The role of managing quality on stock employees

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ABSTRACT: The comprehensive quality management is the system that its elements have coordinating values on scientific methods. The parts of this system in a cause and effect organization form controverter and it should never expect a series of tough concepts apply the system of managing quality in an organization dynamically. Managing quality is a school that a man owning the school is predictable before. In the model of general management quality the principals and the kinds of treatments are predictable. The goal and philosophy of managing quality is maintaining the organization in the completing circular of organization age. The introduction of comprehensive management in most of the times provides a proper result. This task introduce in different ways in documents and literature concerning to this technique and the operations lead to decrease the disordering to the zero. It is expressive that the first time of omitting the problems and insisting on predicting problems by measuring and controlling for opposing the time wasting and reaching to least problems. The goal of this system is providing a procedure for more profit and decreasing the costs. With by higher quality and less price the product the best in bazaar. The complex of these activities causes that the organization reach to profit better and faster. In addition the staff can fell security of job and it turn to joyful place. The comprehensive management need to a cultural change this modification would be fundamental and basically and it can gained in a short time. (Haji sharif, 2000, 215) The theorist believes that the management of quality philosophy is opposing a comprehensive system in the circular of system operation and organization. One of the other management comprehensive systems is reaching to ideal man. In implementing organization this system has obvious bilateral respecting and trusting and self leading people have the tasks on their hands.

Abilities and disabilities of comprehensive management system

In today position schools environment, the comprehensive management replaces the traditional system of management. The vitals are indicating that in some sources, has the role of Japanese flower house that it can not grow American flowers. This important caused that we count the abilities and disabilities of comprehensive management as followings:

The followings are the abilities of comprehensive management system:
T.Q.M knows the prosperity for clients and knows their satisfaction golden standard.
T.Q.M is a mixture of mild management documents with rough operations.
T.Q.M knows teams’ cooperation for solving problems although the clerks are working in traditional frames still.
T.Q.M can be applied in different big organizations as geographically and culturally.
T.Q.M is a one by one operation that one’s success has importance and it is vital for quality.
T.Q.M needs low changes or no changing is not controversial and manager’s employees should cooperate together.

The obstacles of followings are T.Q.M faults

Understanding T.Q.M for employees was not easy that lead instability in commitments. The T.Q.M is relating with a down size procedure.
The T.Q.M needs obvious and clear actions that they become all possible.
The T.Q.M is with high cost and it does not have guarantee for success
The T.Q.M is often an informational procedure.
The T.Q.M maintains the traditional hierarchy in the organization.

Assimilating theory of quality
It points to a tranquil that personalization to socialization and in third angel is competency.
Competency (It is insisting on standards and rules)
Socialization (It is insisting on replying the society needs)
Personalization (It is insisting on growing the students’ personality and the members of scientific council.
Regarding to the above theories which are famous to cube of quality and it designs a general model for
promotion of educational quality.
The Universities should put their scientific movement on mentioned triangle or a mix of them.

The principles of modification in general quality
Theorists of T.Q.M know four principles for promoting quality. These principles in fact are the
interruption for organizational quality. The first principal is insisting on working procedures the quality of goods
before any thing is depending on production from the tasks of educational management is guiding clients to
evaluation, analyze and promoting job
Positions. The second principle is analyzing balances in production. The usual problems are made of
uncontrolled modifications or its results. Thee modifications should be analyze by experts to identify the roots of
balances. The experts were situated in a position that can promote the client’s situation.
The third principle of management is depending on reality. The general quality management needs to
apply the information which gained from different stages. This information show realities, the causes of
problems and the experiments made solutions that T.Q.M theorists have conflict in choosing the device of
analyzing, and each of them put their plan of promoting quality by statistics and experiments and solutions.
The fourth principle is learning and permanent promotion. The health of each institute when is made
that the quality promotion become permanent procedure. For promoting the methods of job always there is
time. The sense of commitment caused that clients never give up learning.

Figure 1. The Model of management quality on clients

This document introduces eight principals of management quality during ISO 9000-2000. The manager of each
organization can apply these factors as a frame for promotion of organization operation. These principles are
gained of international experts in the committee of approving quality and quality management ISO/TC 176, this committee is responsible for preserving ISO 9000 standards. Eight principles of quality standard ISO 9000-2000 with the expressions of quality management and it has been defined as standard ISO 9004-2000 with the article of guiding lines of quality management. This document gives the principles of ISO 2000-9000, also it shows some samples of applying management operation and it was by promoting organizational operation.

