

Total Quality Management (TQM) for the ETDs

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ETDs facilitate more timely exchange of information among scholars and improve distance learning without any geographical barrier.

It supports



Teaching



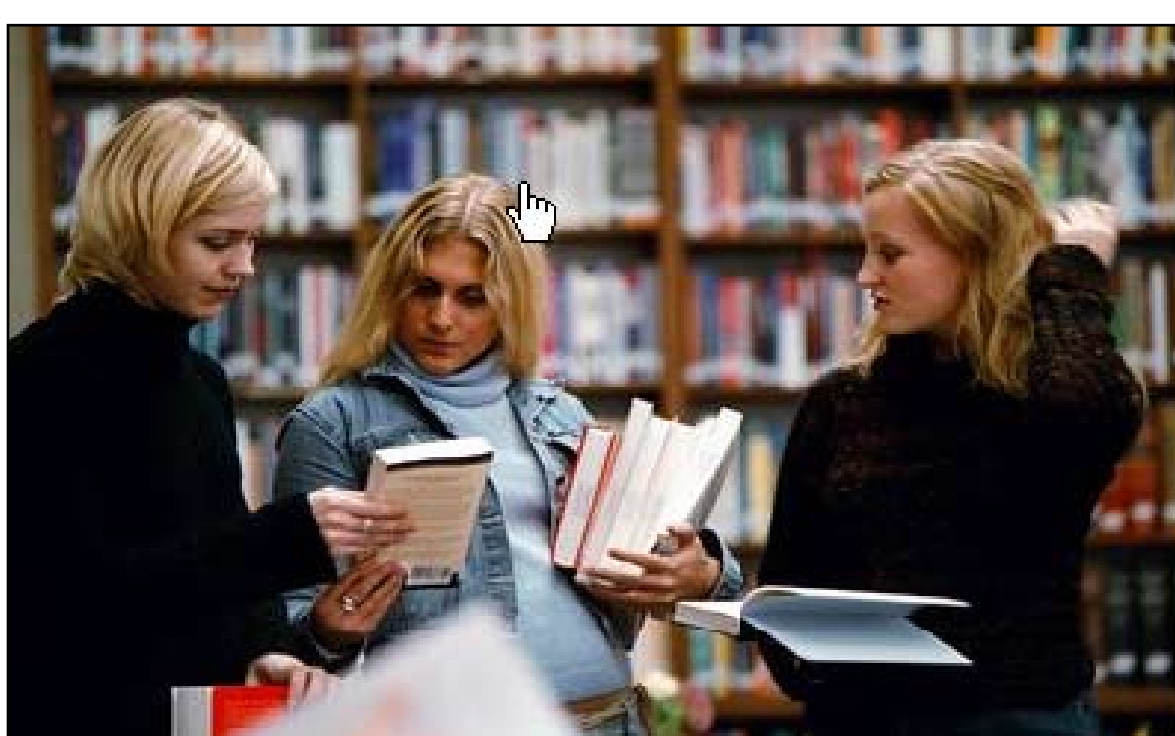
Learning



Research

Greater revolution has occurred in the libraries recent past converting paper-based libraries to electronic based ones. With the emergence of WWW and availability of national and global networks, universities and libraries have turned their attention to ETDs rather than building printed-based TD collection. In this way, librarian's role dramatically changed and is responsible for what ETDs available for their users and how users can access to the available information within the physical walls of the library or elsewhere for scholarly communication.

Paper-based Library



Electronic-based Library



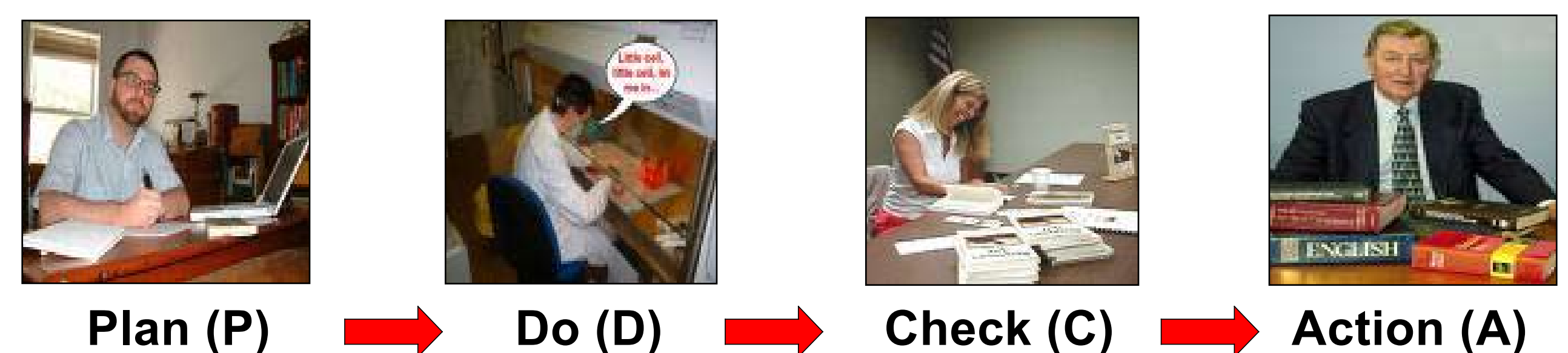
ETDs can be defined as theses and dissertations which are submitted in electronic format and facilitate use of multimedia, reference linking while accessing electronically. TQM methods can be applied to build up these ETD collections. It promotes quality management of ETD collections widely. Edward Deming and J.M. Juan are the two people who gave birth to TQM. According to them, TQM strongly focused on clients while helping them to know their needs and meeting those needs exceeding their expectations. And also TQM facilitates commitment to quality and continuous improvement, adopting systematic and scientific approach to operations (Viljoen and Underwood, 1997).

ETDs are playing an important role in the university community. TQM methods are using widely in western countries to develop ETDs rather than developing countries.

TQM can be defined as -



Main TQM Principles –



When applying TQM methods for ETD collection, it can be divided into three categories as follows-

1. Exploring and planning
2. Processing and operating
3. Evaluating and improving

Using TQM methods for ETD development, library professionals can understand user's expectations and they meet their expectations. It lowers cost of operation while improving the quality of ETD collection to attract and retain more university scholars.

'TQM is defined as a management method relying on the cooperation of all the members of an organization. A management method that centers on quality and on the long-term success of the organization through the satisfaction of the customers, as well as the benefit of all its members and society' (Information Resources Guide on TQM 2000-2005).