MIS 5202 Week 8
TQM & QMS
Total Quality Management

• What is quality?
• Why is it important?
• What are TQM’s principles?
• What does all of this have to do with IT services?
Managing Quality in IT

• IT is all about providing services
• Quality of an IT service is about meeting desired outcomes
• Non-desired outcomes are service defects
• QMS means an organizational spirit of continuous improvement
• Making improvements to prevent service defects means establishing controls on the process
• Therefore a strong control environment is highly analogous to having a strong QMS
What does COBIT 5 have to say about quality?

1. Establish a quality management system (QMS)
2. Define and manage quality standards, practices, and procedures
3. Focus quality management on customers
4. Perform quality monitoring, control, & review
5. Integrate quality management into solutions for development and service delivery
6. Maintain continuous improvement