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APPLICATION OF NEW TQM FRAMEWORK TO HEALTHCARE

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In recent years, the method of TQM (Total Quality Management for organization) is widely recognized. However, contents of assessment criteria's are various, and it is very difficult to define the whole management scope of TQM. On the other hand, it is very important to define the whole target entities of quality management about TQM because the lack of important target entities may cause significant risk of loss in the future. In the previous study, we have proposed the "new framework of TQM" of assessment for a total quality management of organizations based on the original development concepts of "TQM matrix" and the "Three Dimensional Unification Value Models". On the other hand, organization is defined as a kind of system based on the definition of ISO/IEC 15288: System life cycle process. Above assumptions, the aim of this presentation is to introduce the possibilities of application of "new TQM framework" to Healthcare of personnel as a unit of organization.

Biography

Kazuhiro Esaki has been graduated from college of science and technology, Nippon University with a master degree of s electronics in 1978. Graduation thesis: Scattering of Plane Electromagnetic Waves by Conducting Rectangular Cylinders. From 1978, he started working in Mitsubishi Electric Information systems Co., Ltd. and assigned to software development project of a process computer system of atomic power plants and continued his research. He has been graduated from the Tottori University with doctor degree of Social Systems Engineering in 2001. And also, he has been registered to Japanese Registered Engineer (Service Management professional) at 2002. On the other hand, he is working on developing the techniques (SQuaRE) for quality requirements and evaluation of system and software product for a long time in ISO/IEC JTC1 SC7WG 6 (software and systems engineering, working group six) from 1988. Presently he is working at the HOSEI University in the Tokyo City in Japan.

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