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Problems and challenges in quality management at work place

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Article Info

Abstract
According to the ISO quality, management helps to improve a strong customer focus, the motivation and implication of top management, the process approach and continual improvement. The current inquiry was observed and examined using the descriptive design. To underline the merits and significance of various study criteria, the researcher a descriptive research technique. There are 600 employees in the organization employees of the company. The researcher chose the division of production, finance, maintenance and quality department, which had 60 people. Simple random sampling technique was used. Consequently, 60 workers were chosen as the sample. The main findings include mostly employee's lack of clarity and understanding of quality standards and poor communication among stakeholders because the employees do not know the real process in quality Management. The training needs to be given based on Quality Management system of the company.

Introduction

According to the ISO Quality Management helps to improve a strong customer focus, the motivation and implication of top management, the process approach and continual improvement. Its helps ensure that customers get consistent, good-quality products and services, towards the organization and benefit for the employees. Quality Management is the act of overseeing all activities and tasks that must be accomplished to maintain a desired level of excellence. This includes the determination of a quality policy, creating and implementing quality planning and assurance, and quality control and quality improvement. Then Quality Management involves a collection of guideline that are developed an employees or workers to ensure that the good well and services that they produce are of the right standards or fit for the specified purpose. In Quality Management, these are all problems and challenges between the employee and workers in quality management.

Quality Management is essential in any workplace to ensure productivity and profitability. However, implementing effective Quality Management practices can be challenging. Some of the main problems and challenges include resistance to change, lack of clear communication and understanding, inadequate resources, and improper training and education. These challenges can hinder the success of an organization and must be addressed to promote effective Quality Management practices.

Therefore, the researcher would be study The challenges of Communications between employer and employees, low employee engagement and motivation, difficult people and rigid hierarchies, lack of conflict resolution, lack of employees skill development programs. So the researcher have a good outcome of this study is to identify the whether the employee and other workers are really are benefited from the Quality Management planning, policy and decisions of the Management.

Review of Literature
ISO-9000
Customer satisfaction, profitability and market leadership are driven in large part by delivering quality products and services to customers. Today, more than ever, there is a worldwide trend towards increasingly stringent customer expectations regarding quality. Accompanying this trend has been a growing realization that continuous quality improvements are often necessary to achieving and sustaining excellent economic performance. One roadblock to providing quality products and services was the definition of what "quality" meant to different customers. Different countries, industries and governments all had varying quality systems that suppliers had to adopt in order to deliver goods around the world. A single worldwide standard was needed to simplify international standards. This gave rise to ISO - the International Organization for Standardization. Located in Switzerland, ISO is the specialized international agency for standardization and the source of ISO 9000.

Waite, Melissa & Sites-Doe, Susan. (2000)
Removing performance appraisal and merit pay in the name of quality: An empirical study of employees' reactions. Journal of Quality Management. Given the important and institutionalized roles of performance evaluations and merit pay plans in organizations, it is likely that employees would have strong reactions to the abrupt removal of established evaluation and merit pay systems prescribed by the implementation of Deming's quality management philosophy. This paper develops a model that tests employees' reactions to the removal of these programs on a sample of 123 no managerial bank employees. Results indicate that the policy changes were positively received by employees. Replacing a traditional performance appraisal with a concerted performance feedback and coaching effort and merit pay with a blanket pay increase enhanced employees' perceptions of pay fairness, pay satisfaction, and job satisfaction.

Kamari, D. & Siva Subramanian, Gayathri. (2018)
A study on total quality management process with reference to switching info technology Gunther, Chennai. International Journal of Mechanical Engineering and Technology. 9. 275285. The purpose of the research is to know the perception of an employee towards quality maintenance, to measure the present quality management process, to study the customer and employee satisfaction towards the TQM practices in the organization, to analyses the total quality management improvement program, to reveal the challenges faced by company to maintain the TQM and to provide suggestion to improve TQM process in switching info technology Gunther. Descriptive research design has been applied in this study. Lottery method is used under probability sampling technique collect the samples. The population is 153 and the Sample size is 110.Nominal, ordinal, interval, dichotomous, and Likert scales used in the questionnaire design both primary and secondary data are collected. Structured questionnaires was used to conduct survey. The tools used for data analysis are Percentage Analysis, Chi-Square Analysis, Correlation, One Way ANOVA and Weighted Average.

Significance of the study
The significance of the study covers the problems and challenges in quality management like communications problem among the Employer and employees then, to check there is training programs conducted like an Awareness program about the quality management system and their functions and benefits in that the Researcher see that employee motivations then to covered the Workforce among the employees from quality management. The research will help to solve the problems and getting benefits from the quality management then improve the motivations to the employees. The overview of this research will benefit the other researchers to conduct study on problems and challenges in quality management at work place through these developments.

