

# Summary

## THE APPLICATION OF TOOLS ASSURING QUALITY AT A HEALTH AND CARE ORGANIZATION

**Purpose** – the research was conducted at a manufacturing organization in Limassol, Ygia Polyclinic Private Hospital. The aim of this research was to analyse and evaluate the issues concerning the quality and the Total Quality Management. In cooperation with the Management of the organization, the researcher had set the basic performance indicators for the most important procedures and therefore had to collect the data and information needed, within a one-year period. Subsequently, the researcher had to draw tables and graphs, by using the appropriate tools for quality control, so that the performance of the procedures could be observed. The research was completed when the control tables were submitted, the conclusions were reached and the benefits both on the researcher and the organization were presented.

**Design and methodology** – What was absolutely important for the researcher to be able to conduct this research, was to attend the class of *Statistics and Quality Control* at the university. Consequently, the problematic procedures in terms of quality, or the ones that required improvement were identified, in cooperation with the Management of the organization. The research was accomplished when all the data collected, were input into Microsoft Excel and processed by SPC Excel IV software. When that process was completed, many conclusions came out related to the statistical control, stability and capacity of the procedures.

**Findings** – What was concluded after the research was completed, was that in order for an organization to accomplish its goals, systems and procedures of assuring its quality need to be applied.

Throughout the research, performance indicators were used on the patients' health and safety, on how satisfied the patients were regarding food, research on medicine, the reception, the nursing care, operating rooms, deaths and the average stay at the polyclinic.

By analysing the performance indicators and coming up with conclusions, some suggestions for improvement followed. However, the analysis that takes place at this organization every year, shows that it strictly follows all the requirements that it has to follow for its patients' safety and health.

**Preconditions** – One of the most fundamental preconditions for conducting this research, was the trust between the organization and the researcher, concerning the data that the latter would use in the research. Therefore, the researcher had to sign the code of conduct, which legally protects all the data collected from the

organization from not being published. Another precondition was to attend the *Statistics and Quality Control* lesson at the university.

**Keywords** - Performance Indicators, Statistical Quality Control, Total Quality Management, manufacturing organization