

SNS COLLEGE OF PHARMACY AND HEALTH SCIENCES

Affiliated To The Tamil Nadu Dr. MGR Medical University, Chennai

Approved by Pharmacy Council of India, New Delhi.

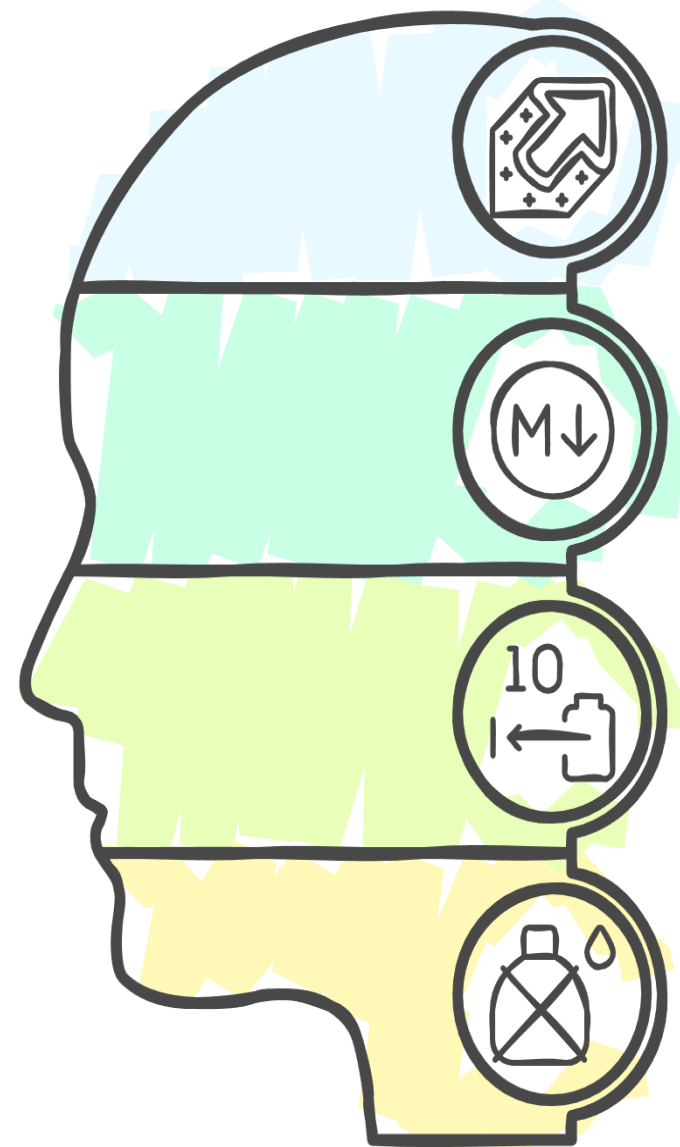
Coimbatore -641035



COURSE NAME: INDUSTRIAL PHARMACY-II

(BP 702 T) IV YEAR / I SEM

TOPIC: TOTAL QUALITY MANAGEMENT



Purpose

Provides guidance on acceptable post-approval changes

Scope

Applies to changes in manufacturing equipment, process, site, batch size, and composition

