

# **Total quality management and best practices to evaluate a management of change project**

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## **Abstract**

**Purpose** - Evaluate a management of change project that has a challenge: to change the way the employees work in the organization so as to use “industrialization” methods and tools available in industrial contexts, in order to increase productivity and reduce costs in delivery.

**Design/methodology/approach** - Application of Total Quality Management principles and best practices.

**Findings** - It was verified that quality concepts can be applied in an environment where the product is change. In other words, whether controls, measurements, and communication can help advance the change process. Charts are used to show results.

**Originality/value** - Evaluation is of the greatest significance in organizations where management of change is carried out. Besides, the use of quality concepts and tools for such a purpose stands as a particular approach.

**Keywords:** Change, Communication, Data and Facts, Improvement, Total Quality Management.