



**dusit thani**  
college

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**IHM1213**

**Food and Beverage  
Service and Operations**

**Lesson 13: Teamwork and  
Total Quality Management**

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# Scope

- Importance of Teamwork
- Total Quality Management
  - Cause and Effect Diagram

# Objectives

By the end of the session, the student will be able to:

- Identify the importance of teamwork at the workplace
- Describe total quality management
- Work as a team and analyze the challenges in Mahogany Dining Room using cause and effect diagram tool of TQM

# Teamwork

Work performed  
**combined effort** of pro  
organized cooperation  
working together or a  
to achieve better res



# Total Quality Management



- recognized as a generic management tool, just as applicable in service and public sector organizations.

# Total Quality Management



## Basic Elements

- Continuous improvement
- Emphasis on procedures
- Delegation of activities
- Measurement

# Total Quality Management



- Tools that assist with identifying problems & guiding decision on quality of business:
  1. Benchmarking
  2. Plan-do-check-act cycle
  3. Cause and effect diagrams



**KEEP CALM  
TEAMWORK  
MAKES THE  
DREAM  
WORK**

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# Thank you

