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**Human Resource Development and Management for Total Quality Management**

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**Abstract :** *In Total Quality organization, HRM units develop policies and procedures to ensure that employees can perform multiple roles improvise when necessary and direct themselves towards continuous improvement of both product quality and customer service.*

**Keywords –** *H, R, D, M,,A, T, Q, M*

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I. Introduction

The role of human beings at work has changed as business and technology have changed over the years. The total quality movement has caused business to look more closely at the human side of work.

II. Conclusion

The role of human beings at work has changed as business and technology have changed over the years.

- The total quality movement has caused business to look more closely at the human side of work.
- No organization can survive without good people, people who are improving.
- Businesses are beginning to learn that to satisfy customers, they must first satisfy employees.
- The human resource is only one that competitors cannot copy and the only one that can synergies.

HRM seeks to build and maintain an environment for quality excellence to better enable the work force to achieve the company's quality and operational performance objectives.

Even if the organization has HR managers, all managers are responsible for quality Understanding HRM practices is essential for a total Quality environment.

In Total Quality organization, HRM units develop policies and procedures to ensure that employees can perform multiple roles improvise when necessary and direct themselves towards continuous improvement of both product quality and customer service.

Companies committed to Total Quality invest heavily in Training and Education.

HRM department in Total Quality Organizations particularly as empowered employees require new knowledge and skills which should not have to be cost justified.

The way Human resources are managed in Total Quality Environment include:

- How employees are selected and developed
- How they are motivated at work and how their performance is appraised.

Applying motivational theories to management Practices in Total Quality environment has both advantages and draw backs.

In a Total Quality environment, HR practices include integrating HR plans with overall business plans involving employees at all levels and in all functions.

Effective Total Quality Management requires co-operation between union and management.

In a Total Quality environment, Hr managers strategically support the organization's Total Quality approaches and deployment.

#### References

##### **Examples follow:**

##### **Text Book:**

*Total Quality Management, Sridhar Bhatt, ISDN PCP030, www.himpub.com, 1<sup>st</sup> Edition, 2002.*

##### **Chapters in Books:**

[1] *Quality Management Philosophy, Managing for quality and high performance, ISDN PCP030, 1<sup>st</sup> Edition, 2002.*