

عنوان مقاله:

Applying the EFQM Model In Performance Measuring of Organization

محل انتشار:

اولین کنفرانس بین المللی مدیریت، نوآوری و تولید ملی (سال: 1391)

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خلاصه مقاله:

Present paper results from a descriptive – a survey research with the purpose of performance measuring of an active enterprise in steel industry in Iran based on the enabler criteria of EFQM model. The crucial questions presented in this research are as follows; First, to what level an enterprise can achieve its organizational goals based on enabler criteria of EFQM model? Second, what are the strong, weak and improvable fields of enterprise? The obtained results show that the enterprise relatively has considered the enabler criteria of EFQM model and human resource elements, with respect to its lower influence on improvement and promotion of performance in comparison with other aspects, regarded as weak sides that must be improved. In terms of its processes, the enterprise and its resources that are considered as strong sides, are identified with the best processes and the field must be provided with the optimum condition, so that this enterprise can continue its movement toward excellence and achieve its goals

کلمات کلیدی:

total quality management (TQM), performance measuring, European Foundation for quality management, enablers, continuous improvement

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