

TOTAL QUALITY MANAGEMENT AS EDUCATION QUALITY ENHANCEMENT TECHNIQUE

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Abstract

In this paper we discuss the importance of the effective implementation of a Quality Assurance strategy.

The strategy outlines where the SEUA intends to be in 2010-2011 facing challenges of the time and realizing the available resources using Total Quality Management (TQM), Goal Question Metric (GQM) and Balanced Scorecard (BSC) techniques. Effective implementation of action plan to reduce weakness of the Departments' activities will give opportunity to enhance education quality.