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The Essentials
of Quality Management
SUT/e-Quality



Experience-based Quality in European ODL
E-QUALITY



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Preliminary assumptions on QM general approach

- Final, material product:
Competition between intra-market participants: price, delivery, quality
- Quality recognized as:
Certain degree up to which product or service meets the initial customer/market criteria, expectations, or requirements



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Preliminary assumptions on QM approach (2)

- Involves changeability:
Perception of quality by actors evolves through recognition of inherent features
- Conclusion:
Quality Management System should provide control structures for ADAPTABILITY in similar manner



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We'll be discussing...

- Foundation of Quality Science
- Quality of tangible product
- A spotlight on QM implementation in Japan
- Research methodology addressing Quality Management



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Foundation of Quality Science

- Quality science
 - Interdisciplinary scientific domain covering all notions related to quality
- Typology:
 - Fundamental: overall theory of quality
 - Applied: quality assurance engineering
- Systemic approach to quality management:
 - Origins from works by W. E. Deming (1900-1993):
'how to improve design (service), product quality, testing and sales'



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Quality of tangible product (PQ)

- Qualification of PQ:
 - Absolute quality: work ethics, principles complementing integrity of manufactured product,
 - Quality of product item: measurable attributes of manufactured product,
 - Quality of manufacturing: quality assurance within technological process,
 - Value-added quality: regardless to applied technology, the amount of added value and innovativeness a product accumulates



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Quality of tangible product: Perspectives on quality

- According to end user's, client's, consumer's expectations: *client-oriented quality*
- According to vendor's specification: *vendor-oriented quality*

Different criteria yielding to different product recognition

Is there any comparability match?

