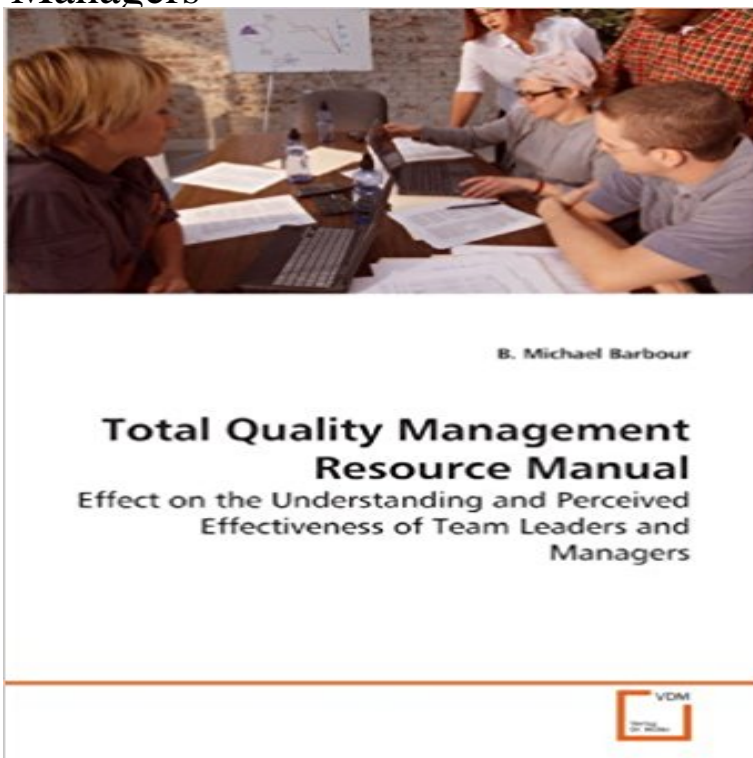


Total Quality Management Resource Manual: Effect on the Understanding and Perceived Effectiveness of Team Leaders and Managers



Research study (2001) conducted in Panama City, Florida to investigate the effect of using a total quality management (TQM) resource manual on the understanding and perceived effectiveness of team leaders and managers in performance improvement activities. The subjects of the study were working with a newly implemented total quality management system. An extensive 6-month training program to prepare for the implementation of the TQM system had recently been conducted in the urban healthcare facility used for the investigation. The premise of the study was to determine whether simplifying the information given to the TQM teams might enhance their effectiveness and understanding of the process. Total quality management, as a practice concept, has not proven to be highly effective in healthcare organizations. Further research is recommended to adapt the TQM model for healthcare organizations. The theoretical framework used in this study was based on the work of W. Edwards Deming (1900-1993).

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