

# 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 th have to do with IT services?

FIGURE 5-9

Relationship matrix

Customer Requirements	Relative Importance	Product Characteristics					Competitive Evaluation				
		No. of Zippers & Compartments	Weight of Backpack	Strength of Backpack	Grade of Dye Color	Cost of Materials	1	2	3	4	5
Durable	25	✓	✓	⊙	✓	⊙	1	2	B	A	US
Lightweight	20	⊙	⊙	X		✓	1	2	A	US/B	3 4 5
Roomy	25	✓	X				1	2	US/A	B	3 4 5
Looks Nice	20	✓			⊙	✓	1	2	US	B	A 3 4 5
Low Cost	10	X	X	X	X	⊙	1	2	US	B	A 3 4 5
TOTAL	100										

**Relationship**  
 ⊙ Strong Positive  
 ✓ Positive  
 X Negative  
 ⊙ Strong Negative

US = Our Backpack  
 A = Competitor A  
 B = Competitor B

# 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. Intergrate quality management into solutions for development and service delivery
6. Maintain continuous improvement