Total Quality Management in Saudi Higher Education

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Abstract

TQM is considered as a philosophy of modern management that is newly entered into the education field after it has proved the effectiveness and success in other fields such as the industry. TQM has been adopted in most of Saudi universities, but only some of them show excellence in the adoption and implementation process. The aim of this paper is to highlight some Saudi universities that successfully adopting the TQM concept and gain a competitive advantage over their local as well as global competitors. This paper also proposed a model to establish better TQM practices, in order to efficiently adopt and implement TQM philosophy in higher education. The model was based on previous research and the findings gained from the experience of TQM in local universities with recommendations to guide the successful quality management implementation.

References

Index Terms

Computer Science Information Sciences

Keywords
Saudi Universities, Quality, Total Quality Management (TQM), Higher Education (HE), Continues Improvement, Academic accreditation.