PROCESOS UNIVERSITARIOS DINÁMICOS: EL MODELO DE GESTIÓN DE LA CALIDAD TOTAL

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DYNAMIC UNIVERSITY PROCESSES: TOTAL QUALITY MANAGEMENT MODEL

ABSTRACT
As a way to make university management processes more dynamic and improve government structures within the framework of prevailing guidelines, the purpose of this article, on the one hand, is to describe and analyze the TQM Model that has been implemented in universities and colleges of the world since the late 1980’s, and on the other, to discuss the possibilities for the Chilean case. The conclusion of the article is that in Chile more favorable conditions are being generated to implement the TQM Model, taking into account the reform processes of the by-laws that State universities have initiated, and the existing concern in the country to professionalize institutional management.

Key words: TQM Model, management, total quality

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