

Assessment of TQM Principles in Libraries

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ABSTRACT

Quality supervision in libraries and information services has accepted broad deliberation, with a bulk of those exploration describing quality concepts, quality management principles, linked processes, and checks. A library is part of a service organization which delivers products personally to the customer. Libraries need to give smarter TQM (Total Quality Management) solutions assessments that are linked to bottom line benefits. TQM principles are the powerful break through improvement business strategy that enables organizations to use simple and powerful methods to measure and analyze processes for achieving and sustaining operational excellence. Libraries have always been committed to provide a high quality of services to its users. With this in mind, the present work has attempted to explore some aspects of TQM principles in library science.

Keywords: Library, TQM, Quality, Service.