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THE IMPORTANCE OF QUALITY MANAGEMENT SYSTEM IN COMPANY USING THE METHOD OF STATISTICAL TABLES

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Abstract

In this research, we will be studying the importance of quality management system in Company using the method of statistical tables. To demonstrate the importance of quality management system in Company, we will focus on five elements that have an impact on the application of the quality management system in company, the impact of application of the quality management system in job, the relationship between quality management system and the worker, the relationship between quality management system and performance and finally, the relationship between quality management system and information. Thus, five questions were asked to demonstrate the importance of the application of quality management system in Companies, and the results expected from it. This research aims to present the results of the field study, and by clarifying the study procedures, tools and describe the characteristics of the study population, and the statement of the importance of quality management system in Company.

Keywords: Company, Quality, Quality Management System, Performance, Relationship.

JEL Classification: M1, L1, L25.

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1. Introduction

Quality was applied in the industrial sector in 1900, then was applied in the service sector (Ludovic de gaillande and Rose derenne, 2007), Where the quality is defined as conformance with specifications (PH. Kotler and B. Dubois, 1997). Accordingly, quality management has evolved in four phases, namely quality inspection, quality control, quality assurance, and the total quality.

Total Quality is a modern way to manage the organization, based on the cooperation of all parts of the organization, improve product quality and customer satisfaction (K.ishikawa, 1986).

2. Definition of Terms Related to the Study

The Company administration must make sure to specify the financial, material and human resources to implement a quality management system (Frédérique ritchie, 2006), kartesz says quality management system applies to all departments and functions in Company (Christine kartesz, 2006). Therefore, The application of quality management system in the organization aims to exploit the quality data in decision-making (Daniel boeri,2012).

2.1. The Definition of Quality:

Quality defined by the International Standardization Organization:

Is a measure of the extent to meet the needs of customers, and requirements stated and implied.

Quality defined by the American Society for Quality Control:

Is a set of advantages and characteristics of the product or service that can meet the needs of consumers.

2.2. The Definition of Quality Management System(SMQ):

Quality management system is the organizational structure, responsibilities, procedures, tracks, processes and resources needed to manage the quality of the organization.

This system is based on the management and control of human resources in the organization, and is designed to work with the integration of the necessary mechanisms to ensure quality in all phases of activity.

The quality management system determining the quality policy, and work to implement them. To achieve the quality must be the commitment and participation of all human resources organization, and be the senior management is responsible for the quality management system of the organization.

3. Methods

To demonstrate the importance of quality management system in the Company, we will focus on five elements that have an impact on the application of the quality management system in job, Relationship quality management system with the worker, Relationship quality management system with performance, Relationship quality management system with information.

Previously, five questions were asked to demonstrate the importance of the application of quality management system at the Company, and the results expected from it.

3.1. The Field of Study Data Analysis

The questionnaire was distributed to a sample of human resources employees that work with various Companies in Algeria. we will analyze the different responses obtained and then get the results of the study.

3.2. Study Procedures

The study population is consisted of all human resources working in Companies in Algeria, related to the preparation and application of quality management system activities. The study population is consisted of 90 employees, distributed to various constituent units of the Company. The researcher distributed the questionnaire on the study population and afterwards he collected the entire 90 questionnaires, which represents 100% of the total distributed questionnaires. Consequently, the researcher analyzed questionnaires statistically.

4. Analysis of the Results

4.1. The Impact of the Application of the Quality Management System in Careers and Jobs:

Individuals are considered the core of the organization at all levels. We must involve them in defining the goals of the organization and decision-making (Christine kartesz, 2006). Where Crosby convinced of the importance of the human factor in the implementation of quality (S. Mizino, 1990)

The following table (01) represents the answer to this question in accordance with the proposed alternatives:

Table 1. Results of the Impact of the Application of the Quality Management System in Careers and Jobs

	There are several obstacles to job performance	No impact on job performance	There is independence in job performance
Number of Answers (%)	34.5	21.1	44.4

Source: Table is designed on data questionnaire.

