

## 2020 Strategic Technology & Innovation Management Programme

### Process and quality management implementation compass

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#### Industrial / managerial need addressed

Quality management (QM) is a challenging subject for managers to handle, given different theories, methodologies, standards, tools, awards, etc. In many cases lack of knowledge and effective project management and control lead to QM failures or excessive costs in creating and maintaining QM systems. This project proposes a new QM classification framework to be used as a ‘compass’ via which all quality management implementation initiatives in an organisation can be identified, analysed in an holistic manner, comprising four categories: Total quality management, Quality methodologies, Quality standards, and Excellence awards.

#### Expected deliverables

- Literature survey of the four categories of quality, including techniques and tool classification.
- Quality Management Compass (QMC) implementation framework and roadmapping documentation.
- Quality Management Compass guidelines and training materials.
- Working paper and journal publication.

#### Engagement opportunities

The Quality Management Compass framework will be applied to a small number of companies so that its validity and usefulness can be assessed by organisational managers and quality managers.

#### Approach

The deliverables mentioned above will be developed based on the following plan:

	1	2	3	4	5	6	7	8	9	10	11	12
Literature Survey Techniques and Tools	■	■	■	■	■	■	■					
QMC and Roadmapping Documentation				■	■	■	■	■				
QMC and Roadmapping Training Preparation						■	■	■	■	■		
Working Paper and Journal Publication									■	■	■	■