

[Your Company Letterhead]

[Date]

[Recipient's Name]

[Recipient's Position]

[Recipient's Company]

[Recipient's Address]

Dear [Recipient's Name],

Subject: TQM Project Initiation

We are excited to inform you that we are initiating a Total Quality Management (TQM) project aimed at enhancing our operational efficiency, customer satisfaction, and overall performance.

Project Objectives:

1. Improve product and service quality.
2. Enhance customer satisfaction and loyalty.
3. Foster a culture of continuous improvement among all staff.

Project Scope:

- Assess current practices and identify areas for improvement.
- Implement training programs for staff.
- Develop quality metrics and performance indicators.

Project Timeline:

- Project Kick-off: [Start Date]
- Phase 1 Completion: [Date]
- Final Review: [End Date]

We value your support and collaboration as we embark on this important initiative. Please let us know if you have any questions or require further information.

Best regards,

[Your Name]

[Your Position]

[Your Company]

[Your Contact Information]