

APPLICATION OF THE METHODS OF QUALITY MANAGEMENT SYSTEMS IN TURKEY

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ABSTRACT

After Turkey became a republic, especially industrial improvements were needed and tried to become same standards with other countries in the world. Only work power and producing was not enough to compete and to satisfy customers. With the quality management techniques enough experience was gained and seen that it is very necessary for quality production process with high standards. The below article is about how quality management discovered and how is it applied in Turkey.

Keywords: quality, quality management, Turkey

1. A SUMMARIZE FOR QUALITY MANAGEMENT HISTORY IN TURKEY

At the beginning of twentieth century, quality management had only five functions and they were classical management techniques. These techniques were:

- planning;
- organization;
- implementation;
- inspection;
- personnel management.

After the First World War producers had been pressed to produce more by using less human force. Especially automation became important and people were bucked up to spend the production. These strategies increased the importance of attitude management approaches. In addition human relationships management theory occurred and some studies were done to increase employer-manager cooperation. This theory explains how to motivate people for high performance.

Until 1970 several management and quality systems were applied in several companies in turkey by the influence of especially U.S.A. and Europe. After these complicated and hard to apply systems total quality management occurred and Turkey started to try this system in several pilot companies. [1]

2. TOTAL QUALITY MANAGEMENT CONCEPT IN TURKEY

Until the technological developments start producers had only one aim: ‘ I sell what I produce’. But with the developments in especially technology some companies which adopted in principle ‘I sell what I produce’ failed and disappeared. After this hard competition quality focused production won the race and costumer focused quality management systems occurred. Turkey started to apply these techniques after other first world countries but it accorded immediately with the high performance of the revolution studies in industry. But first of all Turkey couldn’t give up old classical techniques and it transited slowly by teaching the importance of costumer focus and quality production.[2]

3. STEPS FOR TRANSITION TO TOTAL QUALITY IN TURKEY

3.1. Classical conditions

Classical managers had only one aim to satisfy the senior executive positions and boss. Method was failing the costumer focus and satisfaction. This classical method was the source for production problems, bad quality and also some crisis in the company. In especially at the beginning of 1980 some companies suddenly motivated for the new quality concept but especially hardly boss focused companies disappeared because of no quality production. But it provided high quality production and Turkey could finish its bad fame with low quality production.

3.2. Customer consciousness step

There is one question must be asked often ‘ For whom we incorporated and are we able to produce the exact thing which costumer desires?’ ‘ If the company can answer these questions in an affirmative way that means they are on the right line and it means quality.

Customer consciousness provides to be aware of customer focus customer satisfaction and especially human.

3.3. Process development step

If employers are satisfied from the management and the company hierarchy they improve the quality of production by thinking customer without realizing the problems ,n the company. The leader who is in charge with the production has to make employees believe in: what is the most important, and how the process must be controlled.

3.4. Modernity step

Modernity is the ability to see the future and it is a transformation from the best quality to attractive quality by taking care of costumer satisfaction and focus. To make the

modernity in the production it is a must that everything has to be done by controlling the increases and decreases of demands for the production. [3] [4]

4. DIFFERENCES BETWEEN CLASSICAL MANAGEMENT AND QUALITY MANAGEMENT CONCEPT

Classical Management Concept	Quality Management Concept
1. multistage	1. horizontal stage
2. autocratic	2. initiative provide
3. chargefull decisions	3. community of ideas
4. competitive	4. cooperative
5. it must be ordered what should I do	5. I know what should I do
6. a job which has to be done	6. it is my job
7. to specialize in one subject	7. to specialize in several subjects
8. not innovative	8. not innovative
9. resist to revolution	9. search for occasions
10. no diversify	10. OK for diversify
11. slow and related to rules	11. flexible and fast
12. do the job right	12. do the right job
13. company focused	13. customer Focused
14. do not repair if it is not broken	14. everlasting do the better
15. supervisor controlled	15. auto control
16. 16.acceptible error percent	16. zero Error
17. 17.First Technology	17. first human

[5]

What is Quality and how is Quality Management Techniques applied in Turkey?

