

Penerapan falsafah Deming di perpustakaan / Anindya Gita P.

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Abstrak

ABSTRACT

Today the awareness of the importance of developing quality not only in business, but also penetrated in the field of non profit as a library. Libraries in Indonesia are starting to realize the importance to promote the quality. Proven by the implementation of quality management systems in several libraries in Indonesia, for example, with ISO 9001 : 2008 as well as the application of Total Quality Management from Japan. One influential figure in this field is W. Edwards Deming, an American statistician and management consultant. Deming had transformed Japan from the downturn as a result of the second world war into the advanced industrial countries. Deming famous philosophy of quality that is 14 points the key to successful management. Although the philosophy of quality management is made in the fields of industry but this theory can be applied also in the field of non profit as a library Deming theory concepts can help an organization library to determine the appropriate steps in achieving quality services.