



Quality Management: Essays on quality management

Mashell Chapeyama

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Anthology from the year 2014 in the subject Business economics - Business Management, Corporate Governance, grade: B, University of the People, course: Bachelor of science in Business Administration, language: English, abstract: Quality management booklet is important for beginners. It is a collection of scholarly essays for Bachelor Degree level. The essays are well structured and are good examples for students at various levels though. The aspects of variations, conformance to standards and process management have been explored. The enemy of quality is deviation. As a result a number of measures and tools to address variation have been discussed. European Foundation for quality management (EFQM) has been discussed as well as the concept of Six Sigma. Sustainability, change management and process improvement are some of the highlights of this booklet. The concept of International standard organization (ISO) has been explored. Other concepts that are covered in detail are 5S decision making model, dealing with resistance to change, organizational learning and ISO certification. Finally the issue of ethics and corporate social responsibility in relationship to quality management have been dealt with.

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