Focus

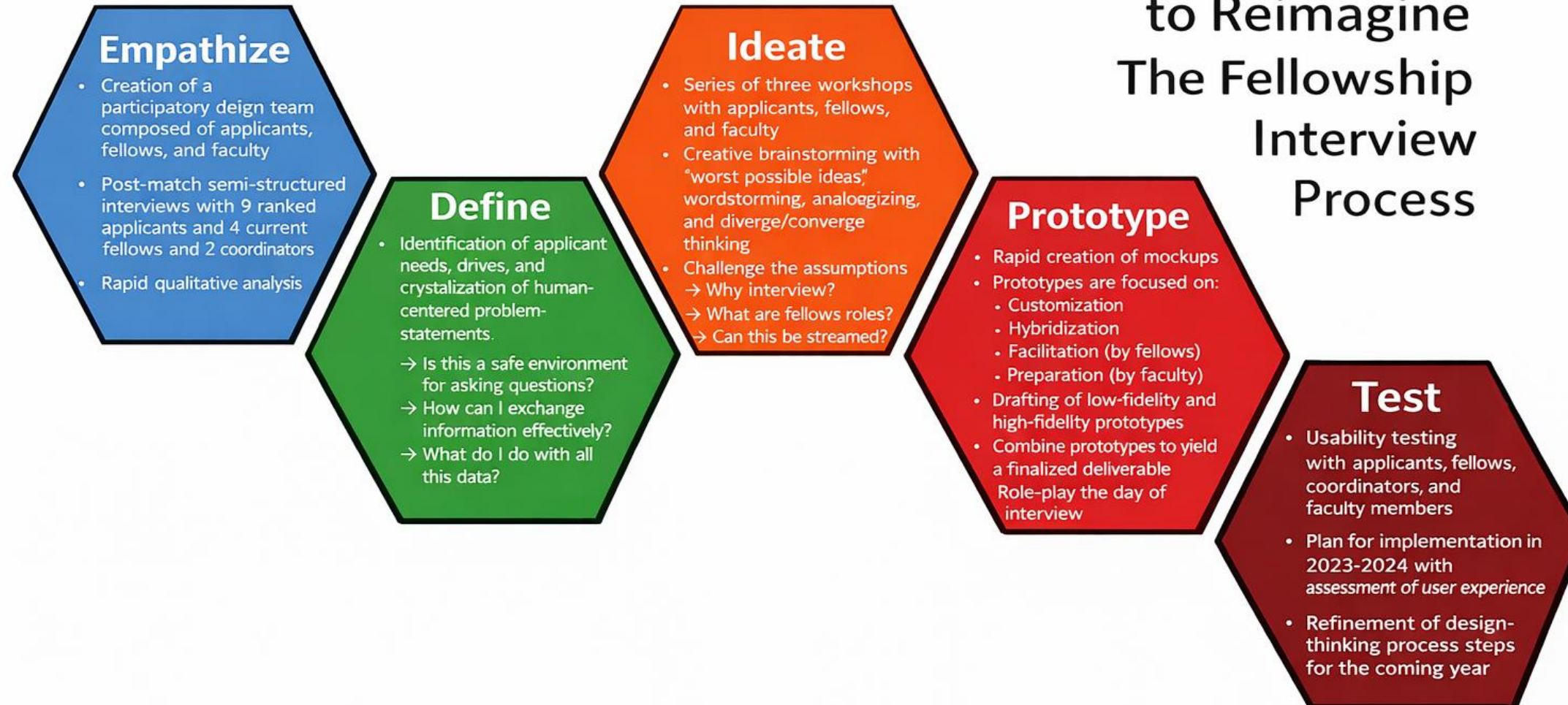
Concentrates on solid oral dosage forms, semi-solids, and liquids

Exclusions

Excludes sterile and biological products

Made with  Napkin

Using Design-Thinking to Reimagine The Fellowship Interview Process



Total Quality Management Cycle

Implement TQM

Initiate TQM practices within the organization.

Foster Culture

Cultivate a culture of continuous improvement.

Enhance Services

Offer superior services through improved processes.

Improve Products

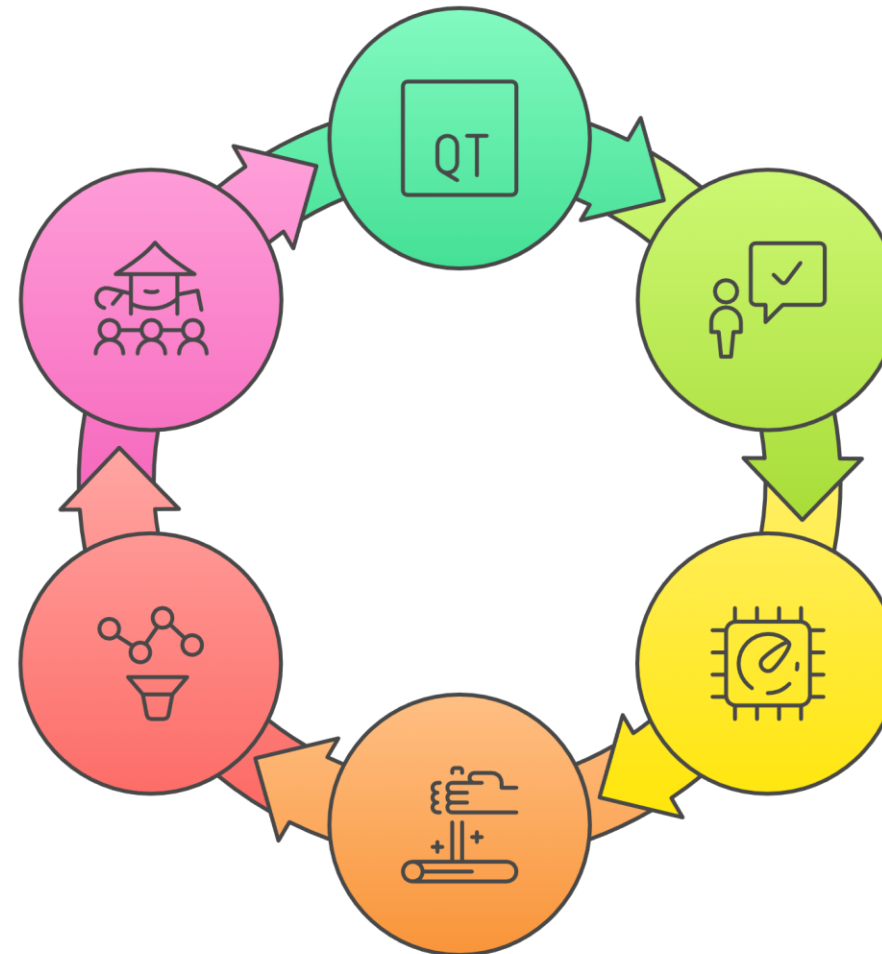
Develop better products through refined processes.

