



الگوی بومی مدیریت دانش برای کیفیت



سمینار کشوری بهبود کیفیت

KNOWLEDGE MANAGEMENT FOR QUALITY

Quality



Joseph Moses Juran (1904 –2008)



Quality is fitness for use

Evolution and Revolution as organizations grow

Strategic Management or Organizational Metamorphosis?

Organizational Metamorphosis; an Approach to Quick Environmental Adaptation

۱ - مجیم سازی = بدیهه پردازی و نوآوری (Body mass mechanism)

۲ - خودکنترل = تمرین بهره وری (Auto Control mechanism)

۳ - خودفواری = مدیریت تغییر (Autophagy mechanism)

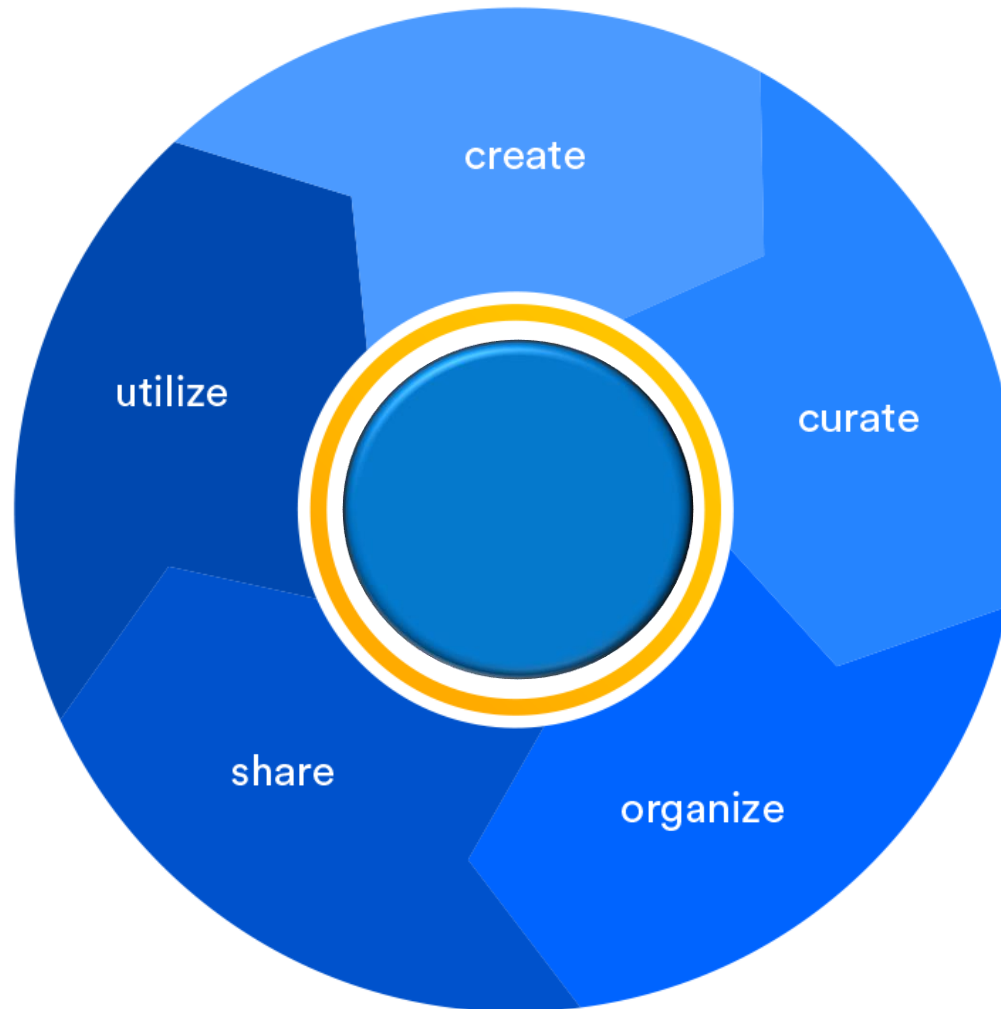
۴ - رشد = مدیریت دانش (Growth mechanism)

۵ - بلوغ = توسعه پایدار (Maturation mechanism)



Knowledge management

Knowledge management (KM) is the collection of methods relating to creating, sharing, using and managing the knowledge and information of an organization.



