

Optimizing the Performance Excellence of Organizations

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Abstract

For determining the continual improvement and progress of the system the Quality Management Review is the important aspect of Quality System. For achieving the objective and target the top management of organization decides to access the performance of the system and the need for improvement of the system in future. To optimize the performance excellence of organization review of quality and project management role is studied in this paper. Different aspect of Quality management and project management system is concerned.

Keywords-quality managemnet; performamce excellence; project management; obtimize.

I. QUALITY SYSTEM MANAGEMENT REVIEW

It is ensured by quality management that services, organization and product is consistent. There are main elements are

1. Planning of quality
2. Quality assurance
3. Improvement of quality and
4. Control of quality [1].



Figure 1: System of Quality management

The quality management not only concerned for quality of service and product but it also concern for achieving that success. For getting more consistent quality the quality management used control of processes and consistent quality of the product [2].

To ensure that the system of quality suitable for business requirement is effective and efficient the quality management review is necessary [3]. By study the performance of previously tested methods and approaches there is have the chances of improvement. It helps to fulfill the requirement of the organization and confirm that the objectives and quality policy remain suitable.

II. QUALITY OBJECTIVES FOR OPTIMIZING PERFORMAMCE EXCELLENCE

Important factors of quality like performance, dependability, fitness for use and safety it should document the commitments and objectives. It is always be an important consideration as association with objectives and quality elements of evolution and estimation. Consistent with the policy of the quality the specific objectives of quality is documented through appropriate level of management and it also documented the objectives of the whole system [4].



Figure 2: Quality management review objective

For quality some responsibilities and objectives that should follow by the organization are described bellow [5]:

1. For quality improvement is occurring and quality are being satisfied give certainty to interior administration that the prerequisites.
2. In order to consistently meet all partner and clients, inferred needs improve the nature of its own tasks.
3. Connection to prerequisites for quality to improve quality of services and products accomplish and maintain.
4. Give certainty that the quality framework prerequisites are satisfied.
5. In the delivered service or product it gives certainty to the stakeholders and customer that the prerequisites for quality will be accomplished.

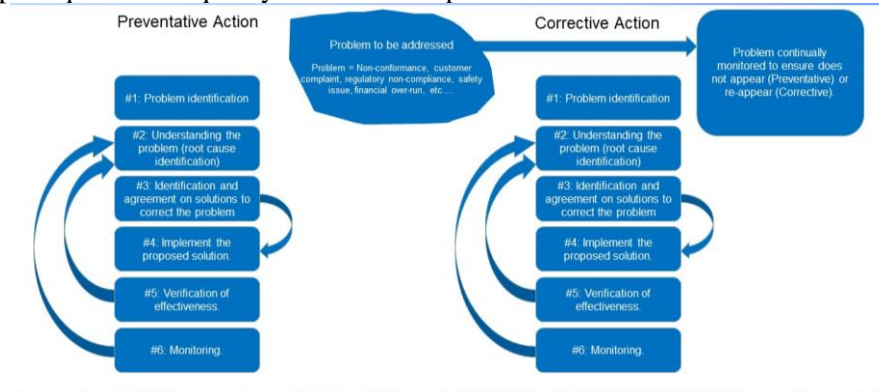


Figure 3: Management Reviews

III. QUALITY MANAGEMENT REVIEW FACTORS

Some factors that are including in review of quality management are as follows:

1. Quality objective monitoring
2. Quality management system requirement
3. Trends and performance of quality management system
4. Continual improvement opportunities
5. Ongoing routine quality report result
6. Cost quality evaluation [6].



Figure 4: Quality Management Software

IV. PRINCIPLES OF QUALITY MANAGEMENT TO IMPROVE THE PERFORMANCE [2]

To improve the performance of an organization some principles of quality management are as follows:

1. Management system approach

An association needs to instill initiative characteristics among its kin with the goal that they build up solidarity of direction.

2. Qualities of leadership:

This methodology infers distinguishing, understanding and dealing with all frameworks which are interrelated as a procedure. Quality control includes checking changed and changing assets in all phases of the generation procedure.

3. Involvement of employees in decision making:

This brings a feeling of dependability among the workers towards the association and they become progressively capable [7].



Figure 5: Principles of quality management

4. Customer-Centric:

Consumer loyalty's is absolutely critical for the general development of an association. Every one of the individuals from an association should think about the prerequisites of the outside just as the inside clients and furthermore resolve approaches to meet those necessities.

5. Win-Win Situation for both the organization and its suppliers:

The two associations and their providers are between reliant on one another. Along these lines, a commonly valuable relationship is an unquestionable requirement for development.

6. Continual Improvement:

It is one of the most significant quality improvement capacities and aides in picking up experiences about the general execution, utilizing clear and brief Process Performance Measures (PPMs).

7. Process Approach:

This methodology helps in achieving the ideal outcome when exercises and accessible assets are overseen productively.

8. Factual Approach to Decision Making:

Choices made on an information premise and examinations are constantly compelling and proficient..

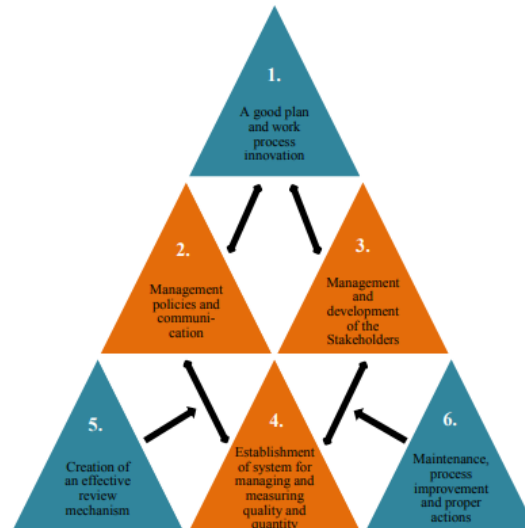


Figure 6: for achieving the excellence of project the relation of steps [8].