Gather Feedback

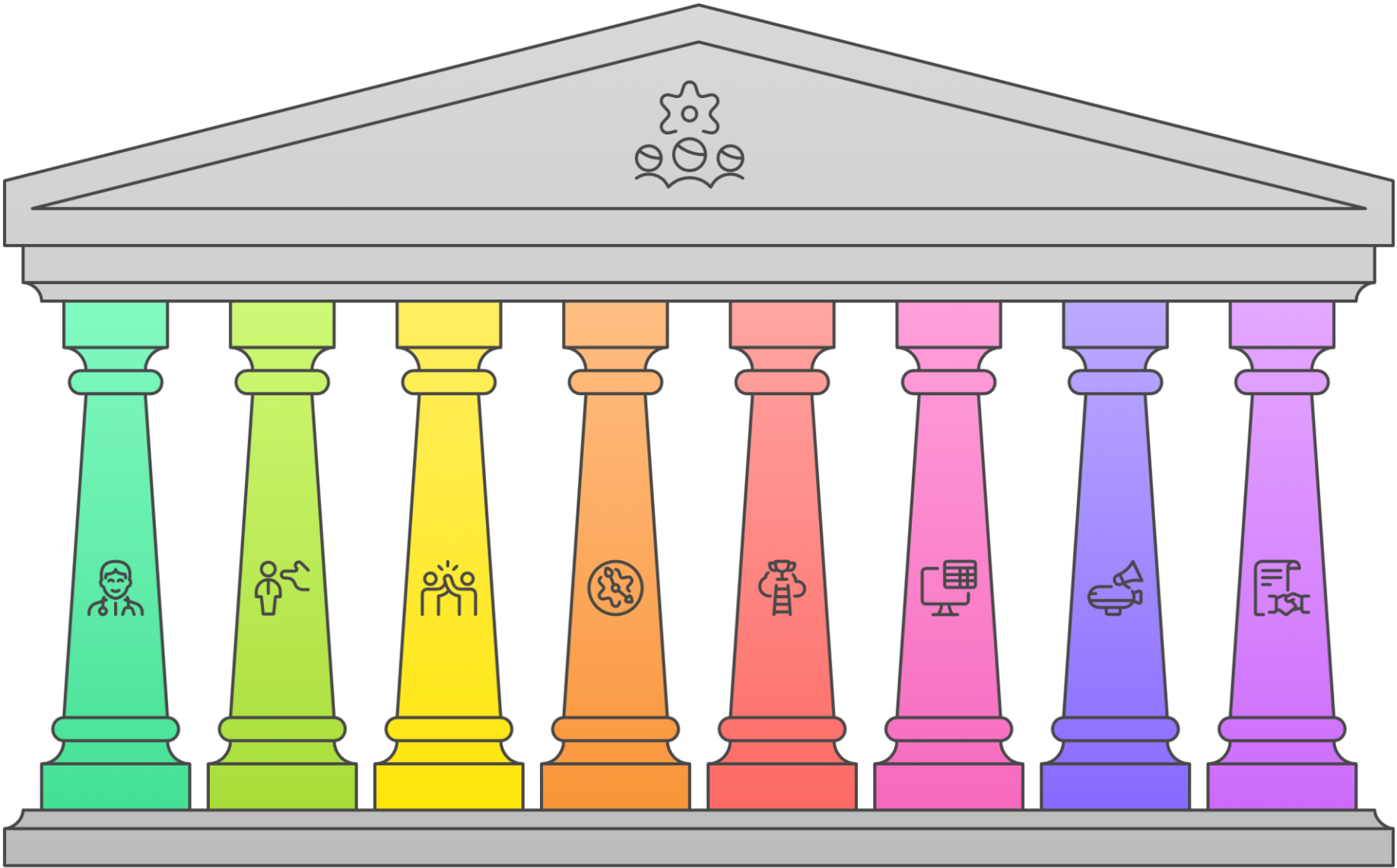
Collect input from stakeholders for improvement.

Refine Processes

Enhance processes based on feedback.



Foundations of Total Quality Management



Customer Focus

Understanding and meeting customer needs and expectations.

Leadership Involvement

Strong leadership driving and supporting TQM initiatives.

Employee Empowerment

Empowering employees to participate in quality improvement.

Process Approach

Managing activities as interconnected processes.

Continuous Improvement

Commitment to ongoing improvement in all aspects.

Fact-Based Decision Making

Decisions based on data and analysis.

