

Total quality management in libraries



**ASSIGN
BUSTER**

Introduction The meaning of TQM is customer satisfaction through product or services. The customer in the library is user/reader/student. The primary purpose of library is to support the teaching, research and other academic programs of its parent organization.

A library is a part of a service organization which delivers personally to the customers. Further it is a step towards desired goals. The concept of TQM has come out through the meaning of quality. Therefore it is necessary to understand the meaning of quality. Evaluation of TQM Four stages of evaluation can be identified they are 1) Inspection based system 2) System of Quality control 3) Quality Assurance 4) TQM Characteristics of TQM Following are main characteristics of the TQM. 1) To become user driven rather than self focused.

2) To concentrate on process rather than pre occupied with result. 3) Use of work head in addition to their hands. 4) External and internal alignments. 5) Total involvement, continuous improvement and leadership commitments.

6) Required fundamental changes in worker management treating them an ever-appreciating asset. Stages of TQM The process of TQM in an organization can be developed in the following four stages. a. Identification and preparation – Identifying and collecting information about organization in the prime area where improvement will have most impact on the organization – Preparing the detailed basic work for improvement of all the organization activity. b.

Management understanding and commitment – To make sure that the management understand the objective & methodology of TQM and are

prepared to adopt them all the time. Scheme for Improvement–Identify and resolve the quality issues by involving all management & supervision a proper scheme of training & communication d. New Initiative & Critical organization–Start new initiatives with new targets and take the complete improvement process everybody indicating supplier and customer links in the quality chain.

— Obtain information about progress and consolidate success. Implementing TQM techniques TQM as a management tool needs to radically rethink the way in which a library is organized and perform its functions. TQM is seen as a commitment to service with a flexible and future oriented approach to management. Susan presents a Model for the implementation of TQM in library setting with four phases. The activities covered in phase one quite useful to arrange a seminar exploring the implication of current technological development and other social changes that enhance the growth of Library Community Phase two gives emphasis on organizing quality once the commitment to TQM and the decision on the TQM methodology and structure is made and library automation training should be given all employees. Phase three: involves an evaluation of current work processes and relationship of this process to customer needs and expectations.

Phase Four: Some employees even may need training even in new jobs skills as a result of changed work processes particularly when a manual Library is being converted into automated library. While implementing TQM in Library Services a different sets of skills are required, Training is the key component in TQM which up grades the skills of staff in the academic Libraries.

ConclusionThe success of TMQ is very from Library to Library as each library

<https://assignbuster.com/total-quality-management-in-libraries/>

is different from the others. It is a process which focuses on understanding customer needs and improving customer??™s service and satisfaction.

Libraries to set goals based on quantitative performance indications, and to monitor progress towards those goals The realities of the current library situation indicates that quality improvement is essential for facing major changes and growth required for the libraries of today and tomorrow.

References Dhiman, A K. and Rani, Yashoda.

(2010) Library Management : a manual for affective management , Ess Ess publications, New Delhi p. 40-47. Encyclopedia of Library and Information Science: Total Quality Management, Vol. 61. Jayamalini. G.

(2009). An Overview of Total Quality Management in Libraries: DRTC Workshop on Information Management, 6 ??“ 8 January Tripathi S. M; LAI C; and Kumar K. Descriptive question in Lis.

ESS ESS publications, New Delhi-230-232 Trchan, Para (2000) ???

Implementation of ISO 9000 in Industrial Libraries: a Case Study. ???

University News. June.