



جامعة ميدأوشن

كلية الإدارة

قسم / تخصص إدارة المشاريع

عنوان البحث

Quality Practices and Change Effects

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Abstract

The deliberate and systematic initiatives have always benefited the practitioner and lead ideas to the path of success, whether at the personal level or at business level, it is necessary to have plans, processes, implementation, control and effective review to provide a way to improve the productivity, which is means here quality practices.

But implementing these initiatives is not easy, either on a personal or business level, as it requires more efforts and capabilities to adapts the new processes, methodologies and even changing the mindsets.

Here in this report, we will show the impact of quality practices on business management and positive effects due to the implementation of processes and plans developed by Quality Management.

The importance of applying these practices in an effective way to improving the level of productivity, as the implementation of quality initiatives must be compatible with the frame of readiness, the ability to change, and the provision of assistive and demanding capabilities.

We also show the importance of engaging employees by prepare, equip and support them, to provide the best deliverables through their commitment to the quality practices and enhance what they have of an intellectual level to accept future initiatives.

Finally, we will show some of the models used as quality practices and the impact on the company's outputs.

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1. Introduction:

To introduce our subject easily, we can ask the question Why? So important the Quality Practice, we can say that each individual or business group needs to manage and control the internal procedures in order to obtain the obligated service and to fulfill the objectives.

In addition, you have to secure the future competitive abilities, you have to ensure “Conscious Navigation” instead of “Reactive Modus”, you have to improve continuously your own activities and internal procedures, should aware increasingly of the needs of business and socially responsible behavior, so becoming unique needs to have quality management to enhance the practices that reflect on your outputs.



2. The Definition of Quality Management

First of all we need to define the quality management, and here should refer to (ISO 9000:2005 – 3.1.1) which shows a direct point of the definition of Quality: “the degree to which a set of inherent characteristics fulfils requirements.”

To simplify more the aforementioned definition, our define for the quality management is a pre-set of process to be followed by the user and can be measured through the level of the implementation and the fulfilment of the requirements.

However, many definition can be figure outed, and always the requirement will leads to the definition as well as the concept that impacted directly on the management.



3. Quality Management and Practices

Actually, if we refer to the definition of Quality Management and the function that delivered due to the implementation of Quality Management, we can realize that we are using the quality in our whole life, with different level of exercise or implementation which initiate the different capabilities in the individuals level.

Similarly, in the business fields, the practices are going on, but the deference appeared in the methodology and the level of quality management.

Therefore, it is important to focus on those practices that helping on the efficiency of the deliverables, whatever it can be products, service, education ...etc.

In general, the quality can be applied on:

- Processes.

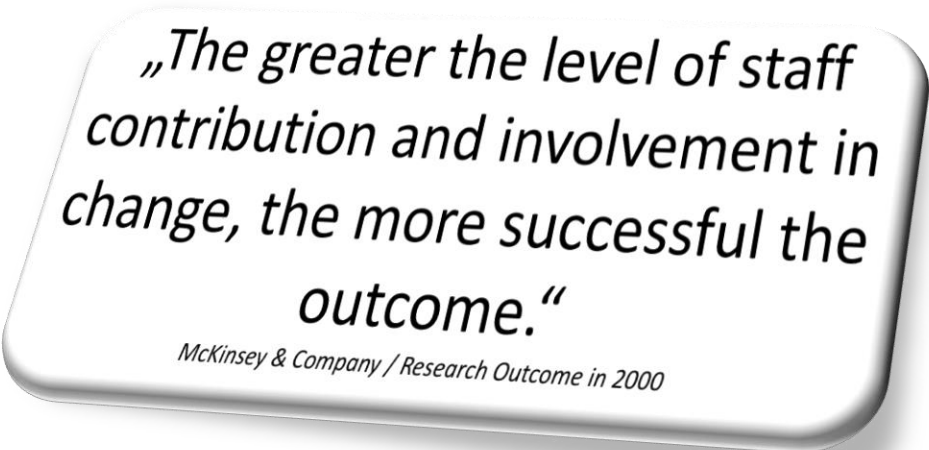
- Jobs.
- Roles.
- Structure.
- Technology.
- Products.
- Communications.
- Services.

