

# TOTAL QUALITY MANAGEMENT – A BUSINESS SIMULATION GAMES BASED APPROACH –

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**Abstract:** *This paper presents a theoretical background of Total Quality Management (TQM) in relation with the development of business games for educational purposes. The authors conclude that the strategic games are the most efficient and rapid method to accumulate experience in management. Through strategic games, the participants learn to use theoretical notions, gain abilities and skills for business management.*

*In this context some aspects and correlations related to the quality simulation process, quality costs and profitability are analysed.*