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Abstract

This paper deals with the principles of Total Quality Management in tertiary education and particularly in Panteion University of Social and Political Sciences.

The assignment was focused in two areas. Firstly, within the theoretical framework an effort was made to describe the definition of Total Quality Management and its principles, all in all the meaning of quality in its broad meaning and in which way the Greek public administration will be affected by all these. Secondly, through the methodology chosen, an effort was made to find out whether or not the university's employees are familiar with the meaning of TQM and its implemented results.

From the first part of the study, we found out that the implementation of Total Quality Management is an organized method giving emphasis in citizen's service quality. Applying TQM in the public sector requires organizational changes as well as retrofit. As far as the second part is concerned, that of the research, based on the use of questionnaires and its analysis, the results showed the usage of Total Quality Management and its principles by the university's employees. Furthermore, the results appointed a number of problems concerning the public sector and the way it serves citizen's needs and requests.