Presentation: Automated quality excellence evaluation

J. GAŠPARÍK, M. GAŠPARÍK. ***Automated quality excellence evaluation.*** *Gerontechnology 2012;11(2):84;* doi:10.4017/gt.2012.11.02.260.00 **Purpose** We aim to enhance quality level organization by applying the EFQM (European Foundation for Quality Management) excellence model. We do this through analysis of current quality management trends, defining the EFQM-model structure and criteria (*Figure 1*) and the potential to introduce these with construction companies. We also also propose an electronic manual and an automated evaluation system of the criteria and subcriteria of the EFQM-model by company management and also by external auditors. **Method** Selected scientific methods of problem solution can be divided into two main groups: empirical and logical (scientific analysis and synthesis). The empirical method was applied to an electronic survey that aimed to determine knowledge of the EFQM-model and its practical use by companies operating in Slovakia. The logical method was utilized for the problem-solving analysis and synthesis. The method of scientific analysis was used to evaluate the current issue of the quality of the management level, EFQM-implementation in the construction sector, analysis of criteria and subcriteria of the EFQM-model, exploring the possibilities of applying the EFQM-model in a construction company, and an examination of existing systems of assessment under the EFQM-model. The scientific synthesis method was used during EFQM-model development and implementation, including the creation of an electronic manual, and during the process of automated evaluation system of construction company management quality. **Results & Discussion** Our research work resulted in a methodology and an electronic manual allowing construction companies to effectively introduce and implement EFQM-model requirements in a relatively short period of time with the aim of constantly improving performance. The defined methodology suggests and explains the sequence of steps towards EFQM-model application; the electronic manual describes all of the EFQM-model subcriteria and provides concrete suggestions and solutions to meet them. The section of the manual dealing with the automated electronic system for construction companies was verified by a real company. Application of the methodology and manual enabled us in a short time to evaluate the company's quality of management and to identify opportunities for continuous quality improvement.

References:

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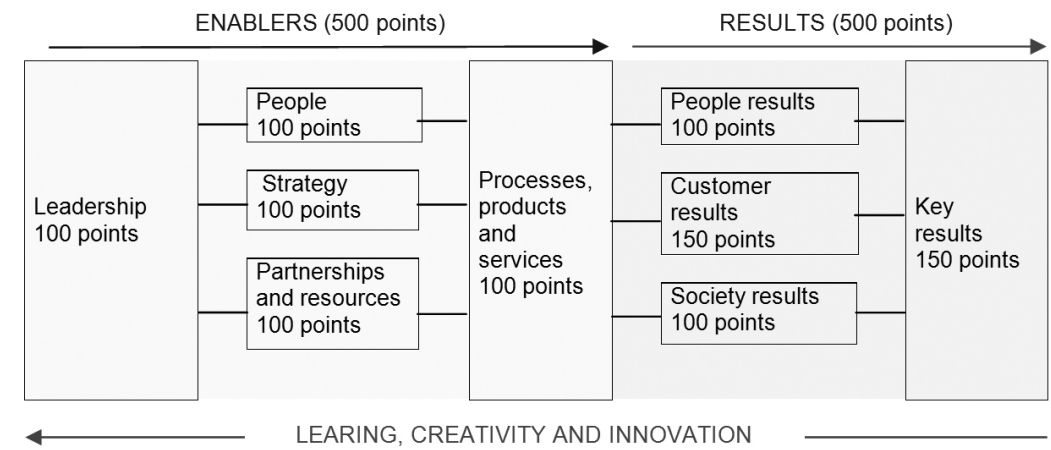

Figure 1: EFQM Model Structure (last revision in year 2010)