

QUALITY CIRCLES



**QUALITY CIRCLE IS A SMALL GROUP
OF PEOPLE
WHO VOLUNTARILY
PERFORM QUALITY IMPROVEMENT
ACTIVITIES
AT THE WORK PLACE.**

QUALITY CIRCLES



- This technique was first started by Kaoru Ishikawa in Japan in early 1960s.
- The movement in Japan was coordinated by the *Japanese Union of Scientists and Engineers (JUSE)*.
- By 1978 = more than one million Quality Circles involving some 10 million Japanese workers.
- Quality Circles in most East Asian countries , more than 20 million Quality Circles in China.
- Quality circles have been implemented even in educational sectors in India, and **QCFI (Quality Circle Forum of India)** is promoting such activities.
- This was not successful in the United States, although some circles do still exist.

3 MAJOR ATTRIBUTES



- Quality Circle is a form of participation management.
- Quality Circle is a human resource development technique.
- Quality Circle is a problem solving technique.

Objectives

A) Change in Attitude.

B) Self Development

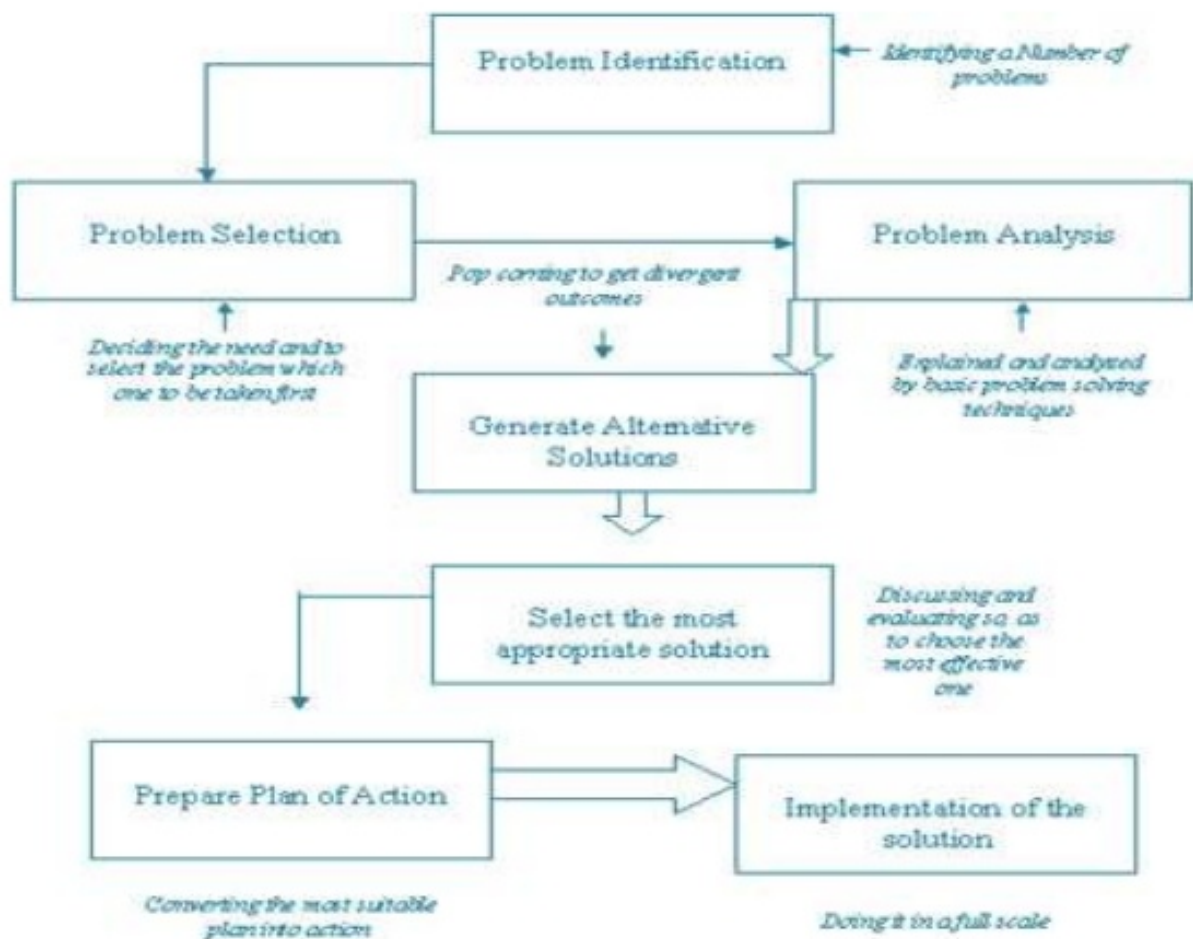
C) Development of Team Spirit

D) Improved Organizational Culture



IDEAL SET UP OF A Q.C. IN ORGANIZATION





Quality circle Tools

- **The Ishikawa or fishbone diagram** - which shows hierarchies of causes contributing to a problem.
- **The Pareto Chart** - which analyses different causes by frequency to illustrate the vital cause.
- **Process Mapping**
- **Data gathering tools** such as Check Sheets etc
- **Graphical tools** such as histograms, frequency diagrams, spot charts and pie charts

Benefits of Q.C

- ✓ Reduce errors and enhance quality and productivity
- ✓ Inspire more effective teamwork
- ✓ Promote job involvement ,participation and employee motivation
- ✓ Build an attitude of problem prevention / problem
- ✓ Improve communication in the organization
- ✓ Develop worker relationship
- ✓ Promote personal and leadership development.
- ✓ Develop a greater safety awareness/quality of wo
- ✓ cost reduction



Limitations

- Inadequate Training
- Not truly Voluntary
- Lack of Management Interest
- Quality Circles are not really empowered to make decisions.

