

Total Quality Management for Organizational Development: A Strategy for Continuous Development of National Academy for Planning and Development

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Abstract

Total Quality Management is a scientific, systematic, problem-solving, procedure oriented, customer centric approach which is centered on quality. It is the methodology for bringing success to the organization through continuous development by involving the members of the organization. In Bangladesh there are huge areas in public and private sectors which require urgent improvement where the concepts of Total Quality Management can be efficiently applied. Small and gradual improvement can bring success to any organization. Total Quality Management works with simple procedure. If this concept is practiced in the organization gradually it will become the work culture. Improvement effort will then be the routine activity and improved service delivery to the customers can be ensured and organizational benefit and success can be achieved.

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