It refers to a multidisciplinary approach to achieve organizational objectives by making the best use of knowledge

4 Knowledge Management Components

People

Refers to employees within your organization who are creating, sharing, and utilizing knowledge in all possible means

Process

Refers to various activities such as creation, identification, collection, review, sharing, access, and utilization of knowledge



Technology

Tools to be used for collecting and distributing knowledge in the corporate environment

Strategy

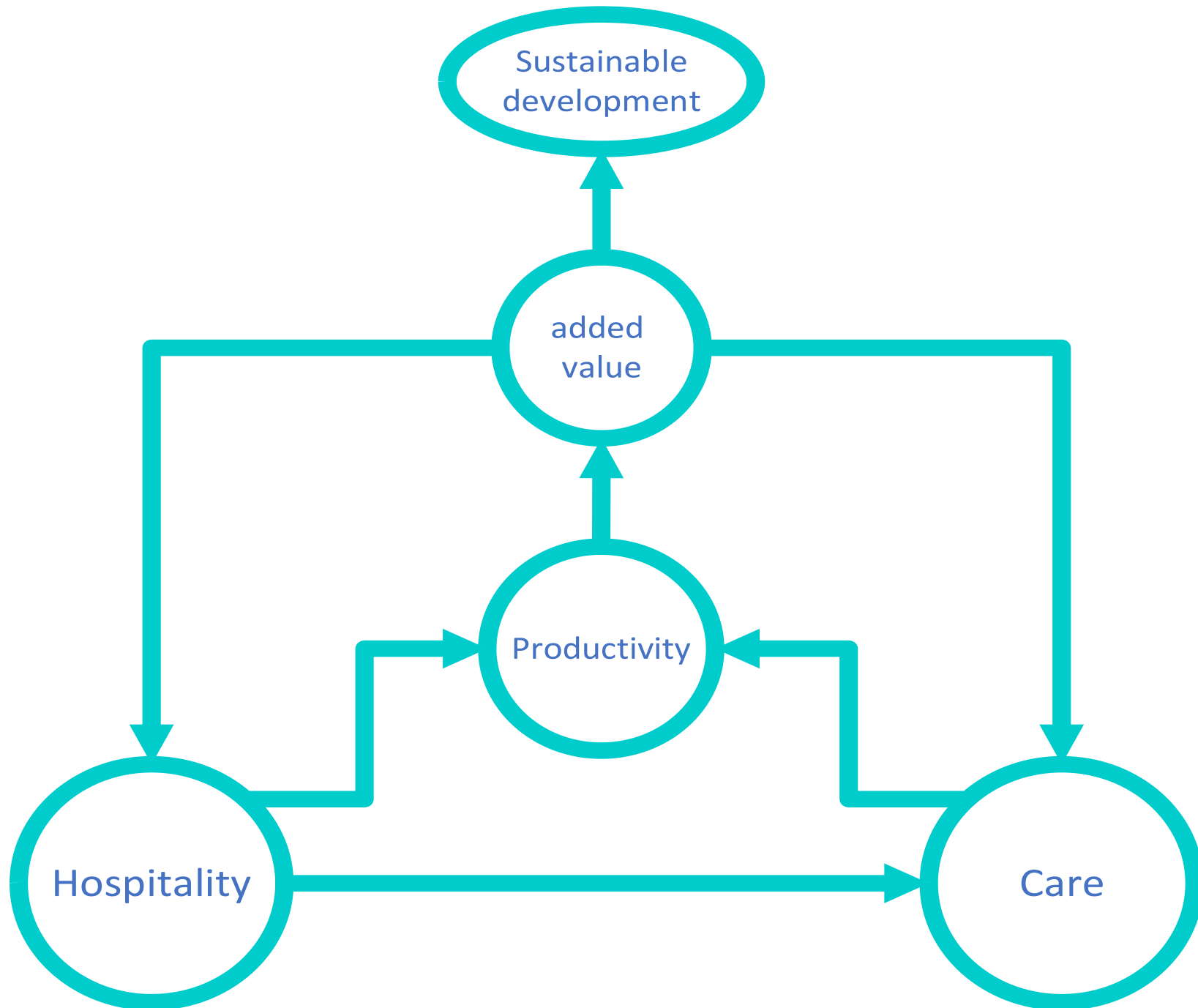
A KM strategy should clearly state all the activities that an organization should manage to be able to leverage its knowledge effectively.