**First principle: Customer focus**

Each organization depends on its clients and should recognize their present and future needs. In addition to this organizations try and design their client’s needs. Concentration on customers and getting their present and future flexible and it increase fast needs of bazaar and consequently increasing stock interest and the bazaar interest for the organization. Customers’ satisfaction would be increased by applying organization sources and it promotes loyalty to customers in commerce.

Applying the principle of customer concentration generally causes the organization:
- For recognizing the client’s needs search needed surveys.
- Making sure of the relations of organization goals and clients’ demands.
- It guides the organizational interactions to clients’ needs and expectations.
- It Measure customers’ satisfaction and plan depending on those results
- It manages the relation by customers systematically.
- It assure of qualifying between client’s satisfaction and organization owners (like owners, employees, sponsors, councils, local associations).

**Second principle: Leadership**

The organization leadership comprehensive general quality management is indicating the internal layer with six different factors which are necessary for searching management quality. The fundamental hypothesis of the search is theses six factors are facilitating the implementation of external layers.

Organization management institute when is made that the quality promotion become permanent procedure. For promoting the methods of job always there is time. The sense of commitment caused that clients never give up learning.

**Applying leadership principle causes**
- Qualifying between client’s satisfaction and organization owners (like owners, employees, sponsors, councils, local associations)
- All challenging goals would be controlled by time
- It would empower all common interests, ethics, loyalties in all parts of organization
- Trusting and invading fear
- The staff would act by responsibility and replying to the activities.
- The staff and employees become hopeful and defining it.

**Third principle: Involvement of people**

The employees are the essence of organization and their cooperation may lead to organization advantages. Making commitment and desire to the organization can lead to innovation and creativity in organization.

The manager of each organization can apply these factors as a frame for promotion of organization operation.

**Applying involvement of people generally causes:**
- Employees recognize their cooperation and interest in organizations
- Employees identify their operations limitations
- Employees accept responsibilities of affairs
- Employees evaluate their goals and personal aims
- Employees search situations of competencies
- Employees cooperate their knowledge and experience
- Employees obviously discuss about tasks.

**The fourth principle: Process approach**

The results about the organization manager of each organization can apply these factors as a frame for promotion of organization operation. These principles are gained of international experts in the committee of approving quality and quality management.

Applying the principle of process approach generally caused:
The necessary operations are introduced reaching to goals systematically.
The responsibility and replying management make obviously.
The capabilities of key operations measured and analyzed.
The same principles identified in cooperation with organization.
Risks and the effects of customers of other customer evaluation.

**Fifth principle: System approach to management**
Identification, understanding and management procedures promote effectiveness and application in reaching goals.
Systematic management is indicating the internal layer with six different factors which are necessary for searching management quality. The fundamental hypothesis of the search is theses six factors are facilitating the implementation of external layers.
Applying the system approach to management generally:
A system for reaching to its goals base on the best effectiveness
The two sides of system recognized
The in need roles and responsibilities on reaching the common goals and this decrease the intra partition relation.
The system is on evaluation and measuring permanently

**Sixth principle: Continual improvement**
The continual improvement results about the organization manager of each organization can apply these factors as a frame for promotion of organization operation. These principles are gained of international experts in the committee of approving quality and quality management.
Applying the principle of continual improvement generally caused:
A general view in all the organization for promoting permanent operation
The human sources to methods and proper providing
Permanent providing in systems, procedures that follow the same goal
Promotion in data identifying and admission.

**The seventh principle: Factual approach to decision making**
In each organization the results about the organization manager of each organization can apply these factors as a frame for promotion of organization operation. These principles are gained of international experts in the committee of approving quality and quality management.
Applying the principle of factual approach to decision making generally caused:
Make sure about qualification of information
The information be accessible for ones who need
The Information analyzed and classified by definable methods
Making decision and implementation should be on real analyzes and classifications and experiences.

