

Quality versus Excellence: The Importance of Employees Knowing the Difference

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Abstract : Quality and excellence are qualitative topics that are usually addressed based on knowledge and past experience from leadership and those in charge of the organization. The significance of this study is to highlight the differences and similarities between these two mindsets and how an operational staff can most appropriately use them in the workplace. Quality and excellence are two words that are talked about a lot in the manufacturing world. Buzzwords such as operational excellence, quality controls, and efficiencies are discussed in the boardroom as well on the shop floor. These terms are used quite frequently and with good reasons. When a person visits their favorite local restaurant, They go because 1) they like the food and 2) the people are some of the greatest individuals to be around. With that in mind, they know they always put out quality food. They do not always go because the quality of the food is far superior than other restaurants. But the quality of ingredients always meets their expectations. When they compare them to the term excellence, they are disappointed. The food never looks like the pictures on the menu. But when have you ever been to a restaurant where the food looks the same as on the menu? For them, when evaluating which buzzword to use as a guiding star, its simple: excellence. The corporation can accomplish these goals by operating at a standard that far exceeds customer's wants and needs.

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