



Temple Street
CHILDREN'S UNIVERSITY HOSPITAL



140 YEARS
Caring for Sick Children

QUALITY CIRCLES IN CDU TEMPLE STREET

Shane Corbett

Temple St., Dublin 1, Ireland
www.cuh.ie



Introduction

- **What is a Quality Circle**
 - Definition
 - Theory
- **Quality Circles Temple Street**
 - Journey to the Quality Circle
 - Recommendations on Quality Circles
- **Conclusion**



WHAT IS A QUALITY CIRCLE

Definition

A quality circle is a participatory management technique that enlists the help of employees in solving problems related to their own jobs. Circles are formed of employees working together in an operation who meet at intervals to discuss problems of quality and to devise solutions for improvements.

There are two main tasks assigned to quality circles: the identification of problems; and the suggestion of solutions. A secondary aim is to boost the morale of the group through attendance at the meetings and the formal opportunity to discuss work-related issues.



Theory

- Quality circles are formed to achieve the following objectives:
- Improvement in quality of product manufactured by the organisation.
- Improvement in methods of production.
- Development of employees participating in QC.
- Promoting morale of employees.
- Respect humanity and create a happy work place worthwhile to work.



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- ***The main features of a Quality Circle can be listed as follows:***
- Voluntary Groups
- Small Size
- Regular Meeting
- Independent Agenda
- Quality Focused



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- ***Journey to the Quality Circle***

- Quality as an everyday activity
- What does Quality mean to the staff in your department
- Quality systems and standards
- TQM approach
- Selling the Quality Circle



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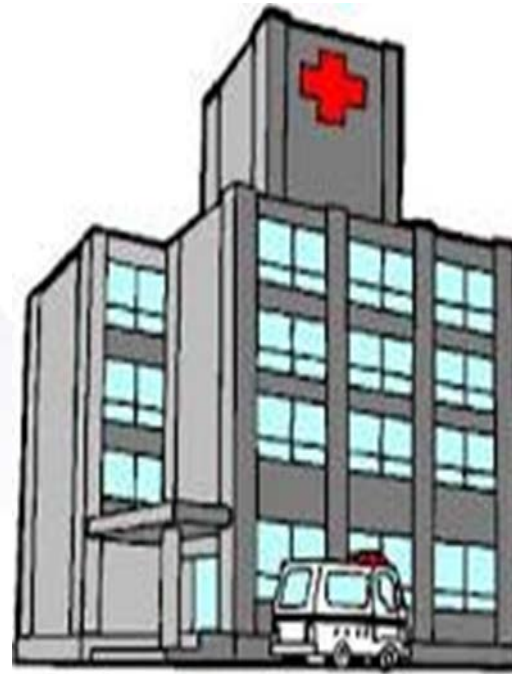
QUALITY

*...is everyone's
responsibility.*

(Deming, W. Edwards)



- What does “Quality” mean?





- DEFINITION OF QUALITY
- a measure of excellence or a state of being free from defects, deficiencies and significant variations. It is brought about by strict and consistent commitment to certain standards that achieve uniformity of a product in order to satisfy specific customer or user requirements. (<http://www.businessdictionary.com/definition/quality.html#ixzz2JRloGw4L>)
- do what you have to do when you have to, do it well ... to satisfy your customer needs, and make your product or service do what they suppose to do. (<http://www.qualitydigest.com/magazine/2001/nov/article/definition-quality.html#>)



• **QUALITY STANDARDS AND ORGANISATIONS**

- Quality standards are a set of rules for ensuring quality.
- Benefits of ISO 13485:2012
- Increase the probability of making safe and effective medical devices
- Meet regulatory requirements
- Meet customer expectations
- Help monitor the effectiveness of your supply chain
- Increased Efficiency
- Cost Savings
- More Effective Risk Management and Quality Assurance
- Improved ability to respond to Customer Requirements



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- ***TOTAL QUALITY MANAGEMENT (TQM)***
- A quality management system built around an effort to improve quality, involve everyone in the organization, and most importantly, ensure customer satisfaction. (www.workingforamerica.org/toolkit/glossary.asp)
- Quality is everyones job everyday.



- ***Selling the Quality Circle***





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- Quality Circle is a tool for Quality Improvements and not for criticism of current practise.
- Focus exclusively on Quality issues.
- All ideas to be listened to with an open mind.
- Agreed upon solutions be brought forward to management.
- Reassure staff who may feel threatened by change especially those in leadership roles.



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• ***Recommendations on Quality Circle***

- Tailor Quality Circle to your own needs – rules about size of circle formality of meetings don't need to be hard and fast.
- Small successes that make peoples every day working life easier will increase interest in the quality circles – changing order of set lists, low stock sheet for consumables.
- Quality circles can be very useful tool to for problem solving after major change in department – major upgrade of tracking system.
- Include everybody as much as possible – schedule meetings with part time staff and job sharers in mind.
- Ensure solutions are brought forward and try to update at next quality circle – keep selling the Quality Circle



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• Conclusion

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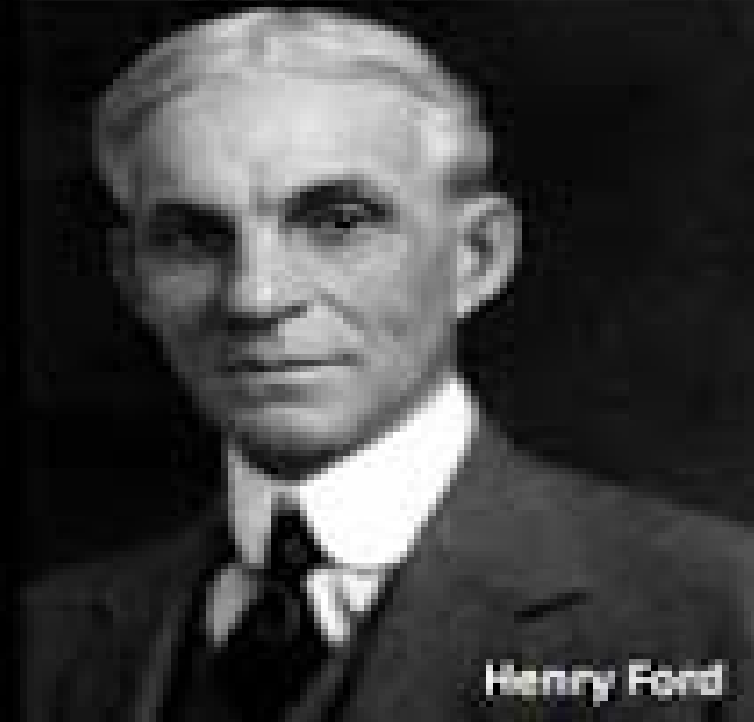


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"Quality means
doing it right
when no one is
looking"



Henry Ford

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