

Total Quality Management Tools

Pareto Principle

- 80-20 rule: 80% of the problems come from 20% of the causes
- General use: in connection with income and wealth



Checklist

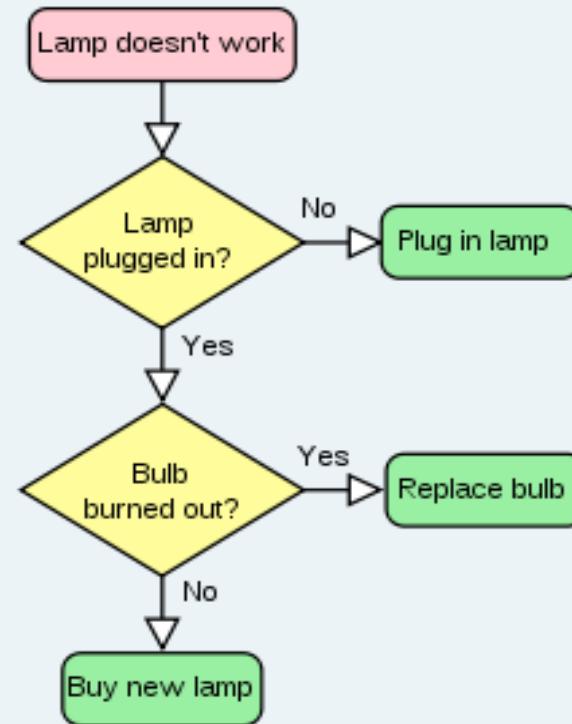
- A checklist is a type of informational job aid used to reduce failure by compensating for potential limits of human memory and attention.
- Basic example: to do list
- More advanced: schedule



Flowchart

- A flowchart is a common type of diagram, that represents an algorithm or process, showing the steps as boxes of various kinds, and their order by connecting these with arrows.

- Types of flowchart:
 - Document flowcharts
 - Data flowcharts
 - System flowcharts
 - Program flowcharts



Histogram

- A histogram is a graphical display of tabular frequencies, shown as adjacent rectangles.
- Can be analysed to draw conclusions about the data set.

