Quality

Student’s Name

Institution

Question one

Deming defines quality as the predictable degree of similarity and reliability with a standard that suits the customer. This definition is achieved from the efficiency of the management in their planning, implementing, and making improvements in the project (Deming, n.d.). Quality is defined as the degree to which a product or service satisfies a consumer compared to other things. It is seen as the degree of excellence.

Question two

Quality has a number of importance in a business. For instance, quality helps a business deliver standard goods with low chances of being returned, saving on costs and maximizing profits. Quality also helps a business meet customer demands, thus promoting customer sustenance and loyalty. Quality also helps a business acquire and maintain a good reputation. Quality also helps a business meet the demands of the industry, thus helps a business avoid getting in trouble with the law.

Question three

My organization of choice is Mayo clinic. It defines quality as a comprehensive look at a patient’s experience in all aspects. Mayo Clinic seeks excellence in healthcare knowledge, technology, and knowledge. As a healthcare provider, quality is measured in outcomes such as recovery, surgical infections, and mortality rates. It is also measured with compliance with evidence-based processes, the volume of patients, and safety records.

Question four

Mayo Clinic has several practices that help manage human resources and share information with customers, and sharing information with several stakeholders such as employees and customers. For instance, Maya has a code of conduct that is supposed to be followed by the employees (Mayo clinic, 2020). The code regulates work behavior. For instance, employees are not allowed to use personal cell phones during their work period. The company also has a value such as respect, integrity, innovation and community stewardship and care. Maya has opened up portals for patients to serve as a communication channel while suppliers are communicated using phone calls and emails. Employees share information face to face or using types of equipment such as phones, laptops, and Bluetooth speakers.

Question five

Maya clinic aligns its business with key organizational objectives by observing its mission, vision statement, and values. Their values include integrity, care, and compassion (Mayo clinic, 2020). This helps them maintain quality while still being ethical.

Question six

Mayo clinic company has been performing excellently in the field of healthcare. The healthcare organization has received several awards, such as Best Maternity Hospital, Best Imaging Center of Excellence, and the Excellence Award for Clinical Care (Mayo clinic, 2020). Their best services give them an added advantage.

References

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