

The Principles And Foundations Of TQM In Various Organizations And Institutions Management.

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Abstract: The purpose of this study is to investigate the principles and foundations of TQM in various organizations and institutions. After reading theoretical literature, the researchers concluded that, in any administrative system, these principles can be classified in to three sections . The first one is concerned with inputs, whereas the second is related to the processes and the last one is the outputs of the system. The researchers put a table comparing between traditional management and total quality management in organizations.

The principles of total quality management are the cornerstones and foundations and rules that must be followed to achieve the appropriate level of quality, both in products or services (Badawi, 2010: 309), the elements and components, which leads the design and operation of comprehensive quality management system as well as the entire organization system group (al-Qaisi 2011 : 71), and by tracking the views of the pioneers of Total quality management and review of their ideas, and after going back to a lot of literature that dealt with those principles and agree in many of them differ in a few, the researchers have reached the conclusion that the principles of total quality management can be classified according to three elements any administrative system in institutions or organizations: inputs, processes and outputs. Researchers have observed through follow them to the views of the different classifications of TQM principles and cornerstones of reliable to achieve the quality that those principles can be classified into principles concerning the input system of any organization, and the principles relating to the operations, and the principles relating to the outputs, the following review of those principles:

- Input principles of total quality management, namely: 1

Support of the senior management to manage the overall quality and make it on the list of priorities. Building Organizational culture declared and documented the organization and the support of the quality (Vision, Mission, policies, values, Regulations, targets, ...), even believes all employees to quality, and working to achieve them. The existence of leadership relies on modern leadership styles of management away from traditional patterns, and oversee And follow-up and guidance of the members of the organization the right way towards achieving the goals, and seek to find the work environment that develop social and humanitarian relations between the workers and stimulate the abilities and skills they have. Providing all the human and material potentials to serve the goals and achieve them. Identify criteria and quality standards shall be in accordance with the requirements and expectations of customers. - Obvious identification of ways and methods of measurement to be met and followed to test the service and the product. Decision-making will be based on feedback learned from the views and aspirations of customers, with the participation of workers in the organization. - Reliance on information and statistics to lead the continuous development and improvement of the organization, it must become part of the quality daily decisions, and in the distribution of resources and personnel policies and regulations and operational, any behavior that

extended from the top management to the lowest administrative levels.

- Principles of operations to total quality management, namely2

Continuous focus on the development and improvement of performance to reach the output by the looks of its customers. -Focus on human resource development through training workers by acquiring technical skills to achieve quality performance they have, and training in order to increase their awareness of the quality and relevance. Serve on the principle of full participation by those working in the organization in order to benefit from their expertise, and removing barriers between them, and their participation in identifying problems, analyzing and providing solutions to address them, quality is to start from their inside. Providing the right climate for workers, and encouraging them to cooperate and the formation of teams and teamwork, and to the principle of cooperation on the principle of competition, so that all employees feel that the organization belongs to all, and all of them are responsible to make a change. -Encourage workers and motivate efforts, and encourage innovation and development which achieves their job security, and will reflect positively on their performance. Serve on the principle of prevention of errors, not inspection, in order to reduce losses and damaged, reducing the cost and improving the internal processes of production in accordance with the specifications prepared in advance. Ensure activating cooperation and coordination between the various departments and units in the enterprise, where you must focus on processes in all departments and how its progress and sequencing.

3 - TQM output principles

Achieve satisfaction of beneficiaries and customers, and meet their expectations, and keep track of their views and provide feedback to the administration. Insert quality and customer service systems in performance and rewards assessment systems Make sure services and products match the specifications and standards developed and defined. Performance measurement and analysis in the light of the results and provide the solutions proposed for development. Evaluate the consequences of improved and developed processes and provide feedback to senior management. This indicates both Salhi (2013), and al-Rubaie and Ahmad al-Tai () to a number of foundations and intellectual premise of the philosophy of total quality, which can be summarized in the following management key points. Admission of the change as

a fact, and deal with the changes, rather than ignore them or try to avoid them. Conviction of the importance of the atmosphere surrounding the management, and the development of methods to deal with its components and influence. Recognize and market acceptance of its provisions as criterion in evaluating management performance. Assimilation of renewable technology as governor to think about management and choices. Use Intelligent information technology, and redraw the design regulations and administrative methods. Realization of Importance of optimal investment for all energies and resources. Admission of competition as a fact necessary, to pursue a head start on competitors by creating excellence. Realize that time is the head of the importance as a resource management relies upon the creation of the benefits and positives
Realize Science as an integrated whole, and the need to get out of the regional space to the global space. Realize Importance of integration with others. The importance of the customer and the need to approach him, and regarded as a fundamental criterion for judging the quality of services. Keep away from Individual dispersion logic, and the introduction of the concepts of teamwork, and configure systems and networks interconnected and interactive. Deny principles and postulates classic in management and organization, and the willingness to accept the concepts and perspectives renewed. Believe that the human element is the foundation of the strongest and most important in the success of the administration, and therefore occupies the Human Resources Development greatest attention from the contemporary management. In light of these principles and foundations philosophical clear to us evident that TQM is a contemporary and comprehensive management, intellectual, cultural and organizational revolution, different from the traditional management in several aspects, and can be summed up the differences between them -as many of the literature indicated that Al-Salhi (2012), Du'mus (2012), Alhoush (2013), Ismail (2014)-according to the following schedule:

*	Comparative elements	Traditional management	Total Quality Management
1	Organizational Chart	Hierarchical, vertical	Horizontal, plexiglass
2	Planning	Short-range	Long-range
3	Policies and procedures	Rigidity of the policies and procedures	Flexible policies and procedures
4	Administrative levels	Multiple, complex	Low, trimming
5	Decision making	Central, based on the experiences of people in the top of the pyramid	Decentralized, based on information and data
6	Working style	single	Group(team work)
7	Control Type	The close supervision and nitpick	Self-censorship

8	Work type	Focus on earnings	Focus on system quality, customer satisfaction
9	Work environment	Individual competitive	Collective competitive focus on the integration of employees with the system
10	Problem Solving	By managers	Using teams
11	The relationship between officials and workers	List of power and issuing commands and blame	Based on trust and removing obstacles
12	Role of managers	Planning, recruitment, oversight	Authority, training, facilitating the task
13	training	costly	Investment
14	Improvement efforts	Improvement when needed	Continuously improve
15	Areas of interest	Saving data	Data analysis and conduct environmental comparisons

Through this comparison between traditional management and administration of comprehensive quality is evident that the organization, which seeks to overall quality of the application is working on removing bureaucratic method prevailing in the traditional management, and substitutable administrative style talk based on the principles and foundations that we have mentioned previously, no doubt that this substitution between the two approaches numerous positive repercussions on the organization and its benefits, as it is the main reason behind the service quality and productivity in today's world.

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