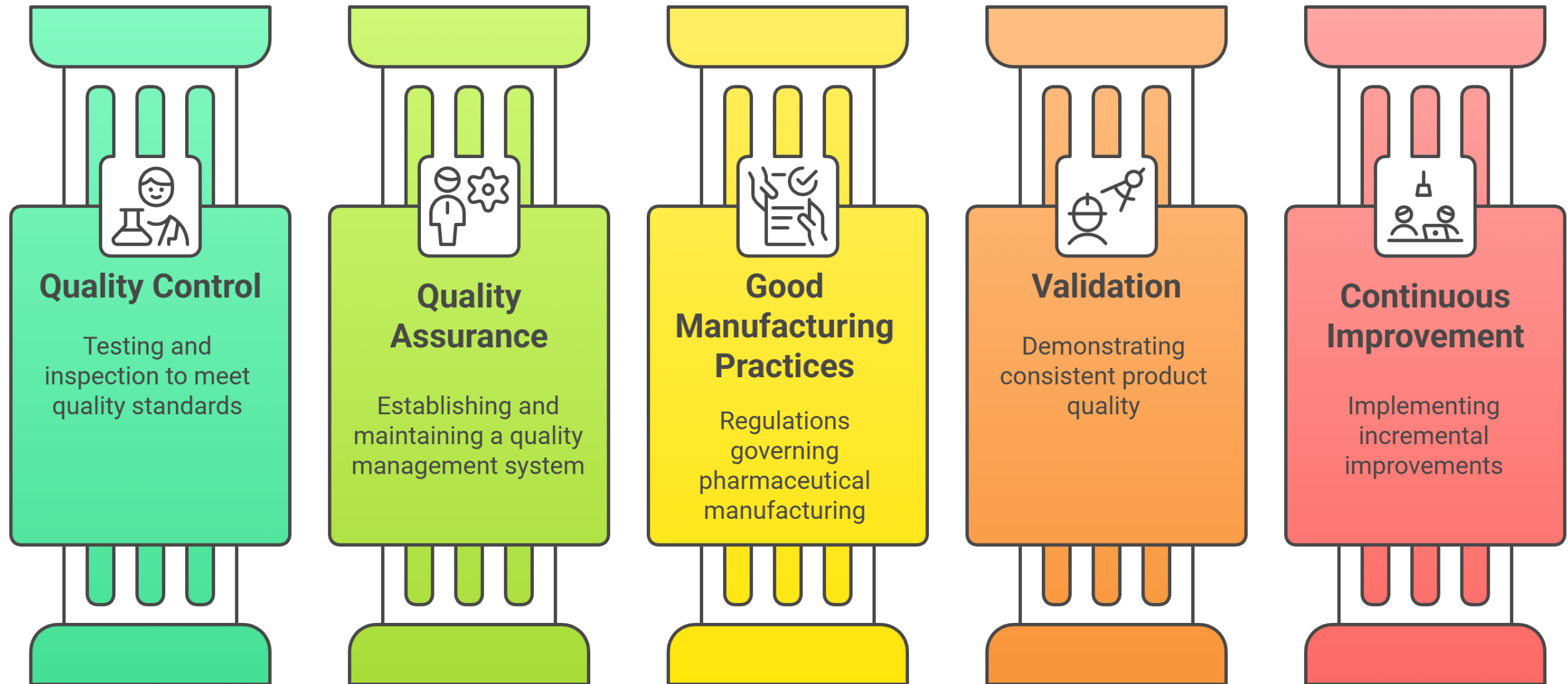
Communication

Open and effective communication for coordination.

