



ORIGINAL RESEARCH PAPER

Education

RETHINKING THE EDUCATIONAL SYSTEM THROUGH QUALITY TOOLS

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ABSTRACT

The objective of this research is to make an analysis of the applicability of quality tools in the context of education in Manaus, based on the case study of three authors. The methodology used was the bibliographic review of scientific articles in indexed newspapers. The results showed that the schools investigated by the authors and that implemented the quality tools managed to improve their management process. It is concluded that the quality tools are also useful in the school context, and can be used in favor of a more efficient management

INTRODUCTION

All social change interferes with the direction of education. For this reason, according to Da Silva et al (2016), attention must be paid to the world, the market and society.

The twentieth century was considered the era of information and knowledge. Globalization has brought a new and basic demand: countries and companies increasingly competent to be more and more competitive.

There is great pressure on the educational system to invest in the level of educational qualification, where new skills and abilities become necessary requirements to ensure the economic survival of the country. Education must be integrated into the labor market, a fundamental aspect of making the country competitive.

The perspective and interest in the subject in question arise: how to merge quality methods and tools into the improvement of the educational process, which in the end can bring benefits to the school, the student and society. The study of this theme provides an analysis of the administration of education with the use of quality tools.

The objective of this research is to understand the use of quality tools in the productive system of education, making possible the improvement in administration.

METHODOLOGY

The research is a literature review of several authors who used the quality tools in schools and obtained excellent results.

Research is considered basic because it aims to clarify factors associated with a phenomenon of education and quality tools. The sources of research came from other articles in the English and Portuguese languages, in the time line from 2010 to 2019.

RESULTS AND DISCUSSIONS

The first case of successful applicability of the quality tools in education is by Behr, Moro and Estabel (2008), who presented a research in the school library focusing on the application of management tools to evaluate the quality of services offered.

The quality tools were: brainstorming, Ishikawa, PDCA (Plan, Do, Check, Act) and 5W2H. According to the authors, the school library is a primordial process in the supply and development of information. The application of the tools has helped librarians to provide adequate information to all students.

The second success story is by Souza and Keely (2016), who presented a study on an Environmental Management System in the basic education of a school in Brazil. To do so, they used the PDCA (Plan, Do, Check, Act) for continuous improvement. The results showed that a system of environmental education in primary schools is of utmost importance for the effectiveness of teaching and learning, contributing to the full sustainable development. According to the authors, good management in the application of projects within the school, allows multidisciplinary actions, with transversal themes, that result in the greater participation of the students.

The third success story is by Soares, Gomes and Santos (2017). The authors' research is aimed at children and aims to teach, reinforce and encourage children to practice healthy habits using the Japanese philosophy of the 5S Program (Seiri, Seiton, Seiso, Seiketsu and Shitsuke). The authors conclude that the 5S program for children involves disseminating practices for a better quality of life and that the tool studied can contribute to good practices of organization, cleanliness and health, which promotes contributions in the life of each one and of the society. In conclusion, the following advantages of the practice of the 5S program are highlighted: change in behavior and habits of people; improvement in the way of thinking and acting on a daily basis; respect for peers and personal development; improvement in study and work environment; improvement in the use of time and resources; education for the care of the environment; elimination of waste and encouraging creativity.

CONCLUSIONS

Research has shown that the benefits of quality tools are happening in industries and now also in schools. We can conclude that:

- 1) Schools can use quality tools;
- 2) There has been an improvement in the school

management process;

- 3) The tools have adapted well in a non-industrial context;
- 4) The PDCA maintained its continuous improvement also in schools.

For future research it is suggested a more extensive research that other countries to measure the efficiency of quality tools in education.

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