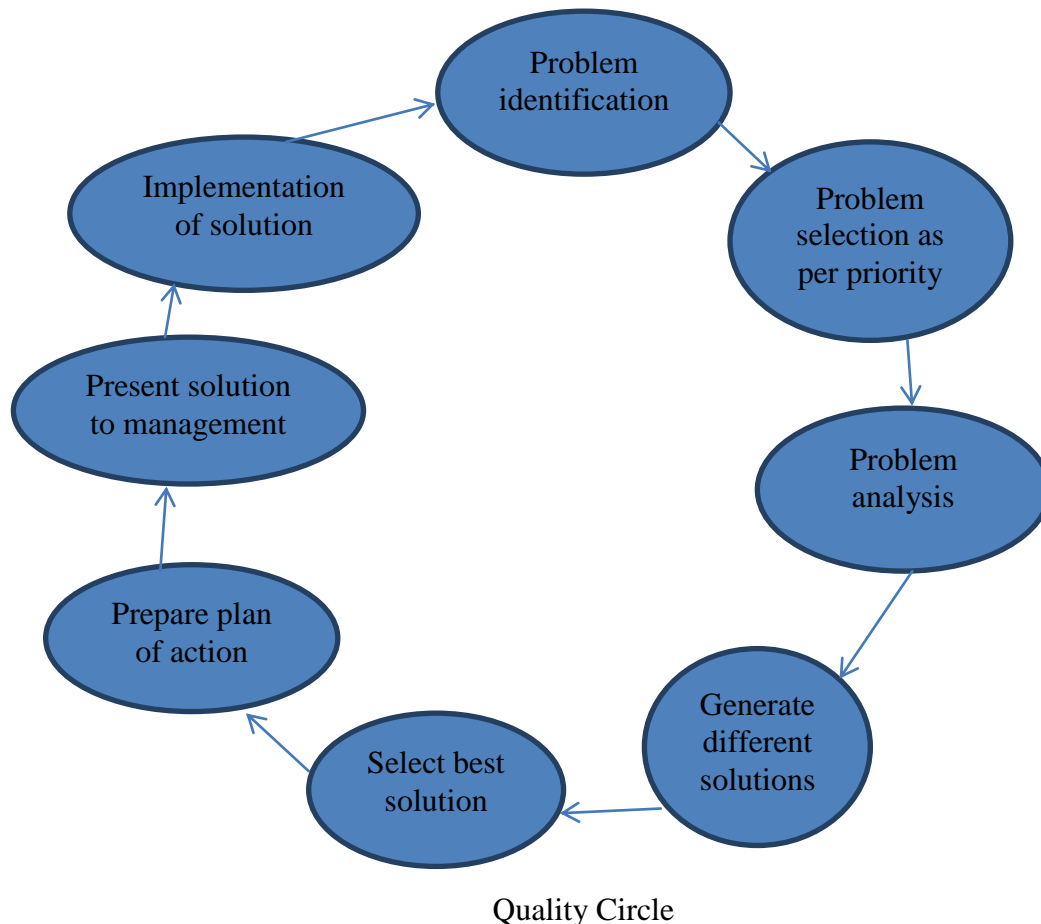


5. A willingness to allow people to volunteer their time and effort for improvement of performance of organization.
6. The importance of each member's role in meeting organizational goal.



Characteristics of quality circle

1. QCs are small primary groups of employees/workers whose lower limit is 3 and upper limit is 12.
2. Membership is voluntary. The interested employees in some areas may come together to form a quality circle.
3. Each quality circle is led by area supervisor.
4. The members meet regularly every week/ as per agreeable schedule.
5. The QC members are specially trained in technique of analysis and problem solving in order to play their role efficiently.
6. The basic role of quality circle is to identify work related problems for improving quality and productivity.
7. QC enables the members to exercise their hidden talents, creative skills, etc.
8. It promotes the mutual development of their member through cooperative participation.

9. It gives job satisfaction because of identifying and solving challenging problems while performing the job.
10. It provides their member with opportunities for receiving public recognition from the company's management.
11. The members also receive recognition in the form of memento, certificate and privileges.
12. It also contributes to their self-esteem and self-confidence through acceptance of their recommendation by the management.

Objectives of QC

1. To improve the quality and productivity.
2. To reduce the cost of products/ services by waste reduction, effective utilization of resources eliminating error/ defects.
3. To utilize the hidden creative intelligence of the employees.
4. To identify and solve work related problems.
5. To motivate people for solving challenging tasks.
6. To improve communication within the organization.
7. To increase employee's loyalty and commitment to organizational goals.
8. To enrich human capability, confidence, morale, attitude and relationship.
9. To pay respect to humanity and create a happy bright workplace.
10. To satisfy the human needs of recognition and self development.

Kaizan

Kaizen means change (Kai) to become good (Zen). In other words, it means continuous improvement. In fact, continuous improvement is required in all activities of the organization such as:

- Productivity improvement
- New product development
- Labor management relation
- Total productive maintenance
- Just in time production & delivery system
- Customer orientation etc.

The various activities of an organization where continuous improvement is required is presented under the kaizen umbrells. This continuous improvement in all areas are taken through small step by step process. Because various behavioural, cultural and philosophical changes are better brought about through small step by step improvement than through radical changes.