

도서관 서비스의 품질인증제도 활용에 관한 연구

A Study on the Application of Quality Certification System in Library Services

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초 록

본 논문은 세계적인 품질인증제도를 도서관 및 정보센터의 서비스 품질 평가에 활용할 수 있도록 이들 제도의 특성을 비교·분석하고, 외국 도서관의 적용사례를 고찰한 것이다. 본 논문의 분석 결과, TQM을 기반으로 한 데밍품질상, 말콤발드리지 국가품질상, 유럽 품질상의 품질인증기준은 광범위하고, 동적이며, 고객 지향적인 제도인 반면, ISO 9000 품질 인증 제도는 협소하고, 정적이며, 명세서의 일치여부를 평가하는 내부지향적 제도임이 밝혀졌다.

ABSTRACTS

The purpose of this study is to apply the international quality certification system to service quality evaluation in library and information service centers. The study compared various aspects of their quality certification systems and considered application studies of foreign libraries.

The results of this study illustrate that TQM based quality certification systems-Deming Quality Prize, Malcolm Baldrige National Quality Awards, European Quality Awards-reflects a broader, more dynamic and customer-oriented quality concepts. On the contrary, ISO 9000 Standards are based on a narrow, static and in-house-oriented quality concepts emphasizing conformance to specifications.

키워드: 품질인증제도, ISO9000, 데밍품질상, 말콤발드리지 국가품질상, 유럽 품질상

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