



Short communication

A Way to Introduce Total Quality Management

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It is possible to have an idea of total quality management which is not narrow. Most of what leads to a lack of satisfaction of the client or the citizen can be considered as a quality problem. The chapter resolution of problems of total quality management may be applied to problems not considered by most people as quality problem. For instance allocating time to tasks can be considered as a quality problem. There is the prioritization matrix which can help, but analyzing the reasons of bad allocation can also enable improvement of allocation of time to tasks. Let us be reminded that the prioritization matrix enables to take into account several criteria in a synthetic manner by giving marks to tasks and considering the totals of marks. The tasks must be identified well enough.

In general, the first concern about problems must be to identify them well. When we look for the reasons, we can become aware that the problem needs to be better identified. A problem is that people with authority often want to minimize changes. They want people to spend their life doing always the same thing. That is because they think of security rather than of being productive. Being productive with a cost as low as possible is the simple idea which provides the main explanation for History. I use History with its meaning in making History and productive includes intellectually productive.

Now History shifts to producing quality. It started in Japan in the nineteen fifties but with American researchers involved. That was in the industry. There is still much work about quality in the industry than elsewhere like in the services or in education. From the management of total quality, we know that continuous education is necessary but the idea was developed independently.

If an ISO norm is followed, the works are described and it is useful for the people newly recruited to have a description. ISO norms have also the advantage to enable some countries to reach a higher level of efficiency. The needs assumed or not assumed by norms are questionable, for instance about cost (cost effectiveness).

A compromise could be looked for between quality and cost. That is done about the errors from using samples, to find out variables averages in a population, with different sizes of samples.

The priority of capitalism is to earn more money so it is not quality, if the customers are not very sensitive to quality. We see a failure of capitalism in front of Covid-19 about which there is contradicting information, for instance about how the virus is transmitted. About Covid-19, the general manager of health in Tunisia said (translation) "we have to provide means, we do not have to provide results". Such a mentality is the real cause of under-development and of Bureaucracy.

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