" in your customer base

Quality is the greatest differentiator between good and outstanding companies.

Unique Philosophy

When things are not flowing well and quality breaks down, it is natural to look for someone to blame. Our philosophy is to look first at processes for the cause of breakdowns versus looking at people. We see over and over again that people generally want to do a good job, but often processes are hindering their efforts. When processes are improved, people are freed to do their best work.

Price Associates Involvement

TQM takes time and effort. Price Associates does more than teach a system, we become your partner in creating a culture of quality.

Initial Training

Our initial training allows participants to learn TQM principles and begin applying them to real business problems while still in the training environment. They return to work with plans for improvement that can be put into play immediately.

"Price Associates' training was practical, understandable and applicable - something we could apply and see results. They left us with tools we can apply every day for years to come. In these tight economic times, the companies that produce the desired results the first time survive; there is no margin of error to do things twice. Price Associates helped us do things well the first time."

– **Art Stevens,**
Director of Construction,
PETRA Inc.

Total Quality Management

Ongoing Partnership

TQM is a transformational process. It takes time and effort to fully grasp the reality of TQM, change processes and behaviors and establish quality as part of the company culture. Price Associates works through this process with our clients, providing third party insight and encouragement, to keep the ball rolling. Overcoming obstacles, troubleshooting challenges and uncovering possibilities are all part of the ongoing process.

Our support includes

- Software for flow and control charts
- On-call support via telephone and email
- Immediate follow-up to ensure implementation
- Periodic follow-up to measure progress

Our goal is to work with our clients until TQM is firmly established, then step back and cheer them on.

Reward for Effort

Clients have seen significant and measurable results through well-executed TQM programs (see case study "Top-ranked Company Rises to New Heights"). The hard work of establishing TQM in an organization is well worth the effort. Morale lifts, costs decline, customers are happy and most companies experience about a 20% increase in profits.

A Price Associates TQM partnership can be the catalyst for positive transformation in your organization. Please call or email us today.

"The management TQM training sessions Price Associates provided left our people buzzing with excitement. They were very enthusiastic about what they had learned and were eager to get started. Unlocking people's hidden potential is what it's all about."

– **Mitch Latva,**
President,
Latva Machines Inc.

Price Associates
208 442 0556
208 467 6004 fax
www.price-associates.com