

Project title: Some barriers in applying total quality management system TQM (TQM system) to small and medium enterprises in Hanoi (KT.08.04)

Code: KT.08.04

Duration: 2008 - 2009

Implementing institute: Faculty of Business Administration - University of Economics and Business - VNU

Manager: MA. Dang Thi Huong

Purposes:

Studying and clearing the concept, feature and principles of TQM system

Analyzing and providing the information about situation of applying TQM system in some small and medium enterprises (SMEs) in Hanoi, finding difficulties in applying TQM system to those enterprises.

Giving some recommendations for SMEs and for the governmental organizations to solve those difficulties and fostering the application of the TQM system in Vietnamese enterprises.

Helping teaching and other purposes.

Main contents:

- General theory about TQM system: concept; features; principles and benefits of TQM system;
- Application of the TQM system to SMEs in Hanoi; analyzing and finding difficulties in applying TQM system to SMEs in Hanoi.
- Some recommendations for SMEs and for government organizations to solve the difficulties and encourage applying TQM to SMEs in Hanoi.

Result obtained:

- Statement of situation of applying TQM system in some SMEs in Hanoi; finding barriers in applying TQM system to those enterprises: knowledge, financial, management methods, techniques and culture.
- Some recommendations to solve the difficulties and foster applying TQM system to SMEs in Hanoi.
 - + Improving the knowledge of TQM for leaders.
 - + Set up a budget for Quality management
 - + Changing method of organization management and quality management
 - + Planning a detailed and regular training strategy for all staffs in company.
 - + Giving some suggestions for governmental organizations.