

Quality Circle: A Fundamental Unit of Increase Profitability

NIDA SHIREEN

Ph.D Research Scholar, Guest Faculty of UCCMS, MLSU, Department of Banking and Business Economics
Mohan Lal Sukhadia University, Udaipur

Abstract: Quality Circle is a technique for increase productive and participative problem solving interaction among the various types of employees of an organization. It consists of small group of employees from all levels of the existing hierarchical structure within an organization. Many voluntarily are involved in the process of identifying, analyzing and formulating solutions to various technical and manual related problems in daily work life. The main feature of quality circle is that the basic philosophy, preamble, time and budget allocation is formulated by the organization itself and the members of each circle and prepare the target achievement for desired result and decide the course of work culture. The success of establish circle is totally depend on the organization's support and commitment for the formation of quality circle and necessary knowledge about quality circle activities. Quality circle have been effective tools for linking employees to the process of decision making in their work and growth increase their motivation to work and also increase productivity in any organization. The present study focus on general introduction of quality circle and its impact. It aims to determine the relationship between membership of circle and organization committee.

Keywords: Quality circle, Organization, Management.

Introduction

The human resources play an important role in the organization. The management can't do all things itself; it has to get things done through people. If the people are not properly motivated, the management will not be able to complete desired result. The success of any organization in the long run depends very much on the quality of its human resources. So, human resources should be managed with utmost care to inspire, encourage and impel them to contribute their maximum for the achievements of organizational objective.

History of Quality Circle: During 1945 two atoms bombs were fall on Japan the whole economy change into smoke and dust many were killed every one thought Japan cannot get its glory again .But Japan grew like a phoenix from ashes to become a leading nation of the world within a short period of time.

The magic behind this miracle was fierce well determination and commitment of Japanese and their quest for quality aspect .They adopted **Quality Circle** as way of build attitudes to problems, improve quality and to be competitive.

Origin of Quality Circle:

- i. Quality circle was first established in **Japan 1962 by Prof Kaoru Ishikawa.**
- ii. The first circle were established at a " NIPPON WIRELESS AND TELEGRAPH COMPANY"
- iii. In April 1962 Prof. Kaoru Ishikawa presented this idea in the inaugural issue of JUSES (Japanese Union of Scientist and Engineers) journal gemba to quality circle.
- iv. Last 36 year this concept has been introduced in 130 countries.

- v. This concept is well established only in ASEAN countries like Japan , South Korea, the peoples of republic China and Taiwan
- vi. In India QCFI (quality circle forum of India) is promoting many activities
 - * Pioneered by Japanese
 - * Japanese nomenclature: quality control circle generally known as small group activity
 - * 1962: First quality circle was registered with Japan
 - * 1974: Lock Heed Company in USA started quality circle movement
 - * 1977: International association quality circle formed in USA
 - * 1980: BHEL (Bharat Heavy Electricals Ltd.) Hyderabad first in India to start quality circle
 - * 1982: Quality circle forum of India (QCFI) was formed

Definition of Quality Circle

A quality circle is a small groups of employee doing similar a related work who voluntary meet together on a regular basis to identify , define , analysis , solve work related problem and issues .

Quality circle is a process that stimulates everyone to achieve greater satisfaction in the work environment base on mutual trust and co-operation.

Who Should Involve in Quality Circle?

Normally a quality circle should be consists of a group of about 6-9 people .The membership in a circle is a voluntary and the area of supervisor leads to each circle they are normally co ordinate within an organization by a person who has been trained as facilitator .Quality circle are frequent meet regularly to solve problems of group members .It is a set up by group members in a work place issue.

Reason For Establish Quality Circle

There are several reasons to establish quality circle.

- (i) To get people participation.
- (ii) Individual development
- (iii) To improve quality.
- (iv) To create a sense of team work and team spirit.
- (v) To step back from the current condition and make improvement.
- (vi) To create more enjoyable work environment

How to Operate Quality Circle?

1. Identification of problem: - Identify and agree with the problem to be resolved normally quality circle will be use "BRAINSTROMING" at this stage.

