

عنوان مقاله:

ISO 9000 and Total Quality Management: A Transition Model

محل انتشار:

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خلاصه مقاله:

Many companies have now been registered in Iran as operating to the ISO 9000 International Quality Management Standard. It seems that all these companies put in much hard work to achieve this registration. However, most of them have not yet taken the crucial steps towards using ISO 9000, as a start into Total Quality Management (TQM), which is when they will begin to harvest the large and tangible rewards from managing their operations on TQM principles. The purpose of this article is to show how this can be done. This paper attempts to address key factors influencing a successful transition from ISO 9000 to TQM.

کلمات کلیدی:

ISO 9000, TQM, Transition, Organizational development

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