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QUALITY MANAGEMENT PRINCIPLES

A quality management principle is a comprehensive and fundamental rule or belief, for leading and operating an organisation, aimed at continually improving performance over the long term by focusing on customers while addressing the needs of all other stakeholders.

Principle 1 — Customer-Focused Organisation

Organisations depend on their customers and therefore should understand current and future customer needs, meet customer requirements and strive to exceed customer expectations.

Principle 2 — Leadership

Leaders establish unity of purpose and direction of the organisation. They should create and maintain the internal environment in which people can become fully involved in achieving the organisation's objectives.

Principle 3 — Involvement of People

People at all levels are the essence of an organisation and their full involvement enables their abilities to be used for the organisation's benefit.

Principle 4 — Process Approach

A desired result is achieved more efficiently when related resources and activities are managed as a process.

Principle 5 — System Approach to Management

Identifying, understanding and managing a system of interrelated processes for a given objective improves the organisation's effectiveness and efficiency.

Principle 6 — Continual Improvement

Continual improvement should be a permanent objective of the organisation.

Principle 7 — Factual approach to decision making

Effective decisions are based on the analysis of data and information.

Principle 8 — Mutually beneficial supplier relationships

An organisation and its suppliers are interdependent, and a mutually beneficial relationship enhances the ability of both to create value.