

Week 7 Discussion

Explain some of the basic principles of Quality Management and how they effect your workplace or home.

The International Organization for Standardization lists eight principles of Quality Management (QM) for the ISO 9000:2000 and ISO 9000:2008 series. These are customer focus, leadership, involvement of people, process approach, system approach to management, continual improvement, factual approach to decision-making, and mutually beneficial supplier relationships (ISO 2009).

Leadership is key in the successful implementation of all other QM principles. Our text quotes Joseph M. Juran as saying, "It is most important that top management be quality-minded. In the absence of sincere manifestation of interest at the top, little will happen below." This statement could be summarized as, "Lead by example." Or as Confucius said, "Lead through policies, discipline through punishments, and the people may be restrained but without a sense of shame. Lead through virtue, discipline through the rites, and there will be a sense of shame and conscientious improvements." If the leader sets an example, demonstrating the other principles of QM, then the employees will follow.

One way a leader sets an example is through demonstrating a commitment to continual improvement, and customers can recognize when an organization is committed to this principle. One of the reasons people like Google's services or many other online services, is that the applications are continually improving. Amazon is constantly bringing new products into the mix, Google is constantly bringing new enhancements to their services, and customers recognize and appreciate this. Organizations that remain static eventually fade away as customers jump ship to other organizations that are perpetually providing newer and better services.

Another important principle is the last in the above list from ISO, *mutually beneficial* supplier relationships. The organization is dependent on the supplier for the product, and the supplier is dependent on the organization for business. If an organization and its supplier establish a relationship that benefits both sides, then the relationship will enhance "the ability of both to create value (ISO 2009)."

References:

ISO (2009). *Quality Management Principles*. International Organization for Standardization, 2009. Retrieved from ISO.org May 30, 2009:
<http://www.iso.org/iso/iso9000-14000/understand/qmp.html>