Aim
To study the Problems and Challenges in Quality Management at work place.

Objectives
The present study undertaken with the following objectives in mind
- To study about socio demographic details of Employees.
- To understand the Knowledge of Employee in quality management.
- To find the challenges of Employees at work place towards quality management.
- To learn problems of employees in quality management.
- Suggestions to reduce challenges in quality management.

Research Design
The descriptive design was used to observe and analyze the current investigation. The researcher employed a descriptive research strategy to emphasize the qualities and importance of several study criteria. The objective of this approach is to methodically gather data to characterize a phenomenon and comprehend the population designated in the research.

Universe & Sampling
The total population of the company is consists of 600 employees. The researcher selected the Maintenance, Quality, and Finance, Production department in which constituted 60 employees. A simple random sampling technique was adopted. This resulted in 60 employees being selected as a sample.

Tool for data collection
To conduct the study, the researcher will be using Likert scale. This scale is utilized as a rating system to assess respondents "Ideas, attitudes "and perceptions about the Quality Management.
1. Awareness about the Quality Management.
2. Challenges in Quality Management.
3. Problems in Quality Management towards employees.
4. Suggestions to reduce the challenges in Quality Management.

The reliability test was conducted Cronbach's Alpha value is 0.577.In this study Cronbach's Alpha as a measure was used

to assess the reliability of a set of attributes.

Analysis & Interpretation

Table 1: Distribution of respondents based on awareness Quality Management

The awareness about the QM	Frequency	Percent
Low	48	80.0
High	12	20.0
Total	**60**	**100.0**

From the given table states that a significant majority of (80.0%) of the respondents have a low level awareness on Quality Management and Two-tenth of (20.0%) the respondents have a high level awareness on Quality Management. This clearly showed that more than respondents were low level of awareness in Quality Management.

Table 2: Distribution of respondents based on Challenges towards in Quality Management

The Challenges towards in QM	Frequency	Percent
Low	35	58.3
High	25	41.7
Total	**60**	**100.0**

From the presented table states that the majority of (58.3%) the respondents have low level of challenges towards in Quality Management and less than half of the (41.7%) respondents were high level challenges towards in Quality Management. This clearly showed that the majority of the respondents were in low-level challenges in Quality Management.

Table 3: Distribution of respondents based on the problems of employees in QMS

The problems of employees in QMS	Frequency	Percent
Low	31	51.7
High	29	48.3
Total	**60**	**100.0**

From the given table presented that the more than half of the respondents (51.7%) were in low level of problems in Quality Management System. Then little less than half of the respondents (48.3%) were high-level problems in Quality Management System. This is clearly showed that majority of the respondents in low-level problems in Quality Management System.

Table 4: Distribution of respondents based on The Satisfaction Level towards in QM

Satisfaction Level towards in QM	Frequency	Percent
Low	34	56.7
High	26	43.3
Total	**60**	**100.0**

From the presented table states that the majority of the respondents (56.7%) were low-level satisfactions towards the Quality Management and more than two fourth of the respondents (43.3%) were high-level satisfactions towards the Quality Management. This is clearly showed that majority of the respondents were in low-level satisfaction towards the Quality Management.

Table 5: Distribution of Respondents based on overall factors

Overall Factors on QM	Frequency	Percent
Low	32	53.3
High	28	46.7
Total	**60**	**100.0**

From the given table sates that more than half of the respondents (53.3%) were in low level of knowledge about the Quality Management and more than two fifth of the respondents (46.7%) were high level of knowledge about the Quality Management. This is showed that majority of the respondents were low level of knowledge about the Quality Management in overall factors.

Suggestions

In suggestions, there is a lack of clear standards and processes, resistance to change, inadequate resources, insufficient data and analysis, poor communication, inadequate training, and a lack of accountability. To address these challenges, organizations can establish clear quality standards and processes, involve employees in change efforts, allocate resources efficiently, collect and analyze data, establish effective communication channels, provide regular training and support, and hold individuals and teams accountable for their role in ensuring quality.

Then make supply chain performance visible and evidence based on decision making in the organization when it is comes the Quality Management.

Conclusion

In conclusion, by giving suggestions to the Quality Management it will be useful to the department and to the company.it will be reduce the stress and over all workload to the employees who are all working in the Quality Management and Quality Circle.

To overcome these challenges, organizations should invest in training and development programs for employees, engage top management in Quality Management, allocate adequate resources, create a culture of continuous improvement, and promote effective communication at all levels.

In the end, Quality Management is crucial for the success of any organization, and overcoming the challenges and problems associated with it is key to achieving continuous improvement and customer satisfaction.

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