

Application of Total Quality Management in the Engineering Mathematics Classroom to Improve Students' Performance

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Abstract: *Quality has become the defining element of education in the 21st century. Total Quality Management (TQM) is a management philosophy, defined as a customer-oriented process and aims for continuous improvement of business operations. It ensures that allied works are toward the common goals of improving service quality and enhancing the process of rendering services. As all education institutions are service oriented organizations, there is a greater need of TQM in educational institutions. In this paper, we study the application of TQM in the teaching learning process of Engineering Mathematics by applying Deming's model to improve the students' performance*

Keywords: Total Quality Management, Quality control, Teaching and Learning Process, Continuous Improvement

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