



Qualitätsmanagementsysteme. DIN EN ISO 9000, Total Quality Management und die European Foundation of Quality Management (German Edition)

Michael Rudolph

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Akademische Arbeit aus dem Jahr 2006 im Fachbereich BWL - Unternehmensführung, Management, Organisation, Note: 1,2, Private Fachhochschule Döpfer, Sprache: Deutsch, Abstract: Qualitätsmanagement besitzt einen wachsenden Stellenwert in der heutigen Gesellschaft. Dies zeigt sich deutlich an der wirtschaftlichen Entwicklung des Qualitätsmanagements im 20. Jahrhunderts. Die Wurzeln der heutigen Qualitätssicherung gehen auf die USA der zwanziger und dreißiger Jahre des letzten Jahrhunderts zurück. Große Firmen wie AT&T oder Western Electric Corporation, hier allen voran Edward W. Deming (geboren 1900), hatten damals erkannt, dass es billiger ist, Qualität und Zuverlässigkeit von vornherein in ein Produkt einzubauen, als sich später mit Defekten und Reparaturen auseinander zu setzen. Die vorliegende Arbeit gibt einen grundlegenden Überblick zu den Systemen der DIN EN ISO 9000er Familie, zum Total Quality Management sowie zur European Foundation of Quality Management.

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