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ضمان الجودة	
* التخطيط للجودة	* نظام الجودة (Iso 9000)
* كلف الجودة	* سياسة الجودة

ضبط الجودة

* مقاييس الجودة
* تقنيات الجودة الاحصائية
* اداء العمليات

التفتيش

* تحسس الخطأ

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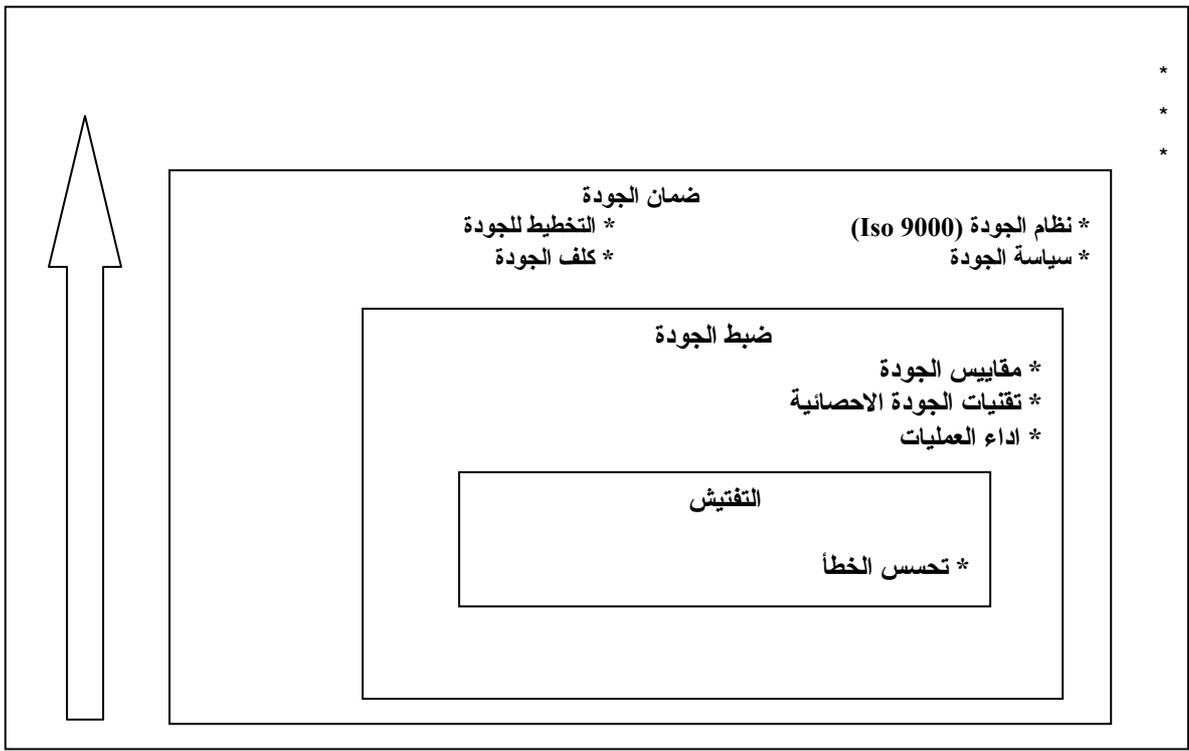
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TQM as Largesale systems change :   -5

(Tichey,1983)

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(Hyde, 2001: 25-37; Chaudron, 2000: 14-18)

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.(Bennis,1999)

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● (Chaudron,2000:14-18; Hyde 2001: 25-37)

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(Hyde.2001:25-37)   (disperse   transform   ).

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skepticism

(   )   **-6**
People's Expectations and perceptions about TQM:

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(Martion 1993: 115)

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(Pruger & Miller,1991:42;Ezell

Menefee,&patti, 1989.73-98; Rapp & Poertner,1992)

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Edwards Deming

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Sources of Resistance   ‑7

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(Kanter 1983)

Segmentalism

.   (   )

Dealing with Resistance :   **-8**

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(Brager & Holloway 1992:15-28)

.   Change goal

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(1)

Driving ( ) ( ) Forces	Restraining Forces ( )
Skepticism	

Sources: Packard T. 1995 Participation in decision making Adminstration in social work 13(1), 59-73 indecision making.

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(Benne & ching 1985:9810)

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.(Bennis & nutt, 1991)

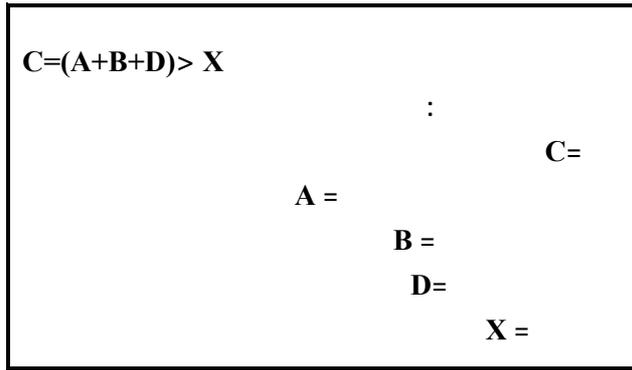‫:‬   ‫:‬Intervention‫-‬

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Participation   :

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Persuasion   :
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Edict (   )   :
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(2)   (What's In It For Me) Wiifm

$$C=(A+B+D)> X$$

:

C=

A =

B =

B =

D=

X =

Sources: Packard. T& Reid R.1990. OD. Ina Fire Department consultation.9. 167-184

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.   General techniques   :

.   (   ) Each new area   :

.   Contracting Proces   :

-:

Current Reality & Preconditions   **-9**

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reactive

.   Skepticism

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(Sugarman, 1988:17-27) .

(   )

(Kanter1983) .

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(3)

(3)

MICRO	MACRO

Sources: Osborne & Gaebler, 1992: 32-67

Osborne &)

Crisis   (Gaebler, 1992: 32-67

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(Packard,1989:59-73)

Visionary Leadership   **-10**

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Norman &) .

(Keys,1992

.   (   )

Packard & Reid,)   ....

(1990: 167-184

-11

Steps in Managing the Transition
(Beckhard & Pritchard 1992)

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(Cohen & Brand 1993Hyde; 1992:25-37)

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12-   Inztitutionalization of TQM

)   Ledford, 1990
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                    (   )   (   )
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Beckhard &   .

                                                (Pritchard 1992)

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                                                      :

                                                Deming

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          .(Chandron,1993)

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Grand Plan   Aquality Council

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Management by walking around   :

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Horizontal & Vertical

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Stop & think about how we   :   Build   :
work. (chohen & Brant)
Insist   :

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Schism   Prevent   :

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