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Total Quality Management and its Significance in the Modernization of Library Operations

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ABSTRACT

In today's world we are going ahead with technological developments. Scientific and informational revolution co-opted in a developing system for quick progress and uplift of the library standard. New global, social and economic context keep appearing which require new management principles, skills, abilities and levels of competency. In this context and background, we have to incorporate the Total Quality Management and motivate the growth of human resources concordantly so that both human skill and efficiency in library services are move forward at the same speed according to a plan. This balanced growth of TQM and HRD leads to less frustration and less fears of failures. The main purpose of this article has been to reveal the peculiarities and correlations between TQM and HRD, to illustrate the influence on quality among organizations.

KEYWORDS: Total Quality Management, Library Operations

INTRODUCTION

Libraries are service organizations dedicated to their users. The libraries and library professionals need to shoulder the responsibility of merging the information revolution in an increasing competitive environment by improving the ways and formulating a strategic plan and focus on providing the best services possible and reaching a state of continuous improvement.

TQM is a management philosophy like fundamental laws of library science a concept popularized by Japanese that makes quality control A responsibility to be shared by all the people in an organization, with the achievement of quality control as an end in itself. According to Brokman (1992) TQM is a Management philosophy embracing all activities through which the needs of the customers and the community and the objectives of the organizations are satisfied in the most efficient and cost effective way by maximizing the potential of all employees.

BENEFITS

1. Eliminate Rework: Library work is often labor intensive. TQM helps to simplify it and make sure it is done properly in the firs time.
2. Improvements in decision making (By Speed, accuracy, comprehensiveness)
3. Serving ever higher customer and client expectations
4. Coordinating dispersed group in an organizations
5. Helps to become more efficient and to save money.

TECHNIQUES

TQM requires the improvement of all process involved in libraries from acquisition to dissemination of information by reducing variability.

BRAINSTORMING

The essence of brainstorming lies in bringing together a group of participant from different departments and backgrounds in a non-threatening atmosphere.

BENCHMARKING

It is a tool, a means of measuring and comparing performance. It is a method of learning from others who have better process or techniques and implementing the Benchmarking as a journey of continuous improvement, a systematic search for new ideas, methods and new measurements aimed at improving the quality of products and services. Benchmarking provides a method fro librarians to identify the attributes of good library practices and implementing the same.

ORGANIZATIONAL LEARNING

In order to achieve innovations it requires organizational flexibility and adaptability. Organizational learning is a process linked to knowledge acquisition and improved performance. Organizational learning helps to understand the latent needs of the customer.

Pearson (1993) stated that organizational learning helps to know four essentials.

- ✓ Lack of quotas in TQM does not mean lack of standards.
- ✓ Quality is not over design
- ✓ More is not always better and
- ✓ Poor Quality is the result of poorly treated employees.

TEAM BUILDING

Teams are the means to bring diverse talents, skills, expertise and experience to the problem solving tables. It is based on the philosophy that none of us is smart as all of us. By pooling talent, skills and knowledge teams can come up with solution.

TRAINING

Training will take care of Employees perceptions, conceptual clarity, data collection and analysis. Training builds quality. In TQM framework Human Resources Development (HRD) shapes capabilities to perform present and expected future roles, enhances capabilities (technical, managerial, behavioral and conceptual) for the personal and professional development and development of organizational culture.

QUALITY ASPECTS IN LIBRARIES

The quality of a library may be determined on the basis of resources, capability and utilization. TQM is tool for measuring and improving quality.

Reliability: The ability to perform the promised service dependably and accurately.

Assurance: Knowledge and courtesy of employees and their ability to convey trust and confidence.

Responsiveness: Concerns the readiness and timeliness of library staff to provide service and information.

Human Resource Development: Approaches seeks involvement of employees at work and they are linked to growth and development of in-

dividuals and organizations. HRD has multiplier effect on the optimum utilization of all other resources. HRD interventions in the form of education, training, continuous professional development and personal competencies are essential for the growth and survival of librarianship in this information age. TQM is a people centered approach to management. HRD will ensure successful implementation of TQM.

THE INTEGRATION OF TQM AND HRD

TQM and HRD has similar aims, areas receiving particular attention, the position of organization in regards to management as well as issues concerning the financial benefit of implementing these systems.

CONCLUSION

A library must concentrate effectively manage the quality of its products and practices but also master and implement TQM. TQM is an interdisciplinary concept covering the greater part of an organization's activities. The main aim of TQM is the use and development of an organization's Human Resources in order to meet its goals. For this to occur library organizations must implement a system that would train employees to take part in organizational goals and responsibility to be shared by all the people in an organization, with the achievement of quality control as an end in itself.

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