V. QUALITY IMPROVEMENT METHODS[2]

For improvement of quality some model are described below:

1. Total Quality Management (TQM):

TQM, as an administration approach, was first advanced in Japan and after that was received in the USA and Europe. TQM includes absolute representative's support in improving procedures, item, administrations or the way of life in which they work. It's a long haul procedure and goes for consumer loyalty through an incorporated methodology.

2. PDSA Model:

Another significant strategy for Quality Improvement depends on the PDSA model which includes a mix of structure and applying information. PDSA model includes Plan, Do Study and Act. This procedure keeps running as a cycle and should be rehashed [13].

3. Six Sigma:

It is one of the most significant strategies for Quality Improvement. The term 'Six Sigma' is gotten from the Greek letter, Sigma which indicates standard deviation of time from the mean. Six Sigma approaches 3.4 imperfections or mistakes per million. It is estimation based technique of value improvement and discovers extraordinary accomplishment in issue decrease [14].

4. FADE Model:

This model contains four stages center (on the procedure to be improved), break down (accumulation and investigation of information to discover potential arrangements), Develop (information plans for development, usage, and correspondence), Execute and Evaluate (execution of information plans) [15].

Steps taken for integration	Integrated methods
Search for common core concepts in quality management methods to derive synergies	<ul style="list-style-type: none"> • Six Sigma and ISO 9000 • Six Sigma and 5-S • ISO 9000, EFQM, BSC and Six Sigma
Analysis of weaknesses and strengths and derivation of synergies	<ul style="list-style-type: none"> • Six Sigma and ISO 9000
Creation of a framework in which quality management methods fulfill specific tasks	<ul style="list-style-type: none"> • Six Sigma, BSC and EFQM • TQM and ISO 9000 • TQM and TPM (Total Productive Maintenance)
The procedure model (e.g. PDCA-cycle) of a method is enhanced by activities of another method	<ul style="list-style-type: none"> • Six Sigma and Theory of Constraints (TOC) • Six Sigma and CQI (Continuous Quality Improvement)
A completely new procedure model is derived from the activities of the methods considered	<ul style="list-style-type: none"> • Six Sigma and Lean Management
A specific method is enhanced by certain quality techniques from another method	<ul style="list-style-type: none"> • Six Sigma and Lean Management

Table 1: Methods of quality management examples of integration [16]

VI. QUALITY PROGRAM MANAGEMENT REVIEW PROCEDURE

For document the review process of quality management a procedure is created. This process works for satisfaction of customer. The procedure includes mandatory inputs, frequency, outputs, quality records and the required management team. For assuring the requirement is according to the performance it helps to manage the whole process [9] [10].



Figure 7: Dimensions of quality

For ISO certification this procedure is not required. For evolution of auditors the quality records are used is the procedure not use for maintain the system [11].

Performance excellence organization in quality management

A set of metrics that used for quantify effectiveness and efficiency of action can use as the measurement of system performance [17] [18].

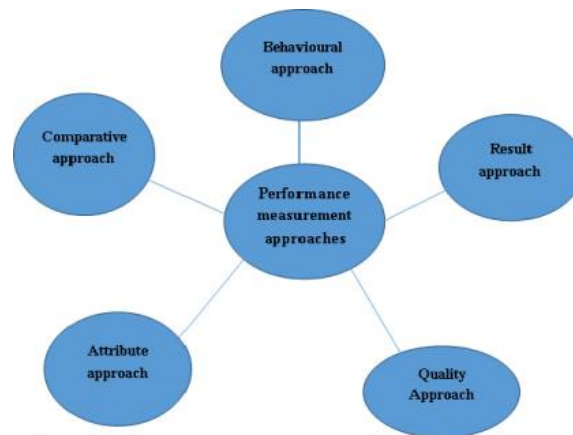


Figure 8: Approaches for quality management

In to process of decision making it brings to more scientific analysis with the use of performance measurement. Instead of depend on judgment and experiences it represent the change of management through knowledge and information [19].

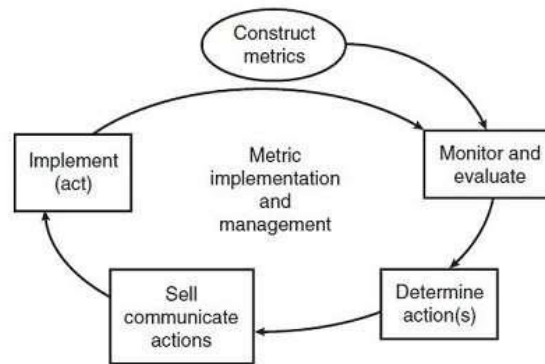


Figure 9: Performance matrix of quality management [12]

VII. CONCLUSION

To optimize the performance excellence of organization review of quality and project management role is studied in this paper. Different aspect of Quality management and project management system is concerned. The quality management not only concerned for quality of service and product but it also concern for achieving that success. For getting more consistent quality the quality management used control of processes and consistent quality of the product. For document the review process of quality management a procedure is created. This process works for satisfaction of customer. The procedure includes mandatory inputs, frequency, outputs, quality records and the required management team.

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