



Nature of Quality Management at UNB / UAE

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Condition: New. Publisher/Verlag: LAP Lambert Academic Publishing | In this book the researchers selected Union National Bank (UNB) for researching on the implementation of Quality in services. How the bank implemented the concept of Total Quality Management and the Quality Control tools that it utilized in attaining its current level of quality. The project was divided in 3 stages: In Stage 1 the data collection process was to be demonstrated, which required problem identification that needed attention by approaching the bank. Most of the research on UNB was done by the researchers through UNB's corporate website and its Annual reports. In Stage 2 the application and description of relevant QCC Tools (7); Cause and Effect Diagram, Check sheet, Histogram, Scatter Diagram, Pareto Analysis, Flow Chart and Run Chart were to be demonstrated. Findings would then be justified after examining the logic of the data collected, along with the step by step application of QCC Tools. In Stage 3 recommendation were to be proposed, explaining the logic of proposal by applying criteria of Sheikh Khalifa Excellence awards. The project was done in a 'problem solving' format for UNB by focusing on the application of TQM and QCC Tools. | Format: Paperback...



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