

Driving TQM/BE Model based Sustainable Excellence Enterprise Framework

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Abstract

The concept of sustainability in industries has gained fame and recognition in recent years. Organizations are pursuing the important aspect of social and environmental integrity with business success to gain excellence in operations. Organization that grows in economical, social and environmental dimensions is actually a Sustainable Excellence Enterprise (SEE). In seek of excellence organizations are adopting Total Quality Management (TQM) models and Business Excellence (BE) frameworks. These TQM/BE models assert 'Excellence' in operations and results but do not guarantee sustainability therefore it is imperative to examine the extent to which these models match sustainability criteria and practices. This study attempts to present a comparison of TQM/BE models through detailed review in contrast to sustainability criteria. Further it identifies findings to overcome the gaps and suggests recommendations to address futuristic implications and methodology for coherence of TQM/BE models with sustainability practices. The study is useful in drawing a Sustainable Excellence Enterprise framework based on TQM/BE models.

Keywords

Sustainable excellence; sustainability; TQM; business excellence framework

Biography

Muhammad Tasleem is a Mechanical Engineer graduated from University of Engineering & Technology, Lahore, Pakistan. He completed his MS in TQM from Institute of Quality & Technology Management, University of the Punjab, Lahore, Pakistan and presently doing PhD in Engineering Management from National University of Sciences & Technology (NUST), Islamabad, Pakistan. He is profound professional in the field of Quality Management and is an Assessor for Prime Minister Quality Award (PMQA) Pakistan, certified Six Sigma Black Belt and ISO 9001 Lead Auditor. He has 13 years enriched professional experience in production engineering and quality management and is a consultant, trainer and auditor in quality.

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