



Qualitätsmanagement: Visuell verstehen, vermitteln und verankern (German Edition)

Elisabeth Trubel, Andrea Bastian

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Nichts vermittelt Informationen so lebendig und spannend wie ein gutes Bild. 280 Illustrationen erläutern die ISO-Norm verständlich und unterstützen die nachhaltige Verankerung in Ihrer Organisation.

Qualitätsmanagement (QM) gewinnt in vielen Arbeitsfeldern des Gesundheits- und Sozialwesens an Bedeutung. Gesetzgebung, Kostenträger und zunehmend auch Kunden fordern ein systematisches Qualitätsmanagement, dessen Wirksamkeit durch unabhängige Prüfinstitutionen bestätigt wird.

Allerdings ist QM schwer zu vermitteln, denn die Normensprache ist abstrakt und berührt Themen außerhalb des direkten Erfahrungsspielraums der MitarbeiterInnen. Folglich brauchen Führungskräfte, QM-Berater und QM-Beauftragte Kompetenzen und Methoden, um den Nutzen von QM und die dazugehörigen Anforderungen interessant und spannend zu vermitteln und QM somit „begreif-bar“ zu machen.

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