

Short Article

Quality Mind and Quality Culture: The Best Benchmark for Quality Control

Viroj Wiwanitkit

Honorary Professor, Dr. DY Patil University, Pune, Maharashtra, India, Adjunct Professor, Joseph Ayo Babalola University, Ikeji, Nigeria, Visiting Professor, Faculty of Medicine, University of Niš, Niš, Serbia.

I N F O

E-mail Id:

wwiroj@yahoo.com

Orcid Id:

<http://orcid.org/0000-0003-1039-3728>

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A B S T R A C T

In the present article, the author presents the concept of quality control in the present day. Most practitioners usually use quality control as a tool for quality in their activities. The interesting question is whether the practitioners realize and recognize the concept and importance of quality control. Here, the author raises an interesting concept that the practitioners should have quality mind and act in quality culture. The quality checklist, quality survey of quality accreditation will have advantage as forming internal enlightening regarding quality in one's self.

Keywords: Quality, Mind, Culture

Introduction

Quality is the required aim for every activity in the present day. Several manipulations regarding quality have been launched for several years and are in use at present. Ideally, quality control, quality assurance and quality improvement are the three steps for quality management for many activities. Quality control is aiming at prevention of decreased quality level. Quality assurance is aiming at maintenance of the present quality level. Quality improvement is aiming at increased quality level. Nevertheless, it can show that we have never reached the best quality level.

In the present article, the author presents the concept of quality control in the present day. Most practitioners usually use quality control as tool for quality in their activities. The survey and accreditation are routinely performed aiming at quality in every organization. And the interesting question is why the best quality has never been derived and whether the practitioners realize and recognize the concept and importance of the quality control. Here, the author raises an interesting concept that the practitioner should have quality mind and act in quality culture. The quality checklist, quality survey of quality accreditation will

have advantage as forming internal enlightening regarding quality in one's self.

Quality Accreditation: Is it an Actual Confirmation that There is a "Quality"

As already noted, quality survey is implemented in general. The checklists for quality issue are widely used as a tool for running quality process in every organization. Finally, the accreditation is generally done as a sign for quality guarantee. The process seems good but it is really good or not is still an interesting question. There are many evidences that the being quality accredited cannot confirm that there is a real quality in that organization. For example, in a report from an ISO certified clinical laboratory in a tertiary hospital in Thailand, it is surprising that there are many errors and low quality things in that laboratory.¹ As noted by Wadhwa et al, post-assessment pitfalls or post-accreditation problems are not uncommon.²

In fact, quality assurance is usually based on surveying. Many documents have to be prepared and checked. Also, the short site survey is usually done. The process might seem good during the time of survey. But an interesting concern is the quality in general period without quality

survey. The practitioner might dramatically act during the survey aiming getting certification of accreditation, which might be of prideto the organization. Nevertheless, this is not benefit to anyone if the practitioner does not have an actual quality mind.

Quality Mind and Quality Culture

Based on the Maslow hierarchy, self-actualization and enlightening is at the highest level. When one can enlighten and realize the “good” thing, there is no need for using useless tool for controlling them. How to construct quality culture in organization is an interesting concept in the present day. How to have the practitioner work with happiness and at the highest quality is challenging. Quality mind does not mean that all things are perfect but it means the best attempts to act in the best quality way. It should realize that there is nothing totally perfect but one can be at the best attempt. Any quality tools can be useful but it can also be useless if one who uses it does not have quality mind. When everyone has quality mind, the quality culture in the organization will occur. Then the hope for the best quality will be achieved.

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