

**IMPLEMENTING TQM AT KFSH-D TO ENHANCE & SUSTAIN PERFORMANCE
& ACHIEVE THE NATIONAL TRANSFORMATION PROGRAM 2020 TARGETS**

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Abstract

The aim of this paper is to analyze the KFSH-D case in order to assess efficiency of TQM and its contribution to the achievement of quality health care goals set out by the hospital strategic plan and national health care objectives announced by the Ministry of Health of Saudi Arabia. The study is important, since it the study which can be used to identify some of the key weaknesses and strengths of the total quality management and develop appropriate strategies to ensure its success. Besides, the study can also identify the gaps that exist between the National Transformation Program 2020 of the Ministry of Health and the KFSH-D Strategic Plan for 2017-2020. The research design for the current study is exploratory. It explores various issues concerning the implementation of the strategic plan of the Saudi Arabia's Ministry of Health and the Saudi Arabia`s Vision 2030. It is also descriptive and evaluative in nature, as it assesses the issues surrounding the KFSH-D total quality management system. The current research study uses three primary data collection methods that include interviews, surveys and document analysis. The hospital has been classified as a TQM organization. A TQM organization is defined as one that has attained an advanced level of TQM adoption by implementing all the elements of the TQM system. The results of the analysis show that TQM is implemented at all levels of the KFSH-D organizational structure and almost all the TQM elements are positively evaluated by the employees. Since Saudi Arabia is interested in improving its economy, this study is considered critical, as it also supports the development of initiatives necessary to achieve the goals of Saudi Arabia's Vision 2030. The suggested modifications of TQM implemented by KFSH-D will help to improve the quality of health care in the hospital and, therefore, boost its competitiveness in the global health market.

Keywords: Total Quality Managements, Improvement, Training, Teamwork, Leadership.
