

RESURSELE UMANE ÎN MANAGEMENTUL CALITĂȚII TOTALE

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Abstract:

Human resources are the most important component of quality management. The total management quality has as an organizational philosophy the Japanese concept of "Kaizen" meaning the continuous improvement. In order to promote the improvement in quality it is necessary to have a general view, requiring understanding skill from managers, team spirit, understanding of change and its implementation in organization, that is continuous leadership.