

# **Quality Management Analysis at Chevrolet Kuwait**

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## **Abstracts**

The company Chevrolet is established in 1932, Kuwait's exclusive auto dealer Yusuf A. Alghanim & sons are leading this brand Chevrolet. This company is founded as one of the most recognized company in the state. They are giving their best output in providing services and customer satisfaction. The company has committed to provide offers full of excellence to fulfill the automotive requirement demanded by their customer. Their services include the sale of new and used cars, fleet and governmental sales, providing services to have vehicles on rent. The company is famous for providing the maintenance services and is recognized as the world's largest and advanced service center. They are also playing a role for the distribution of the spare parts.(wordcount of words: 2000 words)



### Contents

**Company Profile Global Competitiveness** Quality Management, Ethics, and Cooperate social responsibility Quality culture, changing heart, minds and attitude Strategic Management; Ensuring Planning and Execution for Competitive Advantage Partnering and Strategic Alliances Customer Satisfaction, Retention and Loyalty Employee empowerment Leadership and change Team building and team work **Effective Communication** Education and Training Overcoming Politics, Negativity, and Conflict in the workplace **Overview of Total Quality Tools** Problem Solving and Decision Making **Quality Function Development** Optimizing and Controlling Process through Statistical Process Control Benchmarking Just in Time/ Lean Manufacturing Implementing the Total Quality Approach to Quality Management in Achieving **Organizational Excellence** References



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