The Importance of Total Quality Management Systems for Managers of Brazilian Universities

Abstract

The purpose of this paper is to analyse from the perspective of the manager, the importance of the use of tools and concepts of quality management in the Brazilian federal universities. It was identified that the managers of these universities consider it as very important to use administrative practices contained in quality management systems as efficient and effective methodology to conduct the management of these institutions. The research serves as a statement for the other 172 university managers to be supporters of quality practices contained in management systems in question to achieve better results and better grades in rankings series.

Keywords: Total Quality Management, awareness of quality, Brazilian federal universities.

Introduction

The problem of quality has affected the Brazilian education system. The waste, the disconnection with reality, the inadequacy of the curricula and forms of internal actions, combined with the lack of motivation for the Administration, are the main weaknesses that afflict the country’s universities. According to Ven-