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COMMON MANAGEMENT PROCESS BASED ON THE TQM MATRIX AND THREE DIMENSIONAL UNIFICATION VALUE MODELS

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Generally, for quality improvement of an organization management, TQM (Total Quality Management) is used worldwide and recognized. However, contents of activity are various, and it is very difficult for organization to define the whole assessment scope of TQM. However, it is very important to define the whole target entities of quality management about TQM because the lack of important target entities may cause significant risk of loss in future. In the previous study, we have proposed the "new framework of TQM" of assessment for a total quality management of organizations based on the original development concepts of "TQM matrix" and the "Three Dimensional Unification Value Models".

On the other hand, organization is defined as a kind of system based on the definition of ISO/IEC 15288: System life cycle process. In the previous study, we suggested the concept of TQM matrix and new framework of TQM.

Also, in the previous study, we suggested the view point of three dimensional unification value models for evaluating quality of system. Above assumptions, the aim of this presentation is to propose the "Common Management Process" based on the consideration of TQM matrix and view point of three dimensional unification value models for Personal Management.

Biography

Kazuhiro Esaki has been graduated from college of science and technology, Nippon University with master degree of electronics in 1978. Graduation thesis: Scattering of Plane Electromagnetic Waves by Conducting Rectangular Cylinders. From 1978, he started working in Mitsubishi Electric Information systems Co., Ltd. and assigned to software development project of process computer system of atomic power plants and continued his research. He has been graduated from the Tottori University with doctor degree of Social Systems Engineering in 2001. And also, he has been registered to Japanese Registered Engineer (Service Management professional) at 2002. On the other hand, he is working on developing the techniques (SQuaRE) for quality requirements and evaluation for system and software product for a long time in ISO/IEC JTC1 SC7WG 6 (software and systems engineering, working group six) from 1988. Presently he is working at the HOSEI University at the Tokyo City in Japan.

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