

Total Quality Management, Reengineering or Something Else - A Basic Tool of Cybernetics of the Socio-Central and Eastern Europe.

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Abstract

There are serious deficiencies in the economic, business and management theories concerning the cybernetics of socio-economic systems and countries when these theories are to be implemented to accelerate change from a routinized society and economy to a innovative one, such as is needed e.g. in the today=s transitional economies of Central and Eastern Europe(CEE). The Japanese experience with the Total Quality concept (TQ) of 1951 suggests that Total Quality is a potentially usable tool. But the current practice of the Total Quality Management (TQM), Reengineering and other contemporary management approaches demonstrates some deficiencies which demand that the concept be refunded. Some ideas on how to make TQ(M) a more systemic and hence useful concept are suggested.

Trappl, Robert (ed.). *Cybernetics and Systems '96 Volume 2*, Vienna: Austrian Society for Cybernetic Studies, 1996, pp 664-669.