

# Current Tools and Techniques in Library Science

**Total Quality Management in Library and Information Sectors**  
by  
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## Abstract

*The concept of quality management originated in Japan and later moved into the USA and other countries industry. Since then, the theory of quality management has been growing fast. TQM was initially applied as a management philosophy in the manufacturing sector. Following its enormous success, this philosophy is increasingly being applied in the service sector, including libraries. The purpose of this paper is to present an overview of total quality management (TQM) in the library and information sectors. Focusing on TQM implementation in the library and information sectors, the experiences of libraries adopting this method are also reviewed. At last the authors explain the barriers to TQM implementation in libraries.*

## Introduction

The concept of quality management originated in Japan and later moved into the USA and the UK, initially in the manufacturing sector. Since then, the theory of quality management has been growing fast. It has become a management philosophy in its own right and has taken shape in a series of international standards in the ISO 9000 series. The philosophy is increasingly being applied in the service sector, including libraries. This paper focuses on total quality management (TQM) in the library sector. Library and information managers (LIMs) are these days deluged with advice as to how to acquire and organize learning resources and satisfy the complex and ever-increasing information needs of their users. However, to achieve their goal, the question of a resource-constrained regime has to be kept in mind without sacrificing the interests of users. The services offered, accordingly, have to be internally efficient and externally effective. It is in this context that the question of "total quality" becomes relevant in the management of library and information services.

## TQM concepts

TQM is the art of managing the whole to achieve excellence. The golden rule is a simple but effective way to explain it. TQM is defined as both a philosophy and a set of guiding principles that represent the foundations of a continuously improving organization. It is the application of qualitative methods and human resources to improve all the processes within an organization and exceed customer needs now and in the future. TQM integrates fundamental management techniques, existing improvements, and technical tools under a disciplined approach (Talakder and Ghosh, 2004).

In the other words, TQM is focused on the understanding that organizations are systems with processes that have the purpose of serving customers. TQM calls for the integration of all organizational activities to achieve the goal of serving customers. It seeks to impose standards, achieve efficiencies, define roles of individuals within

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