Chapter 22

Studying Infrastructures of Implementing Organizational Excellence of Model of EFQM at Education Department of Golestan Province

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ABSTRACT

To examine the infrastructures of implementing EFQM excellence model in the field of abilities of education department. This is descriptive-survey research and the statistical society of this research is deputies, in charge experts, experts of education department of Golestan province, that total number of 38 persons were elected by classification sampling method. The collected data was analyzed by using descriptive statistics. Research findings show that infrastructures of implementing EFQM model at policy and strategy sector of education department is at maximum level and at partnership and resources section is at minimum level. The present research has attempted to finding out the infrastructures of implementing organizational excellence model of EFQM at education department. Therefore, education organization through focusing on sectors having less infrastructures, attempts to pave the way for implementation of EFQM model.
INTRODUCTION

The accelerating process of economic, social and technologic evolutions either at a national and international level has led to instability of organizations and this issue with inability of organizations to be arranged with these evolutions, has endangered many large global organizations with collapse and liquidation. In this way, the most important managerial challenge in organizations is obtaining organizational stability and excellence, i.e. organizational stability depends on moving toward excellence and improvement and obtaining organizational excellence depends on stability and survival of organization. Therefore, moving toward excellence is inevitable necessity and requirement for today’s organizations. Without obtaining required knowledge from level of obtaining to the goals regardless of recognizing challenges of organization and obtaining feedbacks and being informed of execution of prepared policies and recognizing items that needed to be improved seriously, the performance of organization may not be improved. Thus, it is necessary to obtaining the tangible requirements of each organization. In this way, the organizational excellence model is regarded as a strong tool for responding to the requirements of organization and is applied for improving the process of accessing to excellence of human resources. Through application of these models in addition, that organization may be able to evaluate its success at different time periods; it is possible to compare its performance with other organizations. As we knew in today’s dynamic world that range of science is all-inclusive without any limitations, most of the tools and techniques are very complicated. So that if human beings as part of human society do not receive permanent education, and their knowledge is not compatible with environmental changes, they may have faced with many problems even for meeting their requirements; which, shows importance and status of education on human life. Education organization is one of the institutes of public sector by focusing on excellence of knowledge and public culture and with respect to the importance of this organization on meeting the requirements of people, it is needed to examine this organization to recognize the strong and weak points of available status and suitable status and obtain strategies for solving the problems and improving the weakness. EFQM is a model proposed for determining growth and excellence of organization and a non-prescribed frame for organizations for obtaining to excellence and advancement. In this research, the infrastructure of implementing EFQM model at education department is analyzed and according to the results of research, some recommendations are offered for paving the route toward implementation of this model at education department.

Quality has been the goal of an eternal through the corridors of history. It has been the driving force for all human endeavors. Quality is the inspiration for transcendence from the mundane to the higher realms of life. It is the source of craving behind the unfolding civilization through ages immemorial. However, it has successfully eluded the dragnet of definitions proving the inadequacy of human intelligence. Quality stares at you. You recognize it. Even so, you cannot define it. Any length of description of the anatomical details of a beautiful flower- its petals, color, shape, size, fragrance, softness, all put together- falls short of conveying its beauty fully. Quality lies in the perception of the consumer. What is “great” for one may not be good enough for another (Mukhopadahyay, 2006)? There are various well-known definitions of quality. Crosby (1979) defines quality as “conformance to requirement” while Juran and Gryna (1980) define quality as “fitness for use.” Deming (1986) defines quality as “a predictable degree of uniformity and dependability at low-cost and suited to the market.” It is more towards quality in operation. Many organizations found that the old definition of quality, “the degree of conformance to a standard,” was too narrow. Consequently, they used a new definition of quality in terms of “customer
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