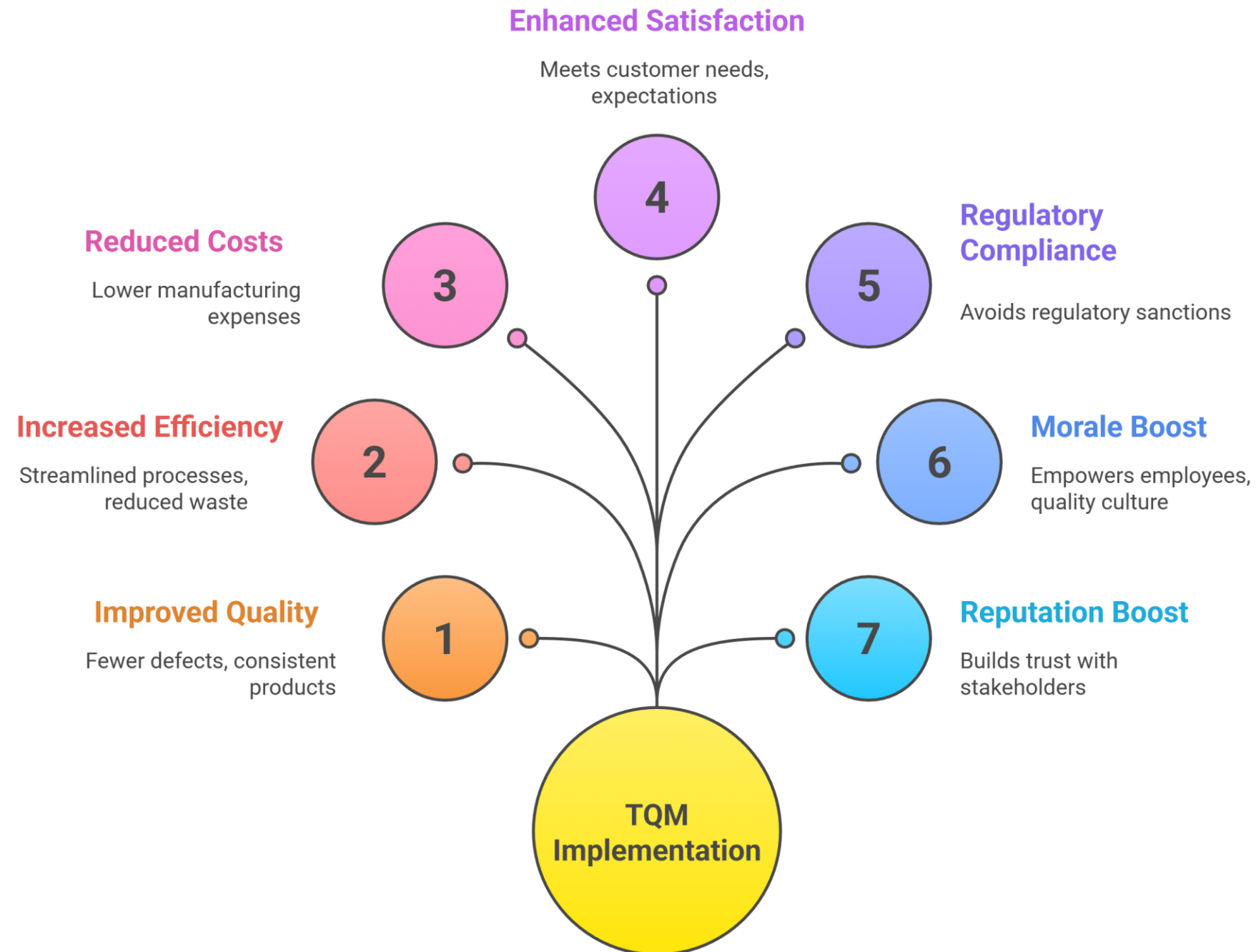
Supplier Quality Management

Extending quality principles to suppliers.

