

عنوان مقاله:

Fuzzy expert system based on the balanced scorecard to measure the effectiveness of Quality Management System in the cultural organizations

محل انتشار:

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خلاصه مقاله:

With emphasis on total quality management techniques to meet customer needs in today's organizations such as the umbrella organization has cast a shadow on other tasks. This concept in particular in the field of culture and cultural organizations is a philosophy of continuous improvement; A set of practical tools and techniques that are able to meet the needs, demands and expectations of each organization to provide current and future. Total quality management in cultural organizations of the following of creating a culture of continuous process improvement and change cultural management, and human resources, organizational structure, cultural planning, cultural organizations achieve quality goals by integrating the contributions of all its members and etc. In this study, the use of the balanced scorecard as a tool for evaluating the performance has been introduced. To determine the impact of quality management systems in every aspect of a balanced scorecard in a multi-level network is used. This basis gives the development of a network-based fuzzy expert system rules that can be used to implement TQM impact on the performance indicators set

کلمات کلیدی:

Cultural Organization; Total Quality Management; Balance Score Card; Expert System

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