

## **An Effective Change in the Strategic Structure of Quality Management Systems: The Organization's Needs Management**

**Authors :** Joel Carlos Vieira Reinhardt, Mariana de Freitas Dewes, Odair Lelis Gonçalves

**Abstract :** This paper proposes a method to implement a strategic framework for the quality management system that considers the analysis of prospective scenarios in the determination of policy, mission, vision, objectives, processes, monitoring, and goals. Semantic categorization of qualitative testimonial research on employee perception shows it was possible to implement an effective change in the organizations at the Department of Aerospace Science and Technology through the focus on the organization's needs management, producing a rupture with the historical managerial practice.

**Keywords :** management of company needs, mission, prospective scenarios, quality management, quality policy, vision

**Conference Title :** ICQMSS 2023 : International Conference on Quality Management Systems and Standards

**Conference Location :** Rome, Italy

**Conference Dates :** December 11-12, 2023