

SPECIFIC APPROACHES TO QUALITY MANAGEMENT IN PUBLIC INSTITUTIONS

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Abstract: *Maintaining an adequate level of quality is an important prerequisite for successful business or public activity. Quality management is associated with the implementation of continuous control. In the last 20 years and so, public institutions management practices have been shifting from a traditional management approach to a new one – resources and citizens oriented, much more suitable for an efficient approach that can emphasize the level of satisfaction of the citizen's needs.*

The aim of the present paper is to define basic concepts related to quality management and to demonstrate how the main quality management systems used by public institutions can offer the proper framework for the implementation of such a modern view. Therefore, the paper analyses the implementation of ISO management standards and Common Assessment Framework (CAF) framework within the Regional Administration of Veliko Tarnovo.

Conclusions and future directions of research offer a clear view upon the importance of implementation of Total Quality Management (TQM) practices within public institutions and quality standards in order to align the public institutions activity towards a citizen-oriented approach with the capacity to implement strategic partnerships capable to boost public institutions capacity to overcome any challenges related with quality issues.

Keywords: *total quality management, competitiveness, quality standards, public institution*

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