

QUALITY SERVICE**Course 8200330: Computers and Business Skills****Benchmark: 06.01**

Demonstrate an awareness of quality service and the personal and professional standards required to establish an effective service-based culture in the workplace, business, or learning environment.

Service Quality

<http://www.customer-service.com/index.aspx>

This is the commercial site for Service Quality Institute, which has been in business for 35 years. The Institute focuses on aspects of developing and delivering “superior customer service.”

<http://www.qsi.uc.edu/>

The University of Cincinnati (Cincinnati, OH) has established a Quality Service Initiative, which strives to provide an “organizational focus on quality, increase the level of customer satisfaction, and enhance stakeholders' experiences at the University of Cincinnati.” It may be interesting for students to see the notion of quality service applied to an educational institution. Eastern Washington University (Cheney, WA) also has a Quality Service Initiative. See the link <http://www.ewu.edu/x3852.xml> Students could compare the programs and search for other similar educational programs.

<http://www.theguestcheck.com/index.html>

Guest Check is a guest satisfaction assessment service devoted solely to the hotel and restaurant industry. The focus of this commercial site is hotel and restaurant owners or managers. The company provides a way for them to check the quality levels of their properties, allowing them to ensure a consistent, high-quality guest experience. Students can gain insight into what determines the quality of service in the hotel and restaurant industry.

Total Quality Service

Total Quality Service is business/management philosophy that has been widely adopted by service industries. Students can search for books on Total Quality Service. Many companies have adopted a company-wide Total Quality Service (TQS) philosophy.

<http://www.cardworks.com/index.cfm>

Cardworks (Woodbury, NY), the parent company of a company servicing bank cards, has a company-wide total quality service philosophy. See the “Total Quality Service” tab on their home page.

<http://www.mountaire.com/home.html>

Mountaire (Selbyville, DE), a poultry processor, has a company-wide total quality service philosophy. See the link “Company Creed – TQS” on their home page.

Malcolm Baldrige National Quality Awards

The Malcolm Baldrige National Quality Award was created by Public Law 100-107, signed into law on August 20, 1987. The Award Program, responsive to the purposes of Public Law 100-107, led to the creation of a new public-private partnership. Principal support for the program comes from the Foundation for the Malcolm Baldrige National Quality Award, established in 1988.

<http://www.quality.nist.gov/index.html>

This is the website for the National Institute for Standards and Technology (NIST). Founded in 1901, NIST is a non-regulatory federal agency within the U.S. Commerce Department's Technology Administration. NIST's mission is to promote U.S. innovation and industrial competitiveness by advancing measurement science, standards, and technology in ways that enhance economic security and improve our quality of life. The Baldrige National Quality Program is one of its cooperative programs.