NIKAN'S Quality Management Design



Quality Management Designs in NIKAN'S Hospitals

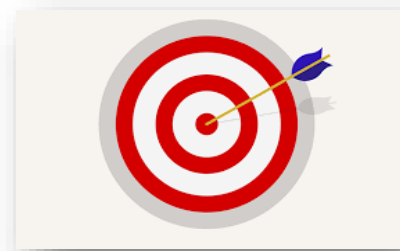


Quality Management Designs in NIKAN'S Hospitals

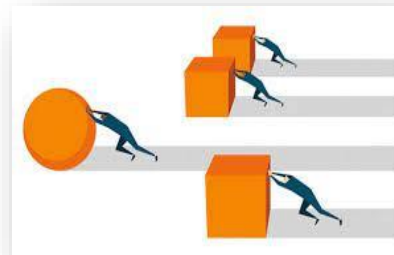


Effective leadership

Productivity

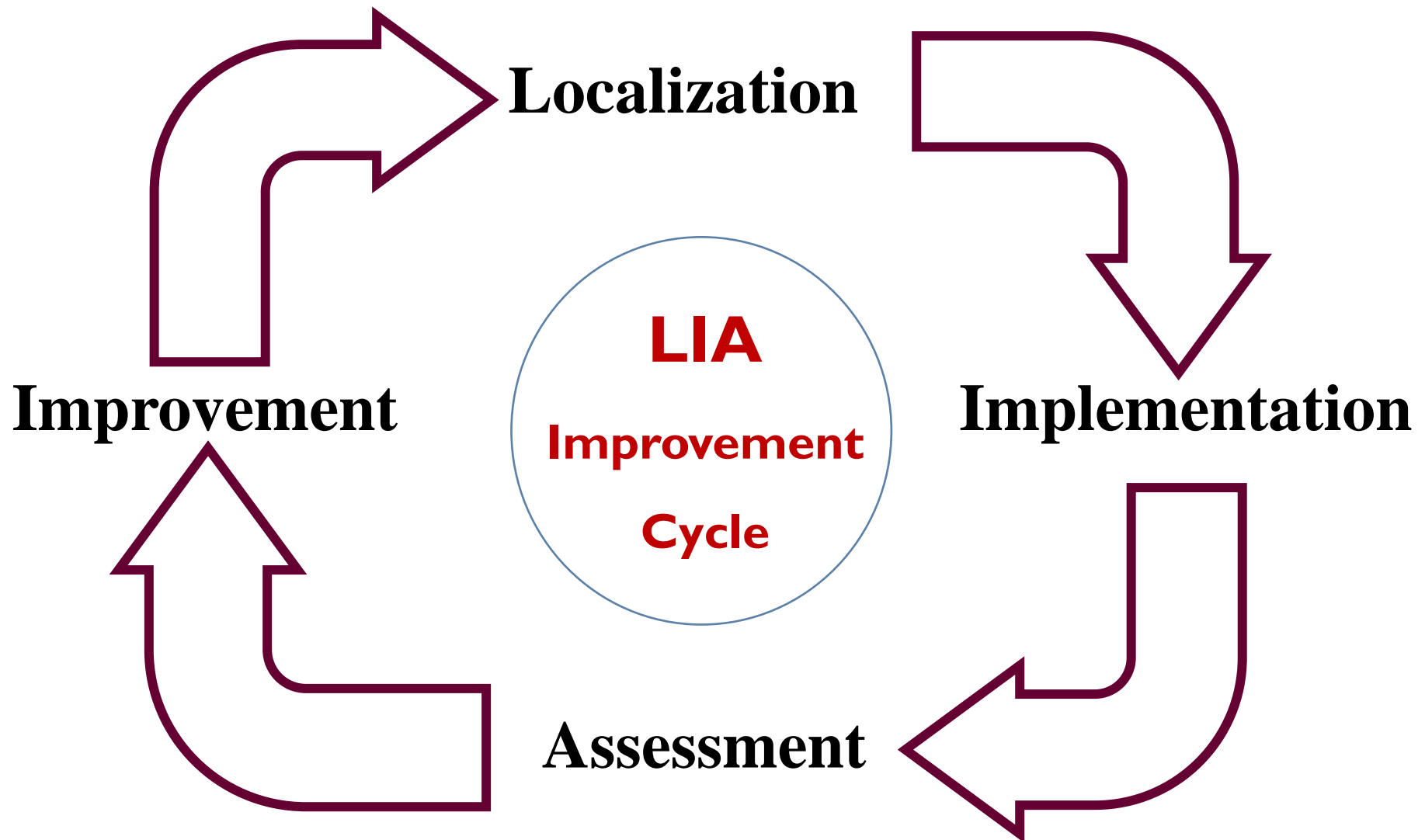


Effectiveness



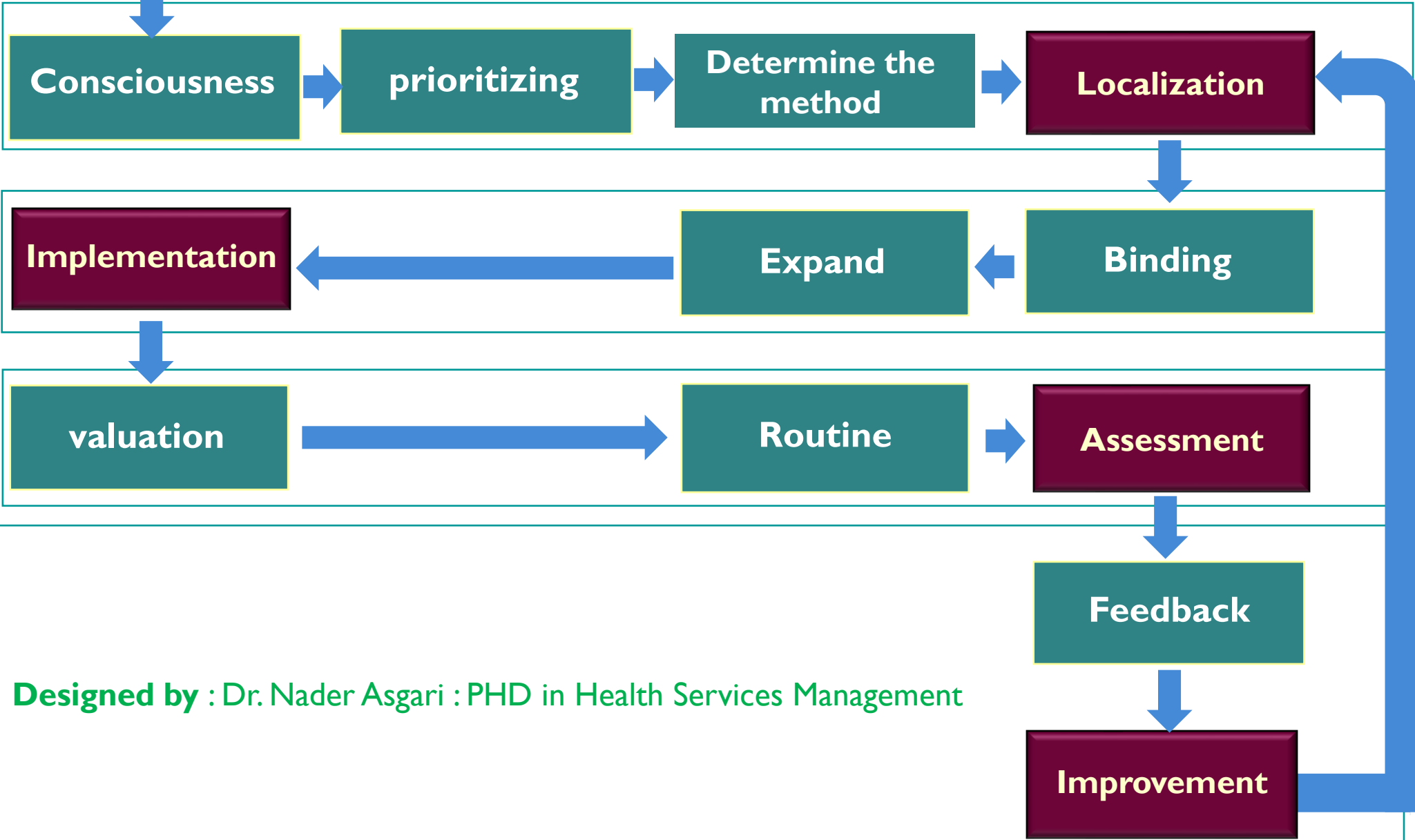
Efficiency

LIA – Improvement Model's





LIA – Improvement Model's



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Conclusion

We need a **Localize Quality Management Design** for standard implementation

Because

Hospital Accreditation is :

A self-assessment and external peer review process used by health and social care organizations to accurately assess their level of performance in relation to established standards and to implement ways to continuously improve the health or social care system.

Thank you

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PHD in Health Services Management By Research

