

## عنوان مقاله:

Quality managers of the future: New perspectives

## محل انتشار:

ششمین کنفرانس بین المللی مدیران کیفیت (سال: 1384)

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## نویسنده:

Arash Shahin - Department of Management, University of Isfahan, Iran

## خلاصه مقاله:

Because the business world has never been more demanding and challenging, the importance of the quality manager role has never been so significant. Understanding the elements of this role is a first step in responding to this challenge. On the other hand, total integration of all management aspects into an integrative business management will have a tremendous impact on the traditional profession of quality managers in industry and different perspectives could be anticipated for their responsibilities in the future. In this paper, new perspectives have been represented for the quality managers of the future. The evolution of quality management and standardization has been reviewed and responsibilities and duties of quality managers of the future have been discussed. The outcomes imply that as business priorities and customer demands increase, the role of the company ' quality manager' is changes from the .traditional Chief Inspector to a person with a much wider set of abilities

## کلمات کلیدی:

Evolution, Quality managers, Future, Responsibilities, TQM, BE

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