

Performance and quality control



This section deals with the various types of measures that can be taken up to refine the performance and quality issues that tend to mount up during the on going of any project.

However the below listed options are recommended highly for a hotel industry. In case of the Nirvana expansions, it is important that the managers possess an active control over the implementation of the mechanism to control the performance of the group. Since Nirvana is controlled under the group, and also by the regional authorities, at times the variation in the attitudes of the two (head quarters and regional) may affect the situation in an adverse manner. The management should be able to convey the group policies effectively to its employees and in particular to the task force who are linked to the maintenance of the ethical standards of the company. The Nirvana headquarters can also go ahead with the appointment of a regional auditor who will check on the observance of the rules and policies of the group within every region. The auditor will give regular periodic reviews on the performance and quality control aspects of every outlet and offer his advice to employ more staff, allot or merge the functions, which ever sounds suitable according to the situation.

The auditor can be both of external and internal types. The external auditors are also called under cover auditors who are at times unknown to the staff. These auditors visit the hotel as guests and subsequently report their interpretations to the senior management. Also, the managers should be directly held responsible for the conduct of the subordinates. They need to pay special attention to those whose behavior is in doubt.

In order to promote superior practices and principled traditions among staff, it is significant for the hotel management to systematize customary competence building training workshops for staff at all levels. For an efficient quality control system, it is important that the management should be able to determine its needs before searching for and implementing a solution. This is important since at times it may cause over budgeting and extended deadlines. The below stated process is recommended for the successful implementation of the performance and quality control activities. 1.

Setting quality benchmarks – this is vital in order to ally the hotel activities along with the objectives that are set by the management. These performance benchmarks / quality standards should be real against which the management and the team could be able to perform and judge the results. Also, setting up performance oriented saving methods which target optimization and improvement is critical. 2. Investigation—carefully analyzing the current position of the expenditures and the requirements. A budgetary control is needed at every stage of the project which will play an important role in the performance control of the project results.

If in case, the management runs out of money at any time, then it will have to compensate with the quality. At the same time, periodic market research is significant in order to compare the quality and performance of the services that will be offered by the group. 3. Customer Satisfaction – this part includes the assessment of the customer satisfaction, and seeing that all the needs of the client are met by the staff authorities.

This entails an amalgamation of conformance to necessities (the expansion team of the Nirvana Group must produce what it promised initially) and strength for utilization. (The product or service given to the client must meet the needs and the quality standards). 4. Continuous improvement and responsibility – it has been realized over time that the cost of preventing or avoiding any mistake or error in such expansion projects for the hospitality sector is less than the cost that is spent in correcting the errors that occurred. Participation of all the team members and the responsible attitude of the management could help prevent many such errors that would tend to occur during the expansion.

Use of various optimization techniques within the hotel management like TQM, six-sigma, Malcolm etc can help to gear up the client service activities.