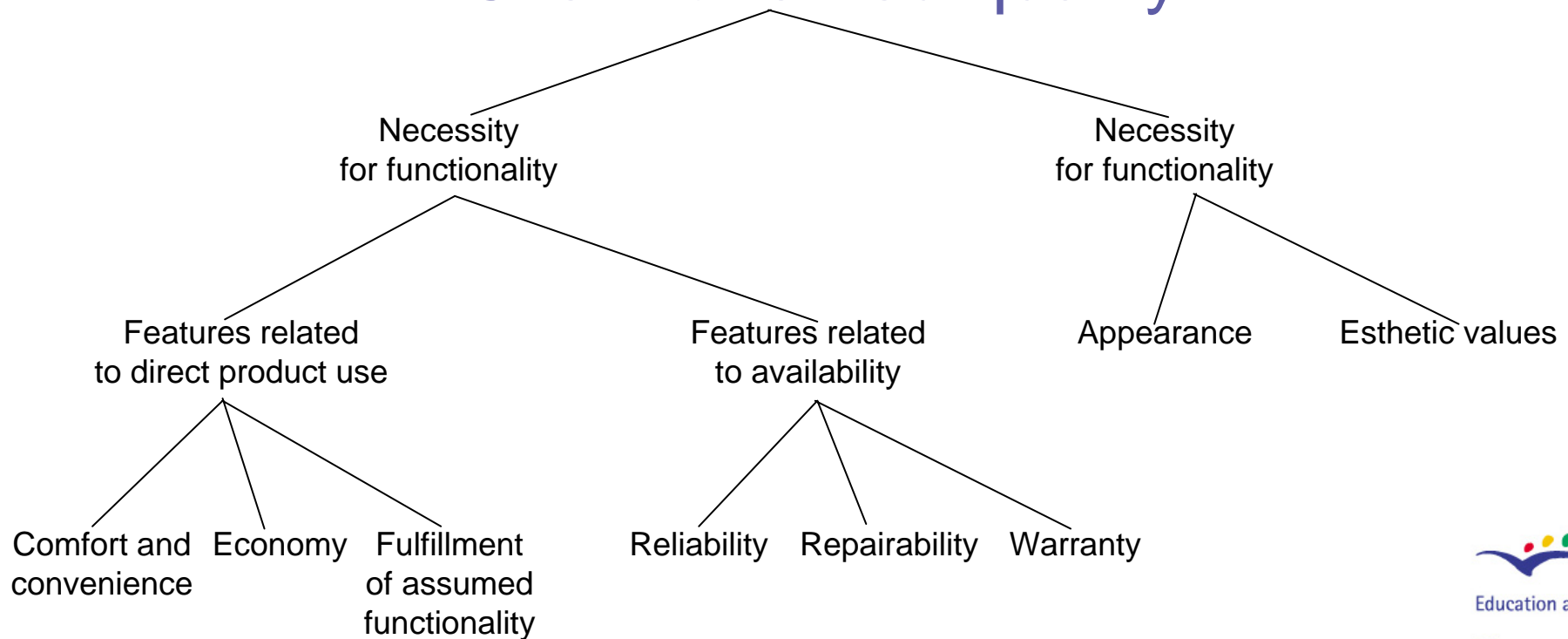


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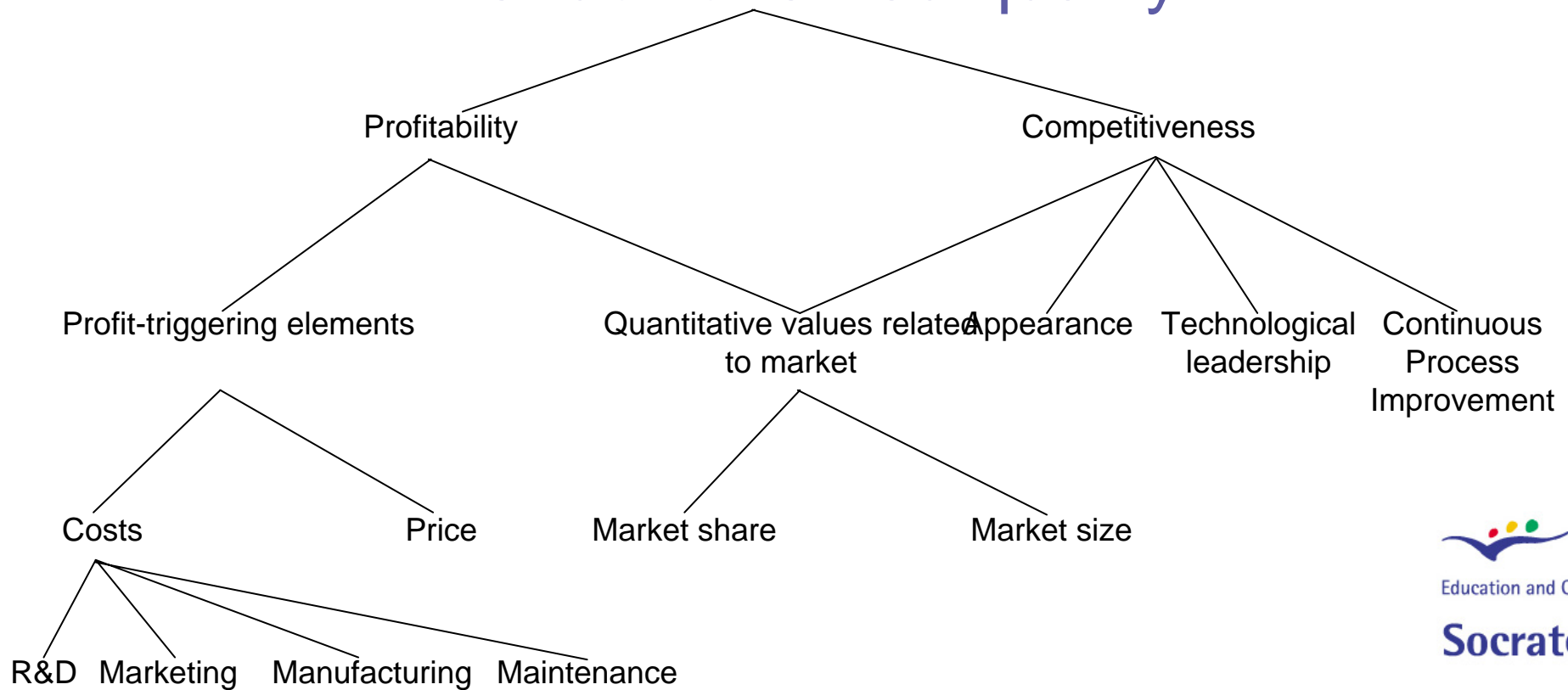


