

营销与经济

试论TQM、HSE与TCS的融合

南剑飞, 王增国, 张东生

1.西南石油学院工商管理学院; 2.中海石油(中国)有限公司; 3.辽河石油勘探局总机械厂

摘要:

全面质量管理(TQM)、健康、安全、环保(HSE)管理体系、顾客完全满意(TCS)都是现代企业经营活动的基本准则,也是提高企业竞争力、实现企业目标的锐利武器。三者各有其应用范围,将其进行融合,有助于增强企业核心竞争力,实现企业可持续发展。三者融合的必要体现在:组织系统管理的客观要求、持续改进的现实需要、提升竞争力的必然选择以及三者各有其局限性;可行性表现在:有共同的期望、类似的运行模式,强调领导承诺与责任、全员参与、预防为主、追求持续改进。文章提出了三者互补融合的思想和具体方法,为加强和改善我国石油企业经营和管理水平,提高其经济效益与社会效益,增强其整体国际竞争力提供新思路。

关键词: [石油企业](#) [企业管理](#) [方法](#)

DISCUSSION ON COMPATIBILITY OF TOTAL QUALITY MANAGEMENT, MANAGEMENT SYSTEM OF HSE AND TOTAL CUSTOMER SATISFACTION <sup>1)</sup>

Nan Jianfei, Wang Zengguo, Zhang Dongsheng

1.Business & Administration School of Southwest Petroleum Institute; 2.(Wenchang 13 1/2 Oil Field Operation Crop., CNOOC Ltd; 3.Machinery Manufacturing Plants of Liaohe Petroleum Exploration Bureau

Abstract:

Total quality management (TQM), Management system of Health Safety Environment (HSE) and Total Customer Satisfaction (TCS) are the basic criteria of modern enterprises activities, also the excellent tools to improve the competitive power of the enterprises and realize their goals. However, TQM, HSE and TCS address the different aspects. Combining the 3 aspects is helpful to raise the core competitive power of the enterprises and promote the sustainable development of the enterprises. The necessity of the 3 aspects combining is the objective requirement to organization systematic management, the real demand to keep improvement, the inevitable choice to raise competitive power, and the limitation to eliminate for the 3 aspects. The feasibility of the 3 aspects combining is based on the common expectance, the similar running mode, the leader's commitment and responsibility stressed, the whole staff participation, the prevention first and the seeking of successive improvement. The article proposes the concrete idea and method to combine the 3 aspects together, which provides the new thought to enhance and improve the operation and management level of Chinese petroleum enterprises, raise their economic and social benefits, and strengthen their integral power of international competition.

Keywords: [Petroleum enterprise](#), [Enterprise management](#), [Method](#)

收稿日期 修回日期 网络版发布日期

DOI:

基金项目:

通讯作者:

作者简介:

作者Email:

参考文献:

本刊中的类似文章

1. 许开茂, 李杰.促进石油企业人才资源向人才资本转变的思考[J]. 天然气工业, 2010,30(7): 117-119
2. 江文昌, 俞秀宝, 陈铭.海洋石油班组安全业绩影响因素研究[J]. 天然气工业, 2009,29(6): 123-125

扩展功能

本文信息

[Supporting info](#)

[PDF 232KB\)](#)

[CEB \(102 KB\)](#)

[\[HTML全文\]](#)

[参考文献\[PDF\]](#)

[参考文献](#)

服务与反馈

[把本文推荐给朋友](#)

[加入我的书架](#)

[加入引用管理器](#)

[引用本文](#)

[Email Alert](#)

[文章反馈](#)

[浏览反馈信息](#)

本文关键词相关文章

[石油企业](#)

[企业管理](#)

[方法](#)

本文作者相关文章

PubMed