2. Solution of problem: - Agree as a team on the problem to be addressed initially.

3. Analysis of problem: - Gather data associated with the problems .At this stage the team often applies one or more of the seven quality tools.

Histogram, flowchart, scatter diagram, control chart, pareto diagram, cause and effect diagram and check sheet.

Organizational structure of Quality Circle

The organizational structure of quality circle different from industry to industry, they consist of the following elements.

1. STEERING COMMITTEE
2. CO -ORDINATORS
3. FACILITATOR
4. CIRCLE -LEADER
5. CIRCLE MEMBERS

1. A STEERING COMMITTEE: In steering committee include general manager or senior executive. These structures come top of the level its set objectives, examine work, take feedback, provide direction and make policy plan.

Function:

- i. Official announcement of start movement of quality circle and high light its features and utility .
- ii. Establish policy and plan.
- iii. Provide resources
- iv. Give suggestion for improvement of quality circle.
- v. Regular check progress.

2. CO ORDINATORS: He may be personnel officers who co –ordinates the internal functions during problem solving stages.

Functions:

- i. To maintain attendances records of group members.
- ii. To maintain relation with higher authorities
- iii. Provide path for management presentation
- iv. Organizes training programmes

3. FACILITATOR: The facilitator may be called a foreman. He arrange all facilities like training ,express his ideas and conduct meeting .Facilitator keeps all activities on right path .

Functions:

- i. Arrange for training of quality circle member .
- ii. Provide feedback and resources
- iii. Maintain budget and records

4. CIRCLE LEADER: Circle leader come lowest categories in an organization he conduct all circle activity and involves in asking questions.

Functions:

- i. Help in collection of data related problem .
- ii. Provide suggestion
- iii. Maintain records .

5. CIRCLE MEMBERS: Circle members are the biggest part of structure without circle members organization cannot achieve desired results .He focus on organization objective .

Functions:

- i. Be focused on organizational problems.
- ii. Provide opinion and suggestions
- iii. Mutual respect.
- iv. Give views, opinion, ideas, during the problem solving stages .
- v. Attend all meeting and training seriously .

Uses of Quality Circle:

The concept of quality circle adopted for a variety reasons like increases of product quality, involvement in decision making, mutual help, customer satisfaction etc. Quality circle increase job satisfaction level among employees and involvement in company policy decision. Another uses of quality circle is an improved communication within the organization, employees become identify routine problems through circle meeting managers get know employees need Quality circle helps to learn new ideas and also bring out workers hidden potential. It helps in increasing overall productivity and reduces waste materials.

1. Improvement in quality and productivity.
2. Promoting job involvement and sense of participation.
3. Provide a problem solving and problem preventing attitude.
4. Developing creativity and an innovative spirit.
5. Inspiring team work and developing harmonious relations among workers.

Advantages:

1. Quality circle help in develop build a positive attitudes among workers
2. Quality circle increases product quality and decrease defective problems
3. Strong communication between employees and management
4. Increase employee motivation and emphasis on team work concept
5. This concept help to understand new thought and theory
6. It help to improve organization environment and make better environment for employees
7. It increase self development and social development
8. To satisfy the employees need
9. It improve company performance
10. It is helpful tool to reduce complain and error
11. Increase working capacity

Disadvantages of Quality Circle: Quality circle is very effective technique to increases productivity but there are some disadvantages which are describe as follow:

1. Lack of coordination
2. Need more money
3. Weakness of organization show
4. Required more time
5. It is effective only for large organization

Problem in Implementation:

1. Required trained staff
2. Management does not take interest to establish circle
3. It is very tough method to find out truly voluntary
4. Top manager want immediate result
5. Unrealistic approach
6. Not clearly defined objective
7. Opposition thinking by group members
8. Members does not work on team base concept

Quality Circles, In Conclusion:

Quality circle is rapidly spread in variety of organization .It is use for group based solution of work related problem. It applicable in any type of organization like factories, hospital, industry, banks etc. After introducing quality circle technique in organization scenario is totally changed. Now accessibility is improved and enhanced. There is also need to generate awareness about the quality circle so that more and more employees use it for their benefits.

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