Client-oriented quality





Vendor-oriented quality



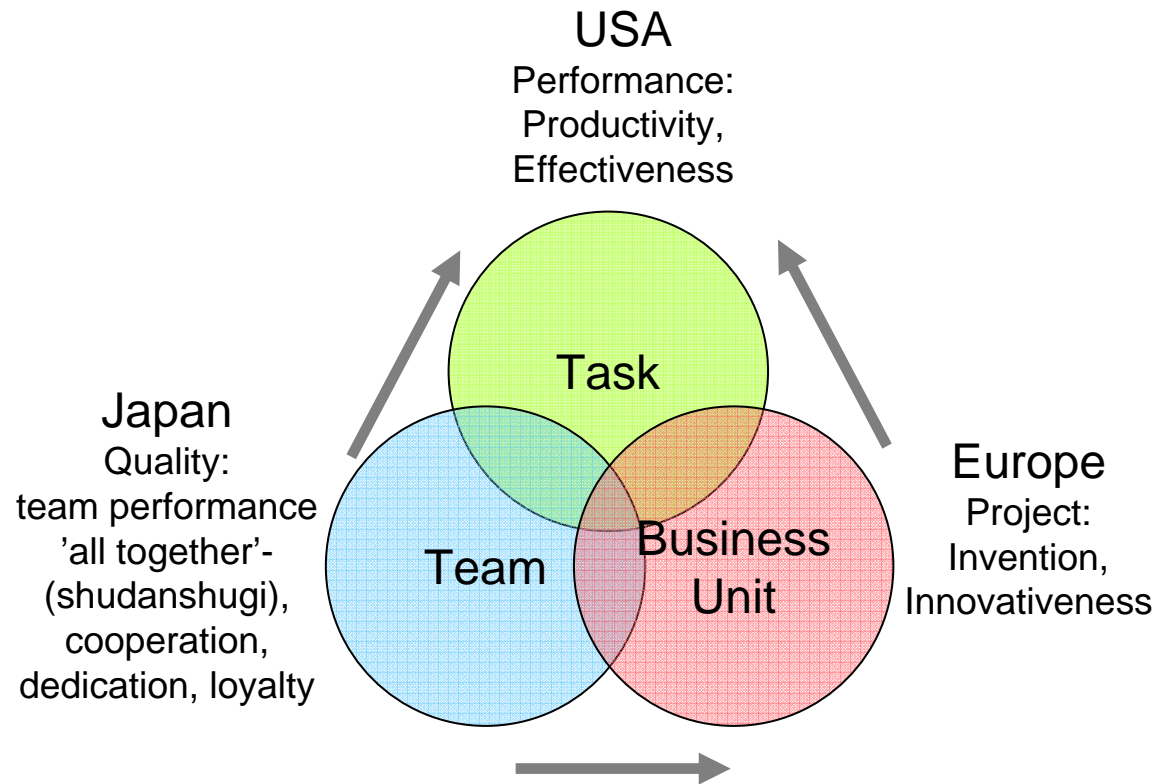


A spotlight on QM implementation in Japan

Element	q Approach	Q Approach
Products	For sale	Allocated for internal and external receivers
Processes	Directly related to manufacturing for sale	All core, supplementary and business processes
Services	Related to manufacturing process	All services
Workplaces	Workplaces in main manufacturing process	All accessible workplaces related to three functions: suppliers, customers, value-add creators
Economy sectors	Industry	Industry, services, administration
Quality-related costs	Costs of faulty and defective items	All costs incurred that would not emerge in case everything was everything perfect



