Total Quality Management (TQM) and University of Jaffna Library: an approach to the acquisition process

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Abstract

Most of the organizations are becoming product and service oriented and it is obvious that their target is to provide products and services to their users on commercial basis. Total Quality Management (TQM), provides the tools and the direction to improve quality of products and services. In this context, University Libraries has always been committed to provide a high quality of services to its users. It is believed that this can be achieved by implementing TQM tools and measures in the University Libraries.

The paper points out the evolution, and stages of implementation of TQM in University Libraries. It discusses the experiences of Jaffna University library service while applying TQM to its acquisition process.

Keywords: *Library Quality Management, TQM, Acquisition Process*

Introduction

Most of the organizations are becoming product and service oriented and they expect to provide quality products and services to their clients. Total Quality Management (TQM), provides the tools and the direction to improve quality. Libraries have always been committed to provide a high quality of services to its users. In the past, consuming more resources, buying more books, and moving to large premises are considered as improving quality. But that approach is not valid today. One of the good solutions to improve quality is to provide right information to a right user at right time. This requires a through change in the approach – an approach based on user requirements and user satisfaction. It is believed that this can be achieved by implementing TQM. Thus, TQM approach is slowly getting popular in today's libraries.

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