Foundations of Pharmaceutical Quality



TQM Benefits Industrial Pharmacy II



Implementing TQM: Navigating the Hurdles

Resistance to Change

Employees resist new processes

Lack of Support

Management commitment is
insufficient

Insufficient Training

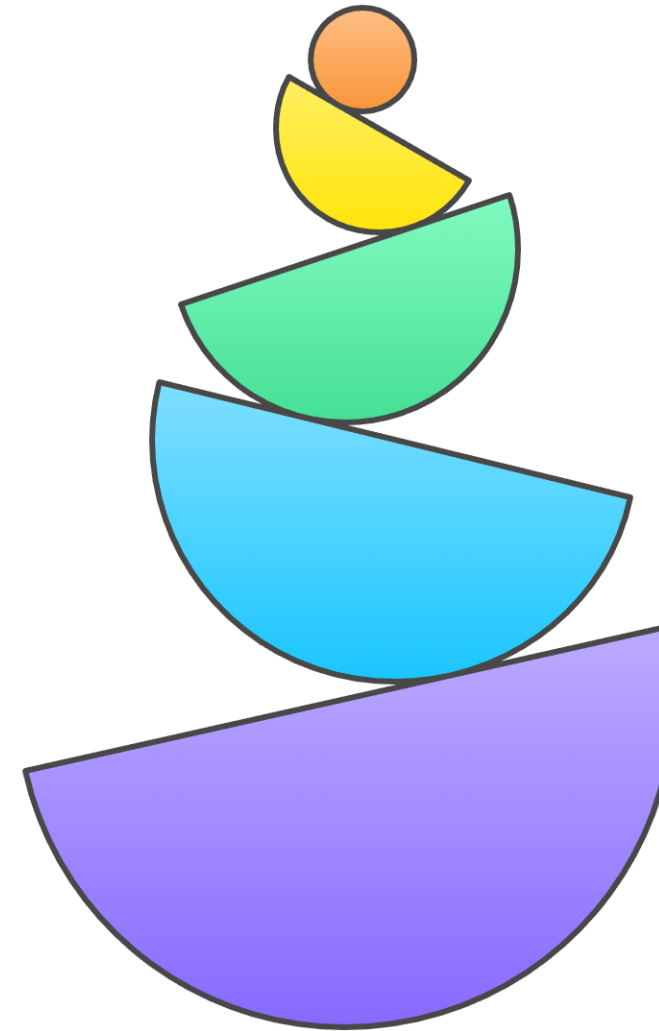
Employees lack TQM knowledge

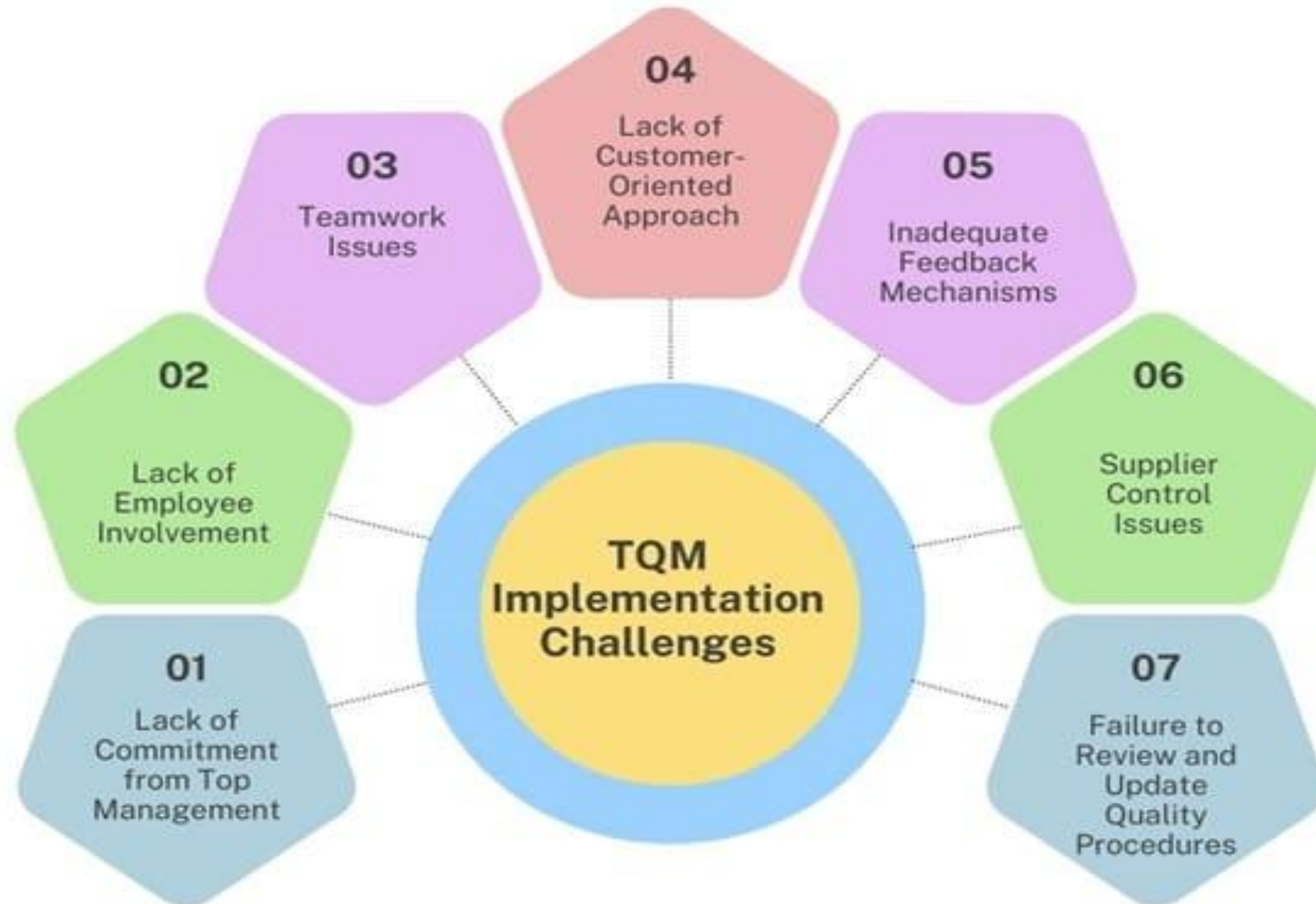
Resource Constraints

Investment in TQM is limited

Measurement Difficulty

