

عنوان مقاله:

Improving human resources management using the EFQM Excellence Model

محل انتشار:

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خلاصه مقاله:

Success is fundamental to every organization and that is why organizations try to be successful. Organizations need unique business ideas and sufficient capital to be successful but no organization can exist without human resources. Therefore, employees are the main source of organizations' success. The aim of the current paper is to highlight the benefits of the EFQM Excellence Model as a tool that helps to improve human resource management. To fulfill the aim of the paper, the secondary research based on the methods of analysis, comparison, and selection is performed. Case studies focused on organizations that improved their human resources management using the EFQM Excellence Model are used as the main sources of the secondary research. As a result, the secondary research provided a finding that the EFQM Excellence Model may be considered as a tool that helps to improve human resource management. Recommendation arising from the paper is to use the EFQM Excellence Model for improving organizations' results including results towards employees.

کلمات کلیدی:

Human Resources, EFQM, Business Excellence, Results

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