General model of Quality Approach across countries





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Principals of the Deming Quality Approach

- Quality
- Scientific Approach
- 'All together' (shudanshugi)



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Principals of the Deming Quality Approach: Quality

- Develop obsession on the issue of quality covering:
 - products and services,
 - processes and activities,
 - results,
 - motivation and incentives
- The binding perspective on quality determined by needs and expectations of:
 - internal customers
 - external customers



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Principals of the Deming Quality Approach: Quality (2)

- The quality is achieved through continuous improvement of process and business ventures
- The quality is **NOT** achieved through inspection
- Management to ensure and support sustainability of the continuous improvement in organization



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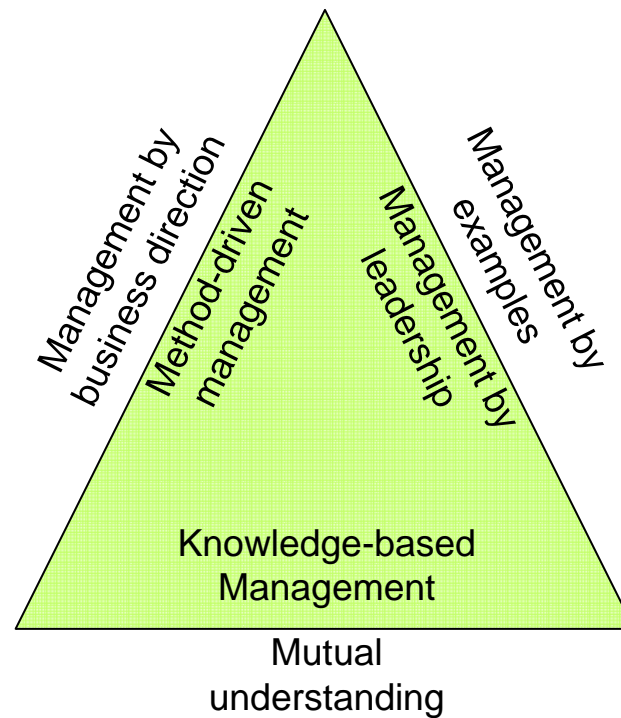




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Principals of the Deming Quality Approach: Management



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Principals of the Deming Quality Approach: Shudanshugi

- Each agent:
 - Assumes responsibility to seek occasions for improvement,
 - Achieves improvement,
 - Obligated to be trained on quality,
 - Obligated to train in workflow organization,
 - Assumed to work in a team



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Principals of the Deming Quality Approach: Scientific Approach

- Focus on processes
- Identification of problems (errors)
- Identification of key determinants and factors
- Monitoring of process improvement
- Controlling
- Reduction of variability among processes



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Scientific Approach: Applied Methodology

- Description of problem domain (universe of discourse)
- Systematization
- Assessment
- Optimization
(according to specified attributes)
- Comparative analysis



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Quality in Distance Learning Process

- Intangible product
- Quality of final product in DL needs further recognition:
 - quality of learning materials,
 - quality of learning, interpreted as level of acquired competences during the learning process cycle
- Requires predetermined setting of output **COMPETENCY**



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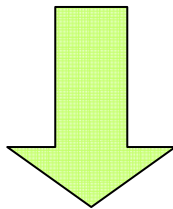


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Competency

- Defined as: ability to solve practical problem by applying acquired theoretical knowledge, in conjunction with procedural knowledge



Can a student solve given set of practical problems provided having achieved certain course with use of dedicated learning materials



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The dedicated issue...

- Problem:

Evaluation of the learning process on level of graduates:

Does a particular graduate meets the labour market demand?

- Can be interpreted as...

How much total competency of a given graduate meets the identified criteria defined by the labour market demand



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Thank you



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