

Editorial

In volume 14 number 4 the 20 papers have been selected for publishing (8 manuscripts were selected by guest editors Asadullah Shaikh, Yousef Asiri, Adel A. Sulaiman, covering issues of EVALUATING CRITICAL MEASURES OF QUALITY MANAGEMENT AND QUALITY CONTROL. On behalf of editors' board I thank to authors of the papers for their positive contribution and to reviewers for useful and timely comments on the papers submitted to this issue.

Obrad Spaić, Zdravko Krivokapić, Budimirka Marinović & Janko Jovanović (2020) defined the basic parameters and a new technological procedure for the production of grooves of the drill bits has been designed.

Yousef Awad Alsharari (2020) aimed to get insights into the current Saudi Arabian research relating to service quality of hotels compared to other countries, and to identify areas of improvement relating to the service quality of Saudi Arabian hotels.

Syedamirhesam Khalafi, Ali Salmasnia & Mohammad Reza Maleki (2020) presented effect of neglecting the measurement errors effect on detection capability of two common control charts for Phase II monitoring of simple linear profiles. Then, three remedial approaches including ranked set sampling, multiple measurement and increasing sample size are utilized to decrease the mentioned effect.

Chancelar Kafere & Alaa Garad (2020) assessed the quality of service offered to blood donors at the National Blood Service of Zimbabwe and make appropriate recommendations for improvement where the quality level is found to be below expectations.

Abdulmajeed Mohammed M Alanazi (2020) identified a need for a real world implementation of blockchain frameworks and models to enhance the quality of healthcare. The improvements in quality of healthcare by the implementation of blockchain frameworks and models can have a positive impact in crisis situations (e.g., Covid-19 pandemic).

Sascha Klein, Karl-Armin Brohm & Martin Schadler (2020) focused on two interrelated research questions. First, how high is the impact of the variables of understanding and organisational commitment on the expression of the dependent variable of job involvement? Second, how do the variables of understanding and organisational commitment interact to influence the expression of job involvement?

Tarifa S. Almulhimpresented (2020) a multi-criteria evaluation framework for insurance performance of Organization for Economic Cooperation and Development (OECD) countries by investigating conflicting and incommensurate insurance indicators for the period of 2010–2017.

Pawel Nowicki, Piotr Kafeli, Urszula Balon & Magdalena Wojnarowska (2020) investigated the scope of undertaken and planned actions related to circular economy's standardized management systems according to first Europe's published standards (BS 8001: 2017, XPX 30-901: 2018) in the leading polish food sector organization for better understanding the relations between circular economy, quality management and food safety management systems.

Norman Ubbert, Sascha Klein & Yannick Jerusalem (2020) investigated factors influence the acceptance formation process and thus the usage of ETFs. Therefore a model will be developed which is based on the widely known Technology Acceptance Mode (TAM).

Zille Huma, Nasser Masoud Alotaibi, Atif Aziz & Syed Akbar Shah (2020) examined the moderating effect of E- Word of Mouth on the relationship between trust, service quality and information quality and consumer intention to purchase online.

Quyen Ha Tran (2020) examined firm quality and competitiveness using process, market and information strategy and logistics coordination effectiveness in manufacturing industry of Malaysia.

Ana Beatriz Machado, Francisco J. G. Silva, José Carlos Sá, Alcinda Barreiras, Luís Pinto Ferreira, Maria Teresa Pereira Gilberto Santos (2020) presented study that was developed in a company that produces components, such as, Bowden cables and comfort systems for the automobile industry.

Prof. dr Slavo Arsovski

Co Editor in chief

Guest editorial

EVALUATING CRITICAL MEASURES OF QUALITY MANAGEMENT AND QUALITY CONTROL

Asadullah Shaikh¹, Yousef Asiri, Adel A. Sulaiman

Abstract: *The Special Issue of the International Journal for Quality Research (IJQR) is publishing very selective papers presented at the 6th edition of International Conference on Communication, Management, and Information Technology- ICCMIT 2020. The ICCMIT 2020 was scheduled from 1-3 April 2020 in Athens, Greece which was postponed due to the COVID'19 outbreak, and the papers were presented online.*

We received several papers for this special issue from engineers, researchers, and industry professionals, from all around the globe to publish their research in the field of science and technologies. But after an extensive double-blind peer review process, a few contributions from Saudi Arabia, Poland, and Ukraine, were selected.

Keywords: *ICCMIT 2020, Measures of Quality Control, Measures of Quality Management.*

1. Introduction

Measurement of quality control and quality management is now considered as a global challenge. Quality control with its proper management improves the living standard and quality of life.

To address some important aspects of the above topics, we selected a few articles for this special issue to address the above concern related to quality management and quality control. These contributions are in the field of quality achievement, market strategic goals, quality management, team effectiveness for Key Performance Indicators (KPIs), the process of commercialization, supply chain, and life quality improvement.

The articles included in this Special Issue cover different perspectives of quality accomplishment, management of best practices of quality in companies, quality commercialization, and capital development.

2. Overview of Submissions

There is an extensive need for faculty members to work on community services along with teaching and research.

At the same time, faculty members additionally face developing stress to improve and main the quality of their work. Hence, keeping up an equalization among these various tasks is a significant issue in academic organizations.

The paper of Duaa AlSaeed (2020) presents the Faculty Load Management system (FLMS) framework depends on the customer/server model. Two databases were created, one for personnel and the other for courses, segments, and authoritative errands. On the customer side, there will be a program, which is liable for client association, and it interfaces with an online interface (server), which performs information preparing. FLMS was created and tried at faculty departments. It was assessed by the employees and chairmen, and the outcomes demonstrated that the framework met their prerequisites and aided in keeping up both quality and staff fulfilment.

Katarzyna Szymczyk (2020) discusses the directions of a worldwide extension of the Polish food industry organizations and analyses their vital objectives, inspirations, and techniques for entering the outside business sectors. The discussion depends on the quantitative exploration, directed in 2018, among 250 Polish food organizations chose from three food industry gatherings (10.7, 10.1, 10.3) as per the rundown of codes of Polish Classification of Activities. The paper provides an analysis of the internationalization of the food division organizations, specifically in a static methodology which comprises the level of organization freedom in actualizing the market passage procedures and represents the force of the internationalization procedure of the business. The factors for the measurement of the quality of logistics customer service is selected based on the performance of logistics companies and from the feedback of the customers. Marta Kadlubek (2020) investigated 147 organizations of road