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CONCEPTS OF TOTAL QUALITY MANAGEMENT: AN ACTIVE LEARNING EXERCISE

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DESCRIPTION

The Concepts of Total Quality Management: An Active Learning Exercise is a high-level energy game that facilitates the learning of virtually every aspect of Total Quality Management. It allows participants to acquire and to increase their knowledge on this very important topic in an interesting exercise that capitalizes on intra-team synergy and inter-team competition and the excitement of gaming strategy.

The teams compete for points by correctly responding to questions pertaining to Total Quality Management. The questions are categorized ten major TQM topics covering every major aspect of Total Quality Management.

Topics

1. Total Quality Management History
2. Total Quality Management Concepts
3. Total Quality Management Organizational Structure
4. Implementing a Total Quality Management Program
5. Total Quality Management in Manufacturing Sector
6. Total Quality Management in the Service Sector
7. Total Quality Management Interpersonal Skills
8. Statistical Process Control
9. Customer Service
10. Total Quality Management Joker

FEATURES OF THE TOTAL QUALITY MANAGEMENT LEARNING EXERCISE

In addition to the instruction power of this exercise, it is very simple to utilize:

1. The exercise is contained on a 3.5 disc, which contains some basic playing instructions. After the number of teams and winning number of points are established, a flashing wheel containing the ten topics appears and play is begun.
2. The spinner flashes the TQM topics in random order eventually stopping on a topic. A question related to that topic appears with four possible answers. The team selects its answer and if correct, receives ten points. If the answer is incorrect, the game indicates the correct answer and awards no points. The next team repeats the process. The game continues until a team accumulates the selected number of winning points.
3. The more frequently, the game is used, the more knowledge about TQM is obtained by the participants. The exercise itself is a very extensive and comprehensive database of current TQM knowledge. In addition, it is hoped that the exercise will capitalize on the competitive spirit and/or team building efforts of the teams to search out more knowledge concerning TQM.

REFERENCES

References available upon request.