

QUALITY MANAGEMENT AT TRAININGS AREA

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ABSTRACT

Here in this paper is presented using of quality management at training implementation at KEK-Training center. Here are shortly presented ISO 9001:2000, EFQM (European Foundation for Quality Management) and self assessment and a short comparison between those tools. Than there are also presented author views about Quality, Management and quality management. Quality management achieved at KEK-Training Center, which has been done through self assessment. Also is written something about 4W (when, where, who, what) + H (how).

Keywords: managing, quality, process, training

1. INTRODUCTION

1.1. Quality

The term "QUALITY" by it self is a subjective term for which each person has his or her own definition. So, it depends about what we are talking. It means that there are many explanations of "quality". Example if we are talking about a product, quality means ability of this product to fulfill requirements and needs at accepted level.

Quality has no specific meaning unless related to a specific function

Usually, in technical usage, the word quality could have two meanings:

- a. the characteristics of a product or service that meet or satisfy stated or implied needs
or
- b. a product or service without deficiencies.

By other words, nowadays, the word quality is oriented to the customer, so quality in a service or products means the level of product or service what customer is ready to pay for [1].

If we are talking about engineering or manufacturing, the word quality usually is linked with words control and engineering. In this concept the term quality (quality control and quality engineering) is used to ensure products and/or services are designed and all this must be linked with costumer requirements.

The approach to quality management can be applied to any business activity:

- Design work
- Banking
- Insurance
- Computer software
- Transportation etc.

In training area quality means an enough good training which fulfills requirements and needs of costumers. Training must be qualitative at training preparation, training development, training implementation and also at training evaluation. All those training fazes must have it qualitative performances.

1.2. Management

One of the so called international words is also management. We say that it is an international word because it is understandable at all languages. There are many words used all around the world but mainly with different meaning, but word management has same meaning.

Humane been has capability to cooperate and ask for assistance about something what is impossible to do alone. So, if there are more than one people there is a need to lead some body. Nowadays most preferred word in this case is word managing. Word managing has a wider meaning [3].

Looking deeper, we have managing also if there is only one person. So, we can say that he is managing his selves. If somebody is managing his time, his job and his things he also is doing a kind of managing.

Mainly word managing we use when we have to do with a group. Groups can be managed in many ways but the best one is managing with group, using all resources contained by group. We could say that a group manager should be a person who is well informed about his group resources [3].

There are many types of managers, it depends on the way how we classify. It is also depending on what are we managing [3].

To manage a training it means to manage all fazes of training and while we are doing this we must carry out about quality [1].

1.3. Quality management

Earlier the quality was based mainly on product quality, but nowadays it is based on process quality. It means that we are carrying not only about the end of the process (product only) but we are carrying out about process completely (as a process).

The term ISO 9000 refers to training managing standards, where are included ISO 9000:2000, ISO 9001:2000 and ISO 9004:2000 [4].

Let we start with ISO 9001:2000. This is and international standard organization aspect. It means international standard due to quality management. This standard is revised and now it is ISO 9001:2008.

Another quality standard is EFQM (European Foundation for Quality Management). It is a framework for organizational management systems and it is designed for helping organizations in their drive towards being more competitive. The EFQM Excellence Model was introduced at the beginning of 1992 as the framework for assessing organizations for the European Quality Award.

The EFQM Excellence Model is a practical tool that can be used in a number of different ways:

- As a tool for Self-Assessment
- As a way to Benchmark with other organizations
- As a guide to identify areas for Improvement

- As the basis for a common Vocabulary and a way of thinking
- As a Structure for the organization's management system

At our training center we are using the Self-Assessment tool, as a tool which helps us to ensure that we are about our job and its qualities. It means that at all steps we are assessing our training activities and its quality level.

2. QUALITY MANAGEMENT AT A TRAINING AREA

Under quality management methods are included ISO 9000, EFQM, Self assessment, TQM and Kaizen. Education and training institutions could use as well as ISO 9000, EFQM and self assessment.

We at KEK-Training center are using self assessment as a management quality tool. Ensuring of quality management is done by clear algorithm where is everything defined.

In this algorithm we can clearly see that quality management is a systematic process approach in case to produce a product or offer a service.

In case to develop a quality management we have identified steps than we created a process which has 5 steps (what is same with ISO 9001:2000), those steps are [4]:

1. Process (training) development
2. Process (training) documentation
3. Process (training) Implementation
4. Process (training) Monitoring and
5. Process (training) improvement.

Each of steps can be called as a process. Each of those processes produces some results and those results are information to next process.

After we defined training process then we wrote procedures. Those procedures give us answer at many questions because those procedures are based exactly one those questions as a quality management tool.

Our procedures are derived by answering on 4W (when, what, who, where) and H (how). Sow by giving answer on:

What is happening?

