QUALITY MANAGEMENT SYSTEMS

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WHAT IS QUALITY?

The degree to which a set of inherent characteristics fulfil requirements.
What is Quality Management ?

Management Activities

- Planning
- Organising/Coordinating
- Staffing
- Delegating
- Leading
How do we plan for Quality?

This is mapping exactly how to achieve quality.

You MUST have known what you want to achieve or what you define as quality.

The find the way to achieve this (SOPs)
Organising for Quality

Put resources together, Assign duties for the quality to be achieved.

Resources include:-

Human Resources

Physical Resources
Staffing for Quality

What calibre of staff do you require to be able to achieve the quality you want in your hotel? Management level, Supervision level, Technical level

What are your recruitment procedures?

What is your optimum staff number?

What are the unique competences you require in your staff? Are they available or can you create them?
How do you lead for Quality?

Your management must have a deliberate effort to attain Quality and ensure **Continuous Improvement**.

Lead by example

Your followers (staff) will not embrace quality if you yourself do not.

Without top management support Quality is not possible.
Control Of Quality

You can only control what you can measure.

What is the measure of Quality for all tasks in your hotel?
A clean room! What exactly is a clean room to your establishment?
Can you ascertain the room was cleaned without having physically gone there?
What is a Quality Management System (QMS)

The organisational structures, responsibilities, procedures and resources for ensuring the quality of a product or service.
REQUIREMENTS OF A QMS

- Determine needs and Expectations of customers
- Establish objectives
- Determine processes and responsibilities
- Provide resources
- Establish process measurements
- Determine means to Correct variances from expected results
Benefits of QMS

**Improves:**

- Productivity and Efficiency
- Process consistency and Stability
- Communication and Support
- Customer Confidence
- Company credibility
- Uniform work processes
Benefits cont...........

Increases: - Profitability, Market Recognition

Reduces: Defects

Facilitates: Continual Improvements
Costs of Poor Quality

Guest complaints

Lack of consistent service/ products dependent on individual interpretation

Negative word of mouth

Wastage of resources
Quality marks are provided by different institutions after having met the set requirements.

There are Global Quality Marks

Regional

Country specific Marks
Global Quality Marks

Country Specific

[Image of various quality award logos]
Current Most Prestigious Awards
Hotel Classification is widely used globally as a symbol of quality for the Hotel Industry. This symbols include

Crowns

Diamonds

Tour Operators and Travel agents

Trip Advisor

Airline awards

Stars
Is this quality?
THANKYOU