QUALITY MANAGEMENT: A STUDY IN PUBLIC SECTOR ORGANIZATION

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ABSTRACT

Quality management has become essential strategic factor of success in the public sector organization. Executives of local politics and government recognized the importance of customer orientation and therefore continue to implement quality management systems. Customer orientation and quality management both are crucial factors in optimizing demand, supply and costs throughout the public sector organization. Recent developments focus on the implementation of models of quality management. Therefore, quality management concepts and instruments are to be categorized, analyzed and further developed to disseminate their use on provincial and municipal level as well as in various NGO’s. Research is focused on systems of self-assessment and the elaboration of instruments of quality improvement.

KEYWORDS: Organization, Public sector, Quality improvement, Quality management.