

Integration of Information Quality Management and Process Quality Management in supply Chain, a Hybrid Model

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Abstract

Now a day the quality of processes considers as a basic indicator for supplying goods and services. The issue gains a double virtue in the supply chain. Securing accurate and quality information for the targeted people in the right time and place is necessary to control the processes.

Accordingly, it is required that:

- a) as establishing an Information Quality Management System,
- b) a proper Process Quality Model which provide the possibility of controlling and promoting the processes quality in the supply chain, also should be obtained,
- c) and in view of the required information, these two models are hybridized and integrated so that the opportunity of promoting processes quality thru support of information management in the supply chain is provided.

To achieve the above goal in this paper the two models of Total Information Quality Management and Processes Quality Model are integrated with each other to emerge as a hybrid model called the Hybrid Model of Information Quality Management and Process Quality Management in the Supply Chain.

In the model as we spot the source of information generating, the subjects about which information should be obtained together with information evaluation methodology, bearing in mind the objectives; related indicators of each subject are introduced. To manage the model we take advantage of Deming Cycle, and to execute it we utilize the organizing in the framework of knowledge management groups and information quality. The cycle by taking into account the 7 phase's process quality model, comprising the following issues:

- a) Fixing the initial values: knowing the processes, technology and job execution commands, identifying the customers and their needs.
- b) Continuance improvement: quality efficiency values, evaluating the existing processes and setting up the required standards(correcting the processes and control and monitoring)

As the core and base of the both models are the Deming cycle, it is possible to integrate the two models very well and in each stage of quality control process determines the required information process and in right time and place put it at the disposal of right people. In this way, one can expect that the work processes quality promote in the supply chain.

Key words: Process Quality Management (PQM), Information Quality Management, Supply Chain Management (SCM), Knowledge Management (KM)