Quality is:

- efficiency;
- satisfaction of human;
- decreasing cost of production;
- to maneuver;
- flexibility;
- to fit the program;
- investment for human;
- an endless process;
- the Future;
- customer satisfaction;
- a life philosophy;

- a management style;
- to increase the competition;
- stop wasting;
- to be suitable for use [6].

Any product that comes under one of the so-called New Approach Directives of the EU and is going to be placed on the EU market has to bear the CE-marking. CE stands for European Conformity and is a legal requirement through which a manufacturer claims that the product complies with minimum product safety requirements. A product that is marked with CE, may enter all countries of the EEA.

5. QUALITY MANAGEMENT TECHNIQUES WHICH ARE COMMONLY USED IN TURKEY

ISO 9001 (Production)

ISO 9001 is one of a series of standards in the ISO 9000 family that deal with quality management systems (QMS) for businesses. Specifically, ISO 9001 specifies the design, development and implementation of a QMS to improve various aspects of business processes, quality and customer service.

ISO 14001 (Environment)

After the success of the ISO9000 series of quality standards, the International Standards Organization published a comprehensive set of standards for environmental management. This series of standards is designed to cover the whole area of environmental issues for organizations in the global marketplace.

HACCP (Food Industry)

The HACCP topics for the IN house Trainer support food industry initiatives. The Hazard Analysis Critical Control Point (HACCP) system identifies specific hazards and measures and controls in order to ensure the safety of food. HACCP is a tool to assess hazards and establish control systems that focus on prevention rather than relying on end product testing. The HACCP system can accommodate change, such as advances in equipment design, processing procedures or technological developments. HACCP requires a team approach, integrating expertise throughout the whole food industry.

ISO/IEC 90003:2004

ISO IEC 90003:2004 was officially published on February 15, 2004. This new standard cancels and replaces the old ISO 9000-3:1997 software standard. The old ISO 9000-3 standard explained how ISO9001:1994 could be applied to computer software. Similarly, the new ISO 90003 standard explains how ISO 9001:2000 can be applied to computer software. Since ISO 9000-3 was designed to be used with the old ISO 9001:1994

standard, it had to be updated to make it compatible with the new ISO 9001:2000 standard.

ISO 17799

ISO 17799 standard, and is a code of practice for information security. It basically outlines hundreds of potential controls and control mechanisms, which may be implemented, in theory, subject to the guidance provided within ISO 27001.

OHSAS/TS 18001

The OHSAS 18001 health & safety system has been designed to provide an appropriate breadth of underpinning knowledge for delegates in occupational safety and health to enable them to discharge more effectively their organizational duties or functions with respect to workplace health and safety. The OHSAS 18001 health & safety system course has been designed for managers, supervisors, employee representatives and others who require a basic knowledge and understanding of occupational safety and health and to be able to audit to a lead auditor standard.

ISO 13485

ISO 13485 includes a special set of requirements specifically related to the supply of medical devices and related services. In general, ISO13485 is made up of two kinds of requirements: old ISO 9001 requirements and new requirements that are specifically related to medical devices and associated services.

ISO 22000

ISO 22000 is a generic food safety management system standard. It defines a set of general food safety requirements that apply to all organizations in the food chain. These requirements are listed in sections 4, 5, 6, 7, and 8 of ISO 22000.

ISO 16949

ISO/TS 16949 is a Technical Specification (TS) using ISO 9001 as its base, with additional requirements specific to the automotive area. The International Automotive Task Force (IATF), and the Japan Automotive Manufacturers Association Inc., (JAMA) developed the ISO/TS 16949 standard with full support from Technical Committee 176.

AQAP

AQAP contains the NATO requirements for Quality. A system needs to be established, documented, applied, maintained, assessed and improved, and/or evaluated, in accordance with requirements contained in the subsequent sections.[7]

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MINŐSGMENEZSMENT-RENDSZEREK MÓDSZEREINEK ALKALMAZÁSA TÖRÖKORSZÁGBAN

A cikk szerzője féléves képzésen vett részt a Debreceni Egyetem Műszaki Kar gépészmérnöki BSc. szakán. Tanulmányai során megismerkedett az Európai Unióban és Magyarországon alkalmazott minőségmenedzsment-rendszerekkel és azok módszereivel. Ebben a dolgozatában a Törökországban alkalmazott rendszereket ismerteti röviden.