SIRIM STANDARD

Requirements for implementing Total Quality Management (TQM) based on SIRIM Total Quality Fast Track Model (TQ$_{FT}$M)
(First revision)

SIRIM Berhad

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SIRIM Berhad is a premier total solutions provider in quality and technology innovations that helps industries and businesses to compete better through every step of the business value chain.

SIRIM Berhad is the centre of excellence in standardisation, facilitating industries and businesses in enhancing their production and competitiveness, protecting consumers' health and safety, and giving them the choice for quality products and services.

As a standards development organisation, SIRIM Berhad has extensive expertise in standards research and consultancy which helps industries and businesses to meet local and international requirements and practices, through the development of SIRIM Standards.

SIRIM Standards are developed according to SIRIM standardisation procedures with the participation of interested parties. SIRIM Standards are developed through consensus by committees, which consist of experts in the subject matter. The use of SIRIM Standards is voluntary, and it is open for adoption by regulators, government agencies, associations, industries, professional bodies, etc.

Contents

Foreword

This SIRIM Standard was developed by the Project Committee on Total Quality Management (TQM) established by SIRIM Berhad.

This standard was developed with the following objectives:

a) to specify requirements for the implementation of Total Quality Management (TQM) based on the SIRIM Total Quality Fast Track Model (TQ$_{FT}$M);

b) to provide guidance and understanding on the concepts and principles of Total Quality Management; and

c) to provide guidance and understanding for organisations to determine quality activities that are relevant to the TQM programme.

Major modifications in this revision are as follows:

a) the seven principles of TQM were changed to eight principles;

b) addition of a new clause on leadership and commitment;

c) addition of Figure 1 on the 'House of SIRIM Total Quality Fast Track model';

d) addition of new evidence required for TQM implementation; and

e) addition of new evidence required for the improvement of the organisation.

This SIRIM Standard cancels and replaces SIRIM 7:2016, *Requirements for implementing Total Quality Management (TQM) based on SIRIM Total Quality Fast Track Model* (TQ$_{FT}$M).

This standard will be reviewed periodically, and if necessary, revised, to ensure that it reflects current needs and conditions. Users and other interested parties may submit comments on the contents of this standard for consideration in future versions.

Compliance with this standard does not by itself grant immunity from legal obligations.