Abstract

Recently, studies have shown that the healthcare sector is witnessing successive variables and the desire of developing require ongoing development and improvement in quality management to accelerate the pace of new developments and management resources optimally in order to improve the quality of service and care to satisfy their customers and responding to their aspirations. The reasons for Total Quality management (TQM) implementation include increased competitive market, high quality healthcare services at practicable costs and advancement of medical technology. It is essential that there be a close correlation between healthcare, which aims to develop new ways to provide services to meet customer needs and total quality management that use the appropriate application to help that sector in order to succeed, where we find that the concept was met with huge success in other management manufacturing and services. This paper describes some of the important affairs of the application of total quality management for the healthcare sector and provides a framework of the application of quality management for them. This framework relies on five measures with a variety of integrated methodology in order to achieve high-quality results. Finally concluded this paper to make it clear that this framework for the application of total quality management
contribute to the advancement of trade performance in terms of the health care sector, in addition to raising the levels of conviction among both customers and staff and people as well.

References


Index Terms

Computer Science Information Sciences

Keywords

Total Quality management (TQM); Healthcare