

Short Note on Quality Management

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DESCRIPTION

Quality management is the act of management of different activities and tasks within an organization to ensure that products and services offered. It helps to achieve and maintain the desired level of quality within the organization.

The aim of the quality management is to ensure that all the organization's stakeholders work together to improve the company's procedures, products, services, and culture to achieve the long-term success that stems from customer satisfaction.

The process of the quality management involves a collection of the guidelines that are developed by the team to ensure that the products and services that they produce are of the right standards or fit for a specified purpose.

Principles of quality management

There are several principles of the quality management that the International Standard for Quality Management adopts. These principles are used by the top management to guide an organization's processes towards improved performance. They include:

Customer focus

The primary focus of any organization should be to meet and exceed the customers' expectations and their respective needs. When an organization comprehends the customers' current and future needs and caters them that result in the customer loyalty, which in turn increases the revenue. The business is also able to identify the new customer opportunities and satisfy them. When the business processes are more efficient, quality is higher and more customers can be satisfied.

Leadership

Good leadership outcomes in an organization's success. Great leadership establishes unity and the purpose among the workforce and shareholders. Creating a booming company culture provides an internal environment that allows the

employees to fully realize their potential and get actively involved in achieving company objectives.

Leaders should involve the employees in setting clear organizational goals and the objectives. This motivates the employees, who may significantly improve their productivity and loyalty.

Engagement of people

Staff involvement is a fundamental principle. The management engages staff in creating and delivering the value whether they are full-time, part-time, outsourced, or in-house. An organization should encourage the employees to continuously improve their skills and maintain consistency.

The principle also involves in an empowering the employees, involving them in decision making, and recognizing their achievements. When the people are valued, they work to their best potential because it boosts their confidence and their motivation. When employees are wholly involved, it makes them to feel empowered and accountable for their actions.

Process approach

The performance of an organization is crucial according to the process of approach principle. The approach principle stresses achieving efficiency and effectiveness in the organizational processes. The approach involves an understanding that good processes result in improved consistency, quicker activities, reduced costs, waste removal, and continuous improvement.

An organization is improved when leaders can manage and control the inputs and the outputs of an organization, as well as the processes used to produce the outputs.

Continuous improvement

Every organization should originate up with an objective to be actively involved in continuous improvement. Businesses that may improve continually experience improved performance, organizational flexibility, and increased ability to embrace new

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opportunities. Businesses should be able to establish new processes continually and adapt to new market situations.

Evidence-based decision making

Businesses should assume a factual approach to decision-making. Businesses that make decisions based on the verified and the analyzed data have an improved understanding of the marketplace. They are able to perform the tasks that produce desired results and justify their past decisions. Factual decision-making is vital to help and understand the cause-and-effect relationships of different things and explain the potential unintended results and the consequences.

Relationship management

Relationship management is about creating the mutually beneficial relations with the suppliers and the retailers. Different interested parties can impact on a company's performance. The organization should manage the supply chain process well and to promote the relationship between the organization and its suppliers to optimize their impact on the company's performance. When an organization manages its relationship with in the interested parties well, it is more likely to achieve the sustained business collaboration and success.