

## Strategic Technology and Innovation Management Programme 2020

# Process and quality management implementation compass

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Quality management (QM) is a challenging subject for managers to handle, given different theories, methodologies, standards, tools, awards, etc. In many cases lack of knowledge and effective project management and control lead to QM failures or excessive costs in creating and maintaining QM systems.

## Aims

This project proposes a new QM classification framework to be used as a 'compass' via which all quality management implementation initiatives in an organisation can be identified, analysed in an holistic manner, comprising four categories: Total quality management, Quality methodologies, Quality standards, and Excellence awards.



## Elements of the Quality Compass

- **Organisational analysis elements:** Organizational structure, Processes, Job descriptions, Managerial systems
- **Organisational resources:** Land and buildings, Equipment, Inventories, Human resources, Capital, Information-Telecommunication technology
- **Core concepts:** Strategic focus, Process focus, Customer focus, Employee focus, Leadership
- **Intracore concepts:** Performance measurement, Change management, Continuous improvement
- **Auxiliary concepts:** Social responsibility, Information-Knowledge management