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**5S-TQM APPROACHES TO MEDICAL FACILITIES IN INDIA: A SPECIAL
RESEARCH CONDUCTED ON MEDICAL FACILITIES IN LUCKNOW DISTT.**

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Abstract

The hospitals perform invaluable service to the public. However, sometimes, the public is very dissatisfied with the performance of such medical centres. The services so provided are not customer focused and the hospital staff is neither efficient. Customers face lost expectations and services are not attractive. The health regulatory services are important and need to be taken care of while ensuring quality services. There are frequent audit of the processes and procedures to make sure that they are correct, constant risk management by assessing the risk involved in all their undertaking and taking preventive and effective measures, avoid quality degradation by continuous quality improvement including adoption of new inventions, have a good system of command and control by having a system that assures good leadership, good decision-making process as well as effective monitoring and evaluation process, employees are well motivated by the existence of a good rewarding system, migrating decision-making is made possible by the existence of clearly known protocols coupled with good communication system in the organization, back-up system is always in place and known to all pertinent employees in the organization, formal rules and procedures are in place and are observed. Where symptoms of poor quality are seen, it is impossible to provide services with safety. To achieve high quality, systems used in implementation have to constantly be improved, for quality fails when systems fail.