Impact of TQM is hard to gauge

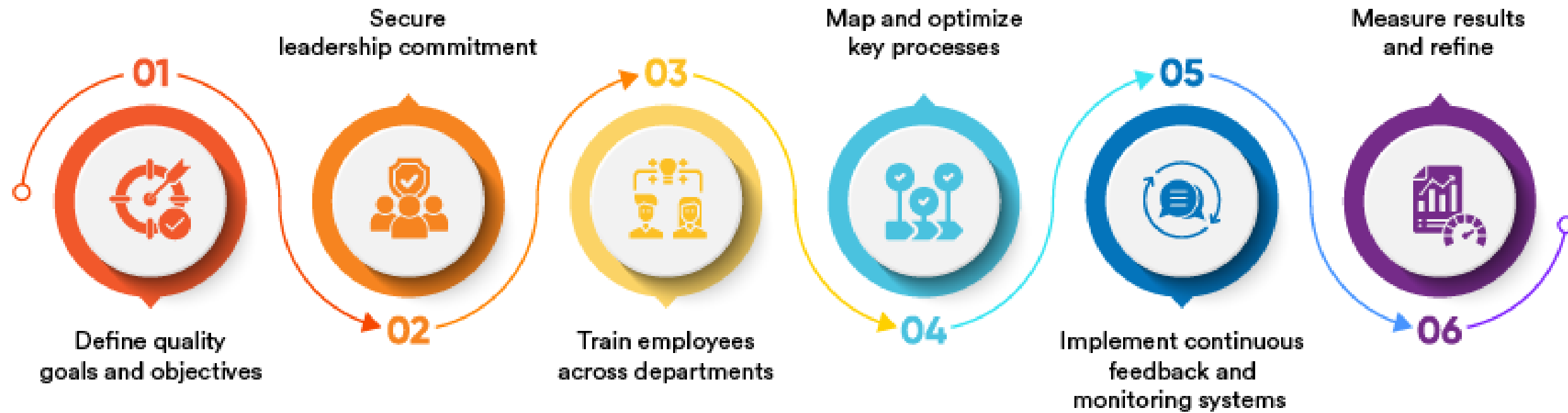




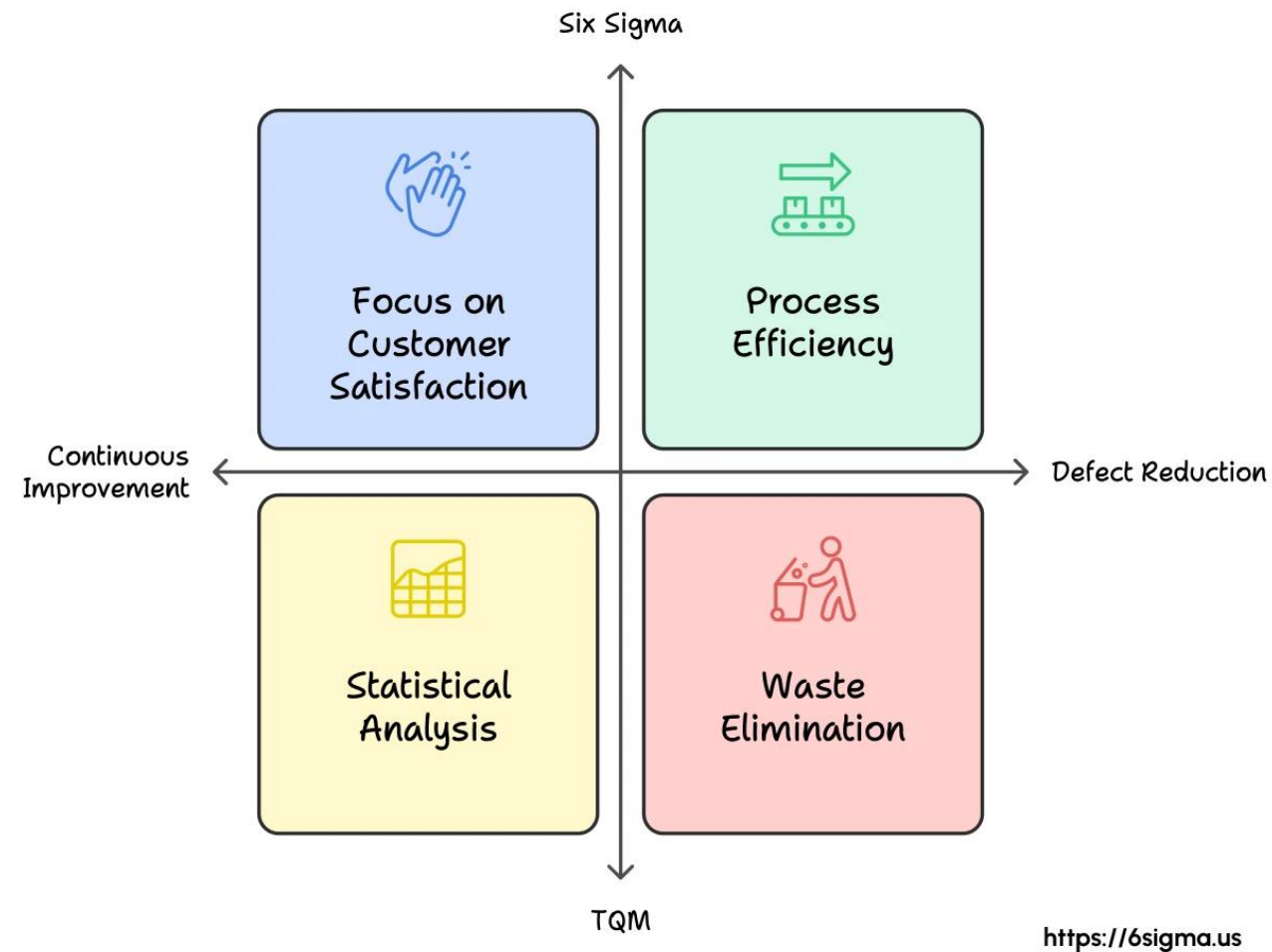
Principles of Total Quality Management



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Principles of Total Quality Management





Benefits of Total Quality Management



<https://6sigma.us>



TOTAL QUALITY MANAGEMENT

The 4 Pillars



Customer Focus

Meeting and exceeding customer expectations.

