



CONSULTING SCOOP



## Total Quality Management Consulting

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If you start a consulting business, Total Quality Management (TQM) can be an exciting proposition. TQM consulting requires deep obsession with quality, insight, and ideas. As is the case with other consulting areas, TQM consultants play an active role in guiding and helping businesses achieve their strategic goals.

Quality is a critical concern of manufacturers and businesses today. Customers desire quality of whatever they purchase. In many cases, they do not hesitate to go for a different product or a different supplier if the quality of the product or the service does not satisfy them. Therefore, the central focus for most businesses is the customer. For this reason, it is crucial to examine the role that TQM consultants play in organizations.

TQM consultants recognize that the responsibility for quality rests equally on the shoulders of everyone in an organization. TQM consultants guide the organization to deliver results that are exactly in tune with customer requirements.

TQM implementation should not, however, put the organization in competition with overall costs and return of investments. Since the most important task for any business is to retain current customers and acquire new ones, TQM consultants should lead the organization to capital gains.

TQM consultants must also guide top management in communicating the organization's vision to its employees and its diverse clientele. They will also

guide management in achieving the right synchronization between business processes and help create a culture of continual improvement.

TQM consultants typically implement quality programs that consist of the following:

- Identifying and confirming customer requirements.
- Meeting requirements using tools such as "process modeling" and "error prevention."
- Measuring and calculating the price of deviation from established quality norms.
- Demonstrating that adhering to quality is beneficial for the organization and employees.
- Analyzing problems that hinder quality.
- Finding solutions to improve and implement quality.
- Controlling work processes to implement total quality management.
- Maintaining a policy of continuous improvement.
- Meeting benchmarks of quality.

As a TQM consultant, you either can work independently or as a salaried consultant employed with one of the many firms offering consulting services in TQM. Independent and experienced TQM consultants charge about \$87 an hour. Salaried TQM consultants can expect around \$45,000 per annum as starting offers, and experienced TQM managers can expect around \$85,000 to \$100,000 per year.

Currently, there is a resurgence of TQM with increasing awareness about Six Sigma and Lean Manufacturing. TQM consultants use statistical quality control, quality tests, systems analysis, and other tools to improve quality and to reduce instances of customer dissatisfaction. Consulting firms, as well as organizations, prefer candidates with relevant backgrounds and experiences in the industry in which they function.

A career in TQM can be extremely satisfying, provided you understand the organization's concern for quality and share its excitement and passion for quality and bringing about desired change. With the right resources and knowledge, TQM consulting can be the best career decision you'll ever make.



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**On The Net**

TQM Planning Hourly Bill Rates

[www.hotgigs.com/rates/skill/TQM-Planning-hourly-consultant-bill-rates](http://www.hotgigs.com/rates/skill/TQM-Planning-hourly-consultant-bill-rates)

Seven Qualities of Successful Entrepreneurs

[www.allmerchants.com/Articles.Starting-a-Small-Business.Seven-Key-Qualities-of-Successful-Entrepreneurs.id.32871.htm](http://www.allmerchants.com/Articles.Starting-a-Small-Business.Seven-Key-Qualities-of-Successful-Entrepreneurs.id.32871.htm)

TQM Consultant—Training Article

[www.training-management.info/PDF/TQM%20Training.pdf](http://www.training-management.info/PDF/TQM%20Training.pdf)

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