

Quality Management and Service Organization

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Abstract : In recent times, there has been a notable shift in the application of Total Quality Management (TQM) from manufacturing to service organizations, prompting numerous studies on the subject. TQM has firmly established itself across various sectors, emerging as an approach to process improvement, waste reduction, business optimization, and quality performance. Many researchers and academics have recognized the relevance of TQM for sustainable competitive advantage, particularly in service organizations. In light of this, the purpose of this research study is to explore the applicability of TQM within the service framework. The study delves into existing literature on TQM in service organizations and examines the reasons for its occasional shortcomings. Ultimately, the paper provides systematic guidelines for the effective implementation of TQM in service organizations. The findings of this study offer a much-improved understanding of TQM and its practices, shedding light on the evolution of service organizations. Additionally, the study highlights key insights from recent research on TQM in service organizations and proposes a ten-step approach for the successful implementation of TQM in the service sector. This framework aims to provide service managers and professionals with a comprehensive understanding of TQM fundamentals and encourages a deeper exploration of TQM theory.

Keywords : quality, control, service, management, teamwork

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