Quality Management

Quality circles

- Quality improvement or self-improvement study groups composed of a small number of employees (10 or fewer) and their supervisor. Quality circles originated in Japan, where they are called quality control circles.

The main objective of the Quality circle

- Cost reduction
- To motivate the employees
- Encourage for team work
- To enhance the quality and productivity
- To improve the communication in the organization
- To improve the quality of products and services
- To build a happy and meaningful environment
- To develop a positive attitude and a sense of involvement in the decision making processes.
- To contribute towards the improvement and development of the organization
- To satisfy the human needs

Benefits of Quality circle

- Increase in company quality awareness;
- Increase in product quality awareness;
- Improvement in management;
- Improvement of customer relations;
- Improvements in the products and services offered;
- Improved relationships within the organization;
- Greater customer satisfaction
- Increased respect from competitors

Quality Council

- A group within an organization that drives the quality improvement effort and usually has oversight responsibility for the implementation and maintenance of the quality management system.

- It operates in parallel with the normal operation of the business.

- A quality council is sometimes referred to as a quality steering committee.

- A quality council is established to provide overall direction.

The council is composed of :

- Chief Executive Officer
- Senior Managers
- Coordinator or Consultant
- A representative from the Union

Duties of the council

- Develop the core values, vision statement, mission statement and quality policy statement
- Develop the strategic long term plan with goals an Annual Quality Improvement Program with objectives
- Create the total education and training plan
- Determine and monitor the cost of poor quality
- Determine the performance measures
- Determine projects those improve the process
- Establish multifunctional project and work group teams
- Revise the recognition and rewards system

Quality Team

- Organizations have responded to this Quality approaches by forming problem- solving team with specialists in the various aspects of each discipline but with each member cognizant of others' fields.

Task forces

- Task forces from Quality team are formed and reshaped depending on the problem at hand.

Challenges in improving quality in healthcare

(Design and planning of improvement interventions)

- Convince people that there's a problem
- If you do it, will it work? Convince people of the solution
- Data collection and monitoring systems
- 'Projectness' and ambitions

Challenges in improving quality in healthcare

(Organizational and institutional contexts, professions and leadership)

- Organizational context, culture and capacities
- Tribalism and lack of staff engagement
- Leadership
- Incentivizing participation and 'hard edges'

Challenges in improving quality in healthcare

(Beyond the intervention: sustainability, spread and unintended consequences)

- Securing sustainability
- Side effects of change