

عنوان مقاله:

Measuring the Effectiveness of the Quality Management Systems Configuration with Process Groups of Standard ISO 21500 with Data Envelopment Analysis

محل انتشار:

کنفرانس بین المللی مهندسی، هنر و محیط زیست (سال: 1393)

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خلاصه مقاله:

The importance of quality management systems are so much in advance strategic decisions of organizations that can be said necessary to achieve organizational goals and the success of organizations is the adoption and implementation of quality management principles. There are eight principles of quality management system that can be considered as a basis for writing the quality management system standards of ISO structure. The purpose of this paper is the adaptation and integration of 39 process groups of standard ISO 21500 with the eight principles in: semantic and conceptual and also establish a sub processes in each of the eight groups that display the version of ISO standards are based on the eight principles. The new approach is proposed to implement the sub processes of standard ISO 21500 from the perspective of the eight principles. The initial grouping efficiency of standard ISO 21500 and its new implementation was determined by using of new techniques of data envelopment analysis (DEA) and DEA Frontier software. The results of this study show that the concept and goal of the new implementation is equal to grouping the initial sub processes. Therefore, the published standards by ISO organization in each fields, are located in the framework of this organization.

کلمات کلیدی:

(Improve process, efficiency, quality management systems, standard ISO 21500, data envelopment analysis (DEA

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