

A COMPARATIVE STUDY ON QC PROBLEM CONSCIOUSNESS OF EMPLOYEES FROM SMALL, MEDIUM-SIZED AND LARGE ENTERPRISES IN CHINA

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ABSTRACT

China has introduced and begun to implement the Japanese technique of Total Quality Management or TQM. Despite this, the level of production quality in China is poor. Although China has implemented the same quality management techniques and philosophy, a gap still exists between production quality in Japan and China. One of the reasons for this is that the degree of problem consciousness varies between employees of large enterprise and SMEs. Accordingly, the authors of this paper conducted a questionnaire targeting employees working in the Chinese manufacturing industry and analyzed the various impact factors contributing to the problem consciousness of quality management. This was done through a problem consciousness questionnaire survey based on a structural model of problem consciousness. The results of the analysis revealed the degree of problem consciousness within China's manufacturing industry, both employees of large enterprises and SMEs.

KEYWORDS: QC, Consciousness, Manufacturing, QC Problem Consciousness