



Qualitätsmanagement im Dienstleistungsbereich (industrielle Services) (German Edition)

Reinhard Weber

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Bachelorarbeit aus dem Jahr 2010 im Fachbereich Informatik - Wirtschaftsinformatik, Note: 1, Fachhochschule Wiener Neustadt, Sprache: Deutsch, Abstract: Wie der Vergleich von produzierenden Bereichen und Dienstleistungen in der Leistungs- und Strukturstatistik der Statistik Austria zeigt, liegt der prozentuale Anteil der Dienstleistungen in allen Bereichen weit über 50% gegenüber den produzierenden Sparten. Dennoch ist das Qualitätsmanagement in der klassischen Produktion wesentlich etablierter und von bewährten Werkzeugen unterstützt als im Bereich der Dienstleistungen.

Während QM bei der Produktion in der Kontrolle der Fertigungsprozesse ansetzt und bis zur Übergabe des fertigen Produkts an den Kunden nachvollziehbare Daten und Messwerte liefert, findet eine Dienstleistung beim bzw. am Kunden oder dessen Verfügungsobjekten statt und ist immateriell. Kontrollsysteme wie in der Produktion sind hier nicht einsetzbar. Qualität lässt sich nur im Nachhinein und meist auch nur subjektiv durch den Kunden selbst beurteilen.

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