

عنوان مقاله:

Fit for the future – the evolving role of the quality manager

محل انتشار:

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خلاصه مقاله:

Throughout his short history man has not only been forced to change, but has been one of the most successful species in adapting to new challenges and surviving amid the continuing transformation of human activity. This paper reviews the role of the quality manager in the UK from the 1960s to the present day and questions whether the quality manager will emerge from the next decade in a recognisable form. The paper examines the current trends within the UK quality movement and compares them against some of the predictions of the early 1990s and sets out a hypothesis of where the profession is heading in the not too distant future. Some final thoughts on what support the emerging quality manager will need from the Institutions and academic establishments are also provided within the conclusion

کلمات کلیدی:

Culture, improvement, integrated-management

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