

Behavioural Approach Of Quality Management

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Abstract: Even though the quality management standards have developed a lot. The key performance of the system linked with human intervention only. Systems can give guidelines only, but Implementation is in the hands of human beings. The implementation of the system depends on the involvement of the human beings. Finally successful implementation depends on the behavioural approach of the people working with the system only.

I. DEFINING A STANDARD

Here I would like to define the standard. Standard is a standard, which is having standard, which is used for standard, which is giving standard. So the implementation of a standard is vital for quality management system. Implementation is involved with human involvement only. The success of the system is depending on their behavioural approach only.

II. INDIVIDUAL PERCEPTION OF QUALITY OF A PRODUCT

For example one company is making a consumer product. Which is having quality rejection of 1 out of 10,000. So in percentage 0.01 %, this is very, very less as per the industrial practise. But from the other side, all 10,000 products are purchased by 10,000 people. 9,999 people are very happy with the company. One product is purchase one person, which has failed completely. In his opinion, the product is hundred percent failed. His perception on the company is also same.

III. HUMAN ERRORS IN QUALITY MANAGEMENT SYSTEM

During the audit of quality management system, most of the major non conformances or minor non conformances are human errors only. Can be considered as no quality actions by

working people. This can be corrected by providing the behavioural approach of quality training to the people who are involved with quality management system.

IV. APPROACH OF QUALITY MANAGEMENT SYSTEM STANDARDS

Earlier quality management system standard says, prepare procedures, formats, schedules and follow for implementing a quality management system as per the standard. It will not monitor whether the working people are really reading the procedures at the time of working. Strictly followed the same test method for testing. Whether the person working is having complete knowledge on the procedures etc.. But all the above said things will influence the quality of product or services coming out of the organization. The main purpose of establishing a quality management system by an organization is to implement and get the quality products or services from the organization.

V. EVOLUTION OF QUALITY MANAGEMENT STANDARDS BASED HUMAN BEINGS WORKING IN THE SYSTEM

Even though the system is well established by organization, implementation for getting quality products or services is in the hands of people working only. Because their

behavioural approach of quality management system can influence the output of quality products or services from organization. Quality of products is directly linked with repeatability or reproducibility of testing results. If one person is testing, he is not getting repeatable results means, there may be lack of testing knowledge, lack of testing skills, instruments are not reliable. Such a case the tests performed cannot be believed. Similarly reproducibility also, if one test is carried out many people, all should get same value irrespective of persons carried out testing. In addition these two are not the only things which can say that the results are correct. There is one more factor i.e. accuracy. For example, given sample actual value is 90 ppm. Five people tested each person tested 3 times. The results produced repeating for each person (getting 100 ppm all three times tested). Reproducible for all five persons (all five people got the same value of 100 ppm). Can we say the results are repeatable and reproducible so can be reported. But definitely not, because there is one more factor i.e. accuracy along with repeatability, reproducibility. This is linked with the instruments which is being used in the above example (because results have repeatability and reproducibility among five). Keeping the instrument accurate is depending on the personnel using only, because they have to calibrate the instrument with primary standards which are highly accurate. So the chance of getting wrong result is very

easy, but getting accurate results is very tough and mainly depending on the behavioural approach working people.

Competency of the people working in a system has been seriously considered in recent quality management systems like (laboratory accreditation standards). Where competency of the working people, repeatability, reproducibility & accuracy of the test results plays vital role.

VI. CONCLUSION

Even though the systems are making organization personnel independent. But, the system success and quality output depends on the personnel involvement and behavioural approach only. Organizations and emerging leaders should work in the direction of developing the behavioural approach of working people for better output from the system.

REFERENCES

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