Continuous Improvement

Ongoing enhancement of processes and systems.

Employee Involvement

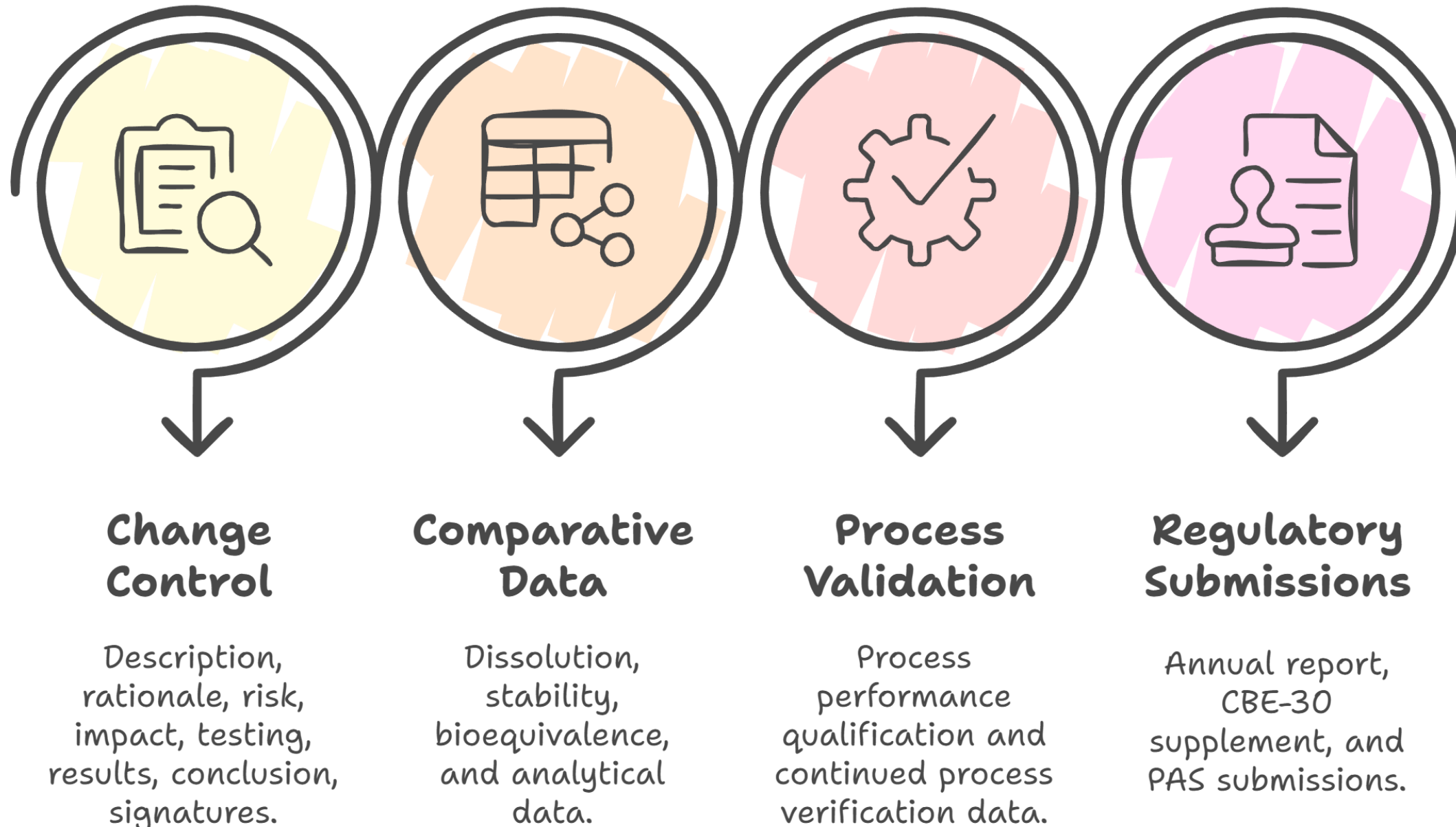
Engaging employees at all levels.

Process Approach

Systematic management of activities and resources.

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Documentation Requirements



- Explain any five advantages of Total Quality Management (TQM).



ASSESSMENT: TOTAL QUALITY MANAGEMENT

- How does TQM improve customer satisfaction and organizational performance?



Assessment

ASSESSMENT: TOTAL QUALITY MANAGEMENT

- Discuss the role of TQM in cost reduction and waste minimization.



ASSESSMENT: TOTAL QUALITY MANAGEMENT

- **Explain how employee involvement under TQM leads to continuous improvement.**



Assessment

ASSESSMENT: TOTAL QUALITY MANAGEMENT

Describe the importance of TQM in achieving competitive advantage in industry



Assessment

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THANK YOU