Quality Management

[Name of the Writer]

[Name of the Institution]

Quality Management

**Primary Task Response**

**Response on Arian Espen’s Primary Task**

It is giving a good impression at first look because of the format. Espen has appropriately followed the APA format requirements for her assignment. Furthermore, it also contains a table of content. Going through the document, I felt that Espen had confined the Total Quality Management to the medical field only. It would be more informative if you start from general to specific. I mean starting the introduction of TQM generally first and then, in terms of the medical field. Moreover, it also informs about the history of the total quality management at health care. It is a good idea to explain the concepts through practical examples from the health sector. Moreover, your points on the roles of a leader are much appreciable. Good leaders are the role models for other employees within the organization. The actions of these leaders reflect their leadership skills which are consumed for influencing the employees at different levels within an organization. Overall, it is a good write-up. However, try to focus on scholarly articles as a source for your assignment.

**Response on Tamara Bevins’s Primary Task**

Tamara has also followed the format correctly while writing her paper. However, the introduction part is very short, and it only informs about the significance of TQM overall in the world. In order to make your introduction stronger, you may define the total quality management in just two-three lines. I see some minor referencing errors in the document which does not fulfill the referencing needs of APA. There are also some errors in sentence structure, and it needs a proofread to make it more convincing. At the same time, I am unclear that will you hire a cheerleader or a motivator separately? Or you are talking about the qualities of a good leader? However, your paper needs a final touch regarding the adjustment and paragraph spacing.

**References**

Colorado Technical University Online (2019). BADM370 Phase 3 multimedia course material: Strategies and Tools of Quality [Multimedia presentation]. Retrieved on March 4, 2019, from Colorado Technical University Online, Virtual Campus, BADM370-1901B-01: https://campus.ctuonline.edu

Dyer, A. (1999, November 22). The Quest for Quality: Total Quality Management. Retrieved on February 26, 2019 from [https://www.lawnandalndscape.com/article/the-quest-for-quality- -total-](https://www.lawnandalndscape.com/article/the-quest-for-quality-%09-total-)quality-management/

Newhouse, D. (2009, Fall). Service Score Segmentation of Diverse Populations to Improve Patient and Physician Satisfaction-A Multicase Quality Improvement Study. Permanente Journal. Vol. 13(4): 34-41. Retrieved from https://www.ncbi.nlm.nih.gov/pmc/articles/PMC2911832/