World Academy of Science, Engineering and Technology
International Journal of Psychological and Behavioral Sciences
Vol:8, No:12, 2014

The Aspect of the Human Bias in Decision Making within Quality Management Systems and LEAN Theory

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Abstract : This paper provides a literature review to document the state of the art with respect to handling 'human bias' in decision making within the established quality management systems (QMS) and LEAN theory, in the context of shipbuilding. Previous research shows that in shipbuilding there is a huge deviation from the planned man-hours under the project management to the actual man-hours used because of errors in planning and reworks caused by human bias in the information flows among others. This reduces the efficiency and increases operational costs. Thus, the research question is how QMS and LEAN handle biases. The findings show the gap in studying the integration of methods to handle human bias in decision making into QMS and lean, not only within shipbuilding but also in general. Theoretical and practical implications are discussed for researchers and practitioners in the areas of decision making QMS, LEAN, and future research is suggested.

Keywords : human bias, decision making, LEAN shipbuilding, quality management systems
Conference Title : ICAPBS 2014 : International Conference on Applied Psychology and Behavioral Sciences
Conference Location : Paris, France
Conference Dates : December 30-31, 2014