**The eighth principal: Mutually beneficial supplier’s relationships**
Organization and its providers are depending on each other and these principles are gained of international experts in the committee of approving quality and quality management.
Applying the principle of mutual beneficial supplier’s relationships generally caused:
Mutual relation between short time and long time considerations
The experts and sources are cooperated each other
The key providers identified and selected
Contact obviously and clearly
Future data and relations be in contact
Coordinate on promotion and improvement

**Providers would be encouraged on successes and more creative**
John Jay Bonstingl in his article "Qualification revolution in education" knows four principals of general management such:
Article1- Cooperation relations: In this article the organization should concentrate more on clients. In an organization the general management is on person and the providers.
Article2- Permanent promotion and self-evaluation: This nature pays attention to systematic nature. In the other words group work and cooperation is necessary. In this article depending on Deming’s theory or in the other word general management is a part of permanent promotion.
Article3- The continuous procedure system: In this article the organization known as a system and its task should be as a continuous procedure.
Article 4: Leadership: This article is telling that high success of plan depend on leadership “General management” to its responsibility. (Mehrotra, 2007)

The goals of quality management

The principle of management is depending on reality. The general quality management needs to apply the information which gained from different stages. This information show realities, the causes of problems and the experiments made solutions that T.Q.M theorists have conflict in choosing the device of analyzing, and each of them put their plan of promoting quality by statistics and experiments and solutions.

The fundamental hypothesis of the search is theses six factors are facilitating the implementation of external layers. Two groups of external factors are the outstanding factor. First it is measuring the client’s satisfaction which is very important in marketing and services and the second factor is the rate of fault in zero which is pointing to lack of fault and its goal is improving clients’ satisfaction.

CONCLUSION

In fact each one is efficient on showing the problems and activities of organization. In ordinary method two out of three of labor sources are far from the talks concerning about quality. In the general management procedure every one from manger to the employee are active in the procedure. Each one for providing services and decrease the “The costs of quality” is responsible. During the year the staff of Toyota Company gave 687000 suggestions for promoting the goods and the procedures of quality promotion.

Each of employees should discuss about the relations of client/ employee and they expect their tasks should be given to the needs of integrals as the first step. Usually the mentioned action is done in group and people would be familiar with their tasks by training.

Almost two last decades (1979) Konosuke Matsushito expressed how Japanese’s companies founded the comparing interests in front of western companies. The reason of this was the cooperation of each Japanese member in Matsushio expressed his company higher rank in the following expression:

“…. For you, the base of general management is giving all managers’ ideas about operational tasks. In our idea the essence of management is exactly in complaining the colleagues to the organization’s tasks. Just by having the ability and all employee’s talents it can be over come the contemporarily world problems. Because of this the Japanese companies four times of western companies are trained about their tasks. By this they increase the speed in their organizations and ask any body about their idea because they are the essentials of each organization.”

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- Cost of storing and handling stocks (e.g. warehouse, stock control systems, employees).
- Cost of insurance (important due to many businesses losing bust because their stocks were not insured).
- Cost / risk of deterioration or obsolescence (i.e. the stock becomes unusable after a period of time).
- Stock losses (e.g. damage / theft).

Stock Ordering Costs.

- Raw materials must be of guaranteed quality.
- Whole production process must focus on quality.
- There are no/minimal buffer stocks should a batch of raw materials from a particular supplier prove faulty, or if they are damaged during the production process.

Close working relationship with suppliers.

Keywords: TQM (Total Quality Management), CSF (Critical success factors), Organizations role, Employee empowerment. Council for Innovative Research. Another study has been conducted on Malaysian semiconductor manufacturing firm to determine the role of TQM in the firm and determined the key contributing variables of TQM. Overall, it has been noticed that the role of TQM is.

The Role of the Quality Professional in Risk Management. Quality professionals can be generalists or specialists. They carry titles such as quality manager, quality engineer, quality director or assurance manager. Quality professionals can lead the risk process. If a risk management department exists, work with them to ensure all quality-related areas are considered. VPs and Directors of Risk are relatively new positions. Employees only support what they create. They can be engaged through focus groups where they’re given an opportunity to identify what they see as potential threats or missed opportunities. Leaders own the outcomes only when engaged so engage them in the entire process of risk identification, prioritization, assessment and responses. Total Quality Management (TQM) is an approach to success through continuous improvement. Learn more about TQM and find resources like PDFs at ASQ.org.

Total employee involvement: All employees participate in working toward common goals.

The Role Of Strategic Planning In Implementing A Total Quality Management Framework: An Empirical View (Quality Management Journal) This empirical study examines the significant role of strategic planning as an important dimension in successfully implementing TQM and confirming that strategic planning is likewise extremely important.