Quality Management

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Quality improvement programs are introduced in an organization to analyze the practice performance and to identify the ways to improves the routine practices. The comprehensive strategic view helps to list and emphasis on the efforts of the company along with the implementation of a plan. Providing quality and fulfilling the needs of the clients are the goals of an organization (Kelchner, 2019). These goals enforce the companies to adopt the principles of total quality management approach.

It is a formal approach and it is considered as a necessary tool at healthcare. Having a proper quality management program can help to improve the efficiency, patient care and other clinical results (Ingraham, Richards, Hall & Ko, 2010). There are a lot of significances of having quality improvement programs in any organization. It improves the performance of the employees and reduces the production cost. When health care sector is focused, there are a lot of problems the care management team has to face. As a result, they need to change the practices and behaviors to achieve the organizational goals. Therefore, they adopt quality improvement programs to take the advantages from those approaches.

There are several reasons for the failure of quality initiatives in an organization. The very first reason for the failure of quality initiatives is the lack of clear strategies. Due to poor communication, people are unable to understand the objectives of a program. At the same time, strategies are not focusing the real problems. However, the other reasons can be like the quality initiatives are not focusing the customers (Juran, 1993). It is more concerned about internal problems rather than delivering a quality product or a service to a customer. Sometimes, lack of proper technology for implementation of quality initiatives can also cause failure to the program. In order to improve the performance, the company should also introduce some rewards for the employees otherwise it will not give effective results.

**References**

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