4. People Engagement in the Quality Practices

The human factor is important to quality management, more than other factors. Therefore, preparing the people and supporting them required as much as providing quality practices.

Successful new Quality Practices means successful changes that depend on how well PEOPLE adopts a change in order to drive the business field successfully.

In this case, the people should have possibility thinking mindset It is about staying curious ensuring to have the choice to be open to learn.



„The greater the level of staff contribution and involvement in change, the more successful the outcome.“

McKinsey & Company / Research Outcome in 2000

5. Without Quality Management

If we consider there is no quality management at all, surely the difficulties will appear and consecutively interruption will engage all performed practices and exercises.

Based on many originations' spread experience formally and informally, it has shown up the importance of investing more efforts on Quality Management, otherwise facing unwanted destiny.

here are some results will occur in workplaces during unavailability of Quality Management:

- Unclear Roles.
- Conflict in the decision.
- Disarray in the work areas.
- Delays in the submission.
- Confusion.
- Irresponsibility
- Embarrassment.
- Misunderstanding.
- Low performance.
- Incident and accident.
- Panic.
- High cost

6. Benefits of Quality Management

On the opposite hand, the implementation of quality practices will lead to achieving the objectives effectively, fast, and satisfying results. And till today there are no research showed inefficiency of the quality practices.

The large number of the benefits and the outcomes of Quality Management always lead you to engage the sustainable development related to the quality management.

here are some results and benefits during the implementation of Quality practices:

- High professionalism.
- Improve performance.
- Positive Feedback.
- Competitive advantage.
- Fulfill customer needs.

- Minimize the cost.
- Increases the profits.
- Identify opportunities.
- Address key issues.
- Maintain employees' morale and commitment
- High Productivity.
- Building a strong trust.



7. Relevant Study and Change Effect

The best way to clarify the impact of applying quality management and the benefit of changing the attitude by focusing on the quality than covering on the occurred faults is referring to the shared other experiences, especially if including a helpful statics, and here we would like to refer to one of the study that support our report.

The study is showing different scenarios using some of the Cost of Quality (COQ) (Accounting for Management no date) elements as shown in Figures 1 and 2 below, which lets any organization should be invested more time in planning for quality, followed by implementing the quality principles, continuous monitoring for improvement and acting on the improvement initiatives in a timely manner to yield needed outcomes including increase financial benefits.

It is classified into four costing elements of Prevention Cost (planning phase), Appraisal/Inspections Cost (doing and checking), Internal Cost (correcting defects that happen internally) and External Cost (correcting defects that occur outside the organisation, after a product/service is out of the company). The external cost is the most damaging to a company both financially and reputational.

