Motivation

The ideas in quality management are remarkably simple.
Learning organisations

1.1 Background & context
Learning organisations
Catalysts, evaluators, leaing...

1.2 Research question
How to make people fall in
standards?

Hypothesis 1: what gets measured
gets observed.
Hypothesis 2: 

2. Research Approach

2.1 Theory

- Critical systems theory (CST).
- Foucault's discourse on 'hypocrisy'.
- Social construction.

- Knowledge: Ascent and forcault.
- Standards & measurements?
2.2 Empirical Design Strategy

When designing a QMS one is also designing a research program. Hypothesis and test issues are embedded in the SPC methodology.

3. Current Status

3.1 Research activities to date

15 = applied discrete math

3.2 Future plans