It means what is happening in a process stage e.g. in implementation faze, it has to do with that what kind of training, it means it is an internal training or external training.

When is donning something?

It means time of donning e.g. implementation of training. So when it starts (starting date) and when it finish.

Who is doing?

This question has to do with who deals with training or saying better that who will implement the training, training center or another person.

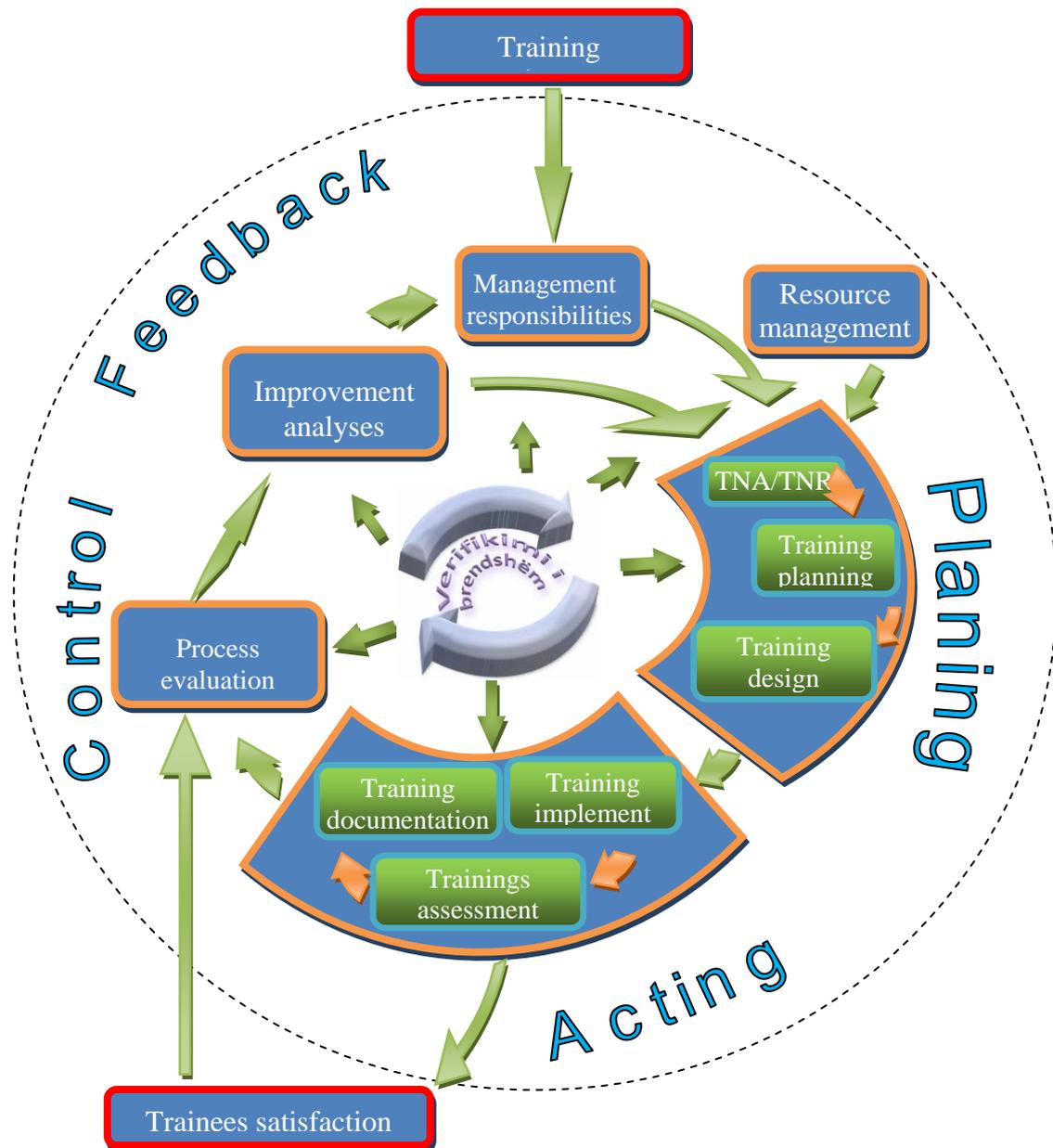
Where is doing?

It means that training implementation will happen at training center or somewhere else like on job training or training at another training institution.

How will be donning something?

If we are going to use again implementation, it means questions about the way of implementation. To explain 4W+H we used the training implementation faze, but we have to answer those questions for all steps or fazes of procedures chart at our training center. So,

only after answering at all those questions we are sure that we are at the right way to realize quality management at our training center.
Here we are presenting to you algorithm of our training procedures



Ensuring those procedures is done by a well organizing of our training center. All people are responsible to many steps, than there is a person carrying about that. He is our so called quality ensuring coordinator [4].

5. REFERENCES

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