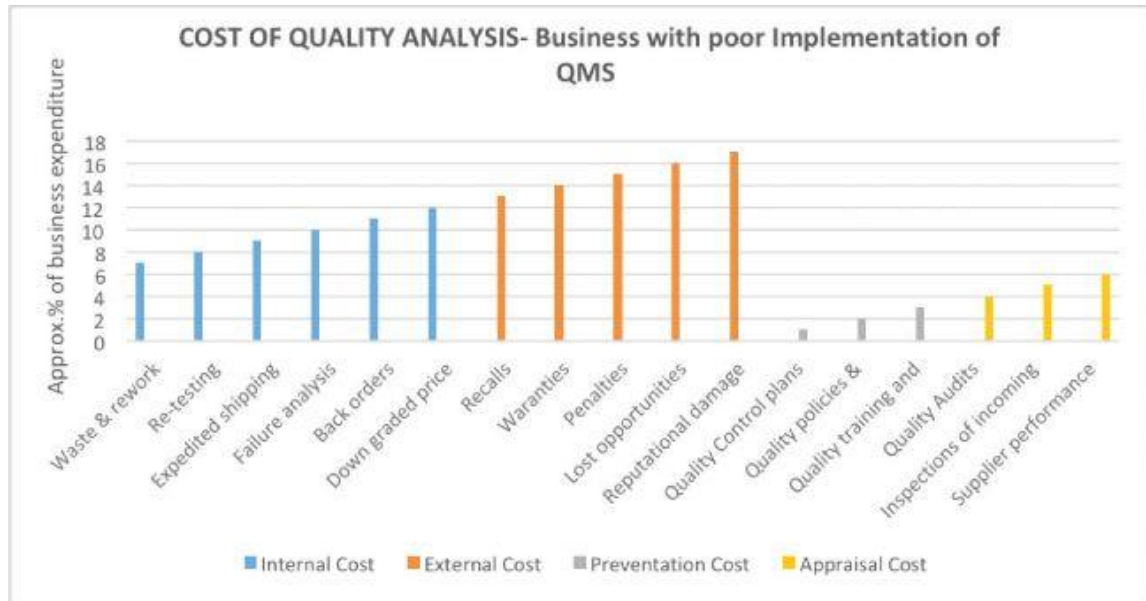


Figure 1

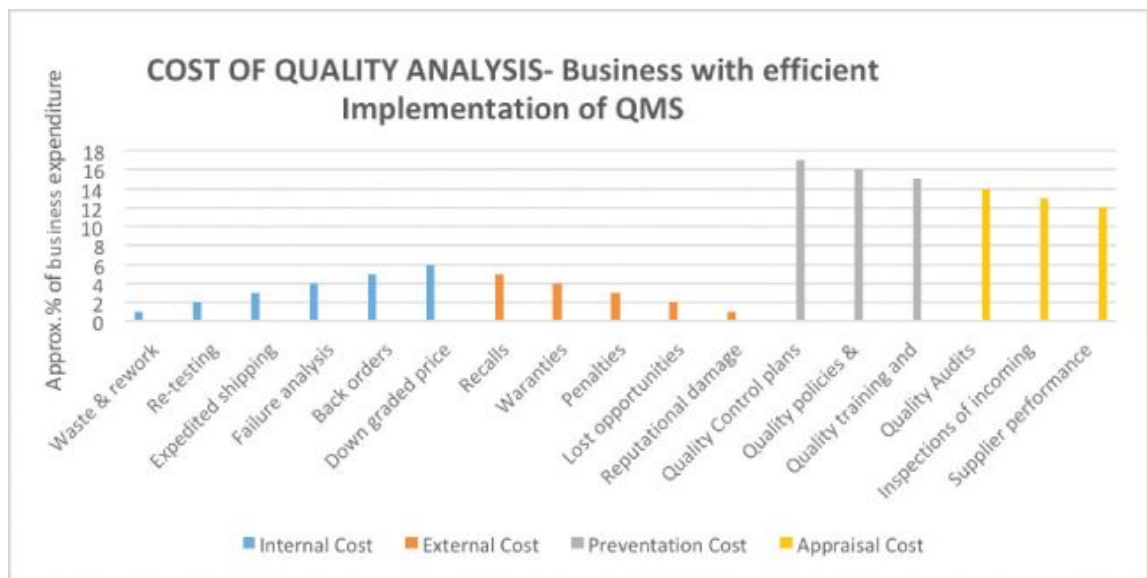


Figure 2

Figure 2 depicts a company that invests more and has a culture of thinking quality management at the beginning, middle and end rather than a sudden remembrance to implement quality management at the middle or end of a project or process. Figure 1 is almost the exact opposite, a company that does not put quality management at the core of everything they do with the ultimate price of spending a high percentage of their profit on cleaning up their reputation after the negative effect of a poor quality product gone into the market space. The scenarios above (common in manufacturing, distribution companies and service providers) can be applied to any type of company using their applicable quality indicators.

8. Conclusion

A conclusion that obtained from this report, that a quality practices and management developing any organization, once the quality practices have been implemented the overall business performance will reliable and valid as well as better vision and mission.

In addition, these implementations will give positive effects on employee participation, product quality, customer satisfaction, and business performance.

Overall, nowadays, the deploying of quality management thought has become an inevitable topic and should spend more effort to implement and develop the quality practices in order to achieve the objectives efficiently at an individual level or business level.

