



# Role of HRM in Successfully Implementation of TQM

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## Abstract

Now a day, HRM and TQM has considered as a “new” approach and centre of attraction of large number of practitioner’s. Due to rapidly change nature of market and environmental pressures to change, for example cut through competition, changing market conditions make compulsion to introduce novel approaches human resource management (HRM) and total quality management (TQM) in every organization, HRM is important for implementing soft dimensions of TQM. Here, in this article we will try to show that what role HRM play in successfully implementation of TQM because these are the two important factors which affect business performance positively.

Key words: Human Resource Management (HRM), Total Quality Management (TQM), Recruitment and Selection, Training and Development, Teamwork, Employee Participation, Employee Empowerment, Rewards and Recognition, Customer Focus, Top Management Leadership.



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## INTRODUCTION

Rapidly changes in environmental factors create a significant impact on business organization. Due to this reason every company considered and prioritized their requirements. TQM and HRM both aspects are considered as important part of management and business research for past few decades. Total quality management (TQM) and human resource management (HRM) both approaches have potential to affect organizational and employees’ desired outcome. Boselie and Wiele (2002), found interlinkage between HRM and TQM. Produce quality of products has become necessity of every organization. Human resource management department play a central role in developing quality across the entire organization. Driving companies successfully in global markets quality has become a necessary tool. Quality can improve, enhance, managed through TQM implementation. Total quality management strive customer satisfaction by delivering zero defects in products/services.

Quality improvement is the prime objective of every specialist (quality engineers, product designers, and process engineers). A number of scholars, practitioners’ and commenter’s suggested that only those organizations integrate HRM functions and manage TQM will be able to survive in this competitive world (Redman and Mathews, 1998). According to Palo and Padhi (2005) said that professionals of HR department played a central role in creating and communicating the vision of TQM to the entire organization. Company-wide HRM can implement TQM in two fundamental ways. First, by including TQM philosophy and principle within its departmental operations; second, HRM department can arrange long-term training and development program company-wide for successfully implementation of TQM system. With the help and support of senior management HR department spread quality culture, throughout the company. HRM can manage quality through recruitment selection, performance appraisal, and reward and recognition process of employees.

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