

عنوان مقاله:

Organizational excellence and human resources A review of human resources in organizational excellence

محل انتشار:

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خلاصه مقاله:

With increasing global competition, how to create and maintain a competitive advantage for enterprises is particularly important. Product or service quality and meeting the demands of customers is considered as one of the most competitive advantages. Hence, the quality as one of the main branches of competition, as well as profitability and wealth creation are considered as key indicators of the organization. A number of systems and management tools provided to improve the management of organizations are focused on a specific part of the organization or process, and some have a comprehensive view. Among the features of a comprehensive evaluation system which improvement plan for the entire organization can be presented based on it, we can note to comprehensive criteria and indicators, and the feasibility of quantitative assessment of them and evaluation of process, logical and structural relationship between the criteria, due to continuous improvement and moving towards Excellence

کلمات کلیدی:

Quality management , organizational excellence , competitive advantage , quality , principles of quality management

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