We note that there is a convergence in the number of answers according to the available alternatives. There are 44.4% of the respondents believe that the application of quality management in the Company system would lead to the existence of independence in the performance of the work, and 21.1% of the respondents believe that the application of a quality management system in the Company does not affect the performance of the work, and 34.5% of the respondents believes that the application of quality management system at the Company, hinder the performance of the work, which represents a significant share of workers who do not want change at the Company, and in particular to change the way of working.

4.2. Quality Management System Leads to Self-Reliance in Doing the Job, Without Consulting the Responsible for the Work

The following table (02) represents the answer to this question in accordance with the proposed alternatives:

Table 2. Results of Quality Management System Leads to Self-Reliance in Doing the job Without Consulting the Responsible for the Work

	I agree	A little	Not agree
Number of Answers (%)	33.33	38.89	27.78

Source: Table is designed on data questionnaire.

The application of a quality management system in the Company leads the ease and independence of the employee to perform his work, which is justified by the percentage of 72.22% of the interviewer sample, while 27.78% believe that the application of a quality management system in the Company leads to resistance to change by the employee.

4.3. Quality Management System is a Hindrance in the Performance of Work

The following table (03) represents the answer to this question in accordance with the proposed alternatives:

Table 3. Results of Quality Management System is a Hindrance in the Performance of Work

	I agree	A little	Not agree
Number of Answers (%)	1.1	18.89	80

Source: Table is designed on data questionnaire.

The goal of the application of the quality management system is to facilitate the performance of various activities in the Company, where 98.9% consider that the quality management system is not considered a hindrance in the performance of work at the Company, while 1.1% believe that the quality system is a hindrance in the performance of work at the Company, which is a very small percentage, which means easy to persuade them to adopt this system.

4.4. Quality management system improves the information relating to the activities of the Company

Improving the quality of health care is the most important concern in the Company (Sébastien doutreligne, 2009).

Thus, improving health services is the justification for the existence of the Company, so they must spread the culture of continuous improvement of health care service (Christine kartesz, 2006).

The following table (04) represents the answer to this question in accordance with the proposed alternatives:

Table 4. Results of Quality Management System Improves the Information Relating to the Activities of the Company

	I agree	A little	Not agree
Number of Answers (%)	90	10	0

Source: Table is designed on data questionnaire.

The application of a quality management system in the Company requires a training of human resources with new methods to perform tasks and functions, and leads to the improvement of information and knowledge of the employee, which is the consensus of the interviewer sample at the Company by 100%.

4.5. Quality Management System Focuses On the Work Control, and This Leads to Increased Tension Workers

Controls are necessary in the field of manufacturing (*Idem*, p: 07.) and according to Taylor, the inspector is responsible for the quality of work (J.M. Gogue, 1997)

The following table (05) represents the answer to this question in accordance with the proposed alternatives:

Table 5. Results of Quality Management System Focuses on the Work Control, and This Leads to Increased Tension Workers

	I agree	A little	Not agree
Number of Answers (%)	18	39	43

Source: Table is designed on data questionnaire.

During the application of a quality management system in the Company, there will be a review of the quality and control work, where we find that 43% of employees say that there is no tension during work control, and 39% say that there is some tension, and 18% say that there is a high tension during work control by auditors of quality in the Company. According to Deming should reduce the fear, and promote mutual contact in the organization

5. Results and Findings

The determination of the importance of quality management system in the Company, mainly based on the following elements:

- The impact of the application of the quality management system on job;
- The relationship between quality management system and the worker;
- The relationship between quality management system and performance;
- The relationship between quality management system with information;

The conclusions of the above that the quality management system determines the area of responsibility, as this system is a source of independence at work, and the source of training for human resources in the Company.

5. Conclusions, Implications and Significance

In this paper, we have identified the importance of quality management system in Company using the method of statistical tables, using a questionnaire to a sample of human resources in Companies that operate in Algeria. By using a questionnaire, five questions were asked to demonstrate the importance of the application of quality management system at the Company, namely:

- What is the impact of the application of the quality management system in your job?
- Quality management system leads to self-reliance in doing the job, without consulting the responsible for the work.
- Quality management system is a hindrance in the performance of work
- Quality management system improves the information relating to the activities of the Company

-Quality Management System focuses on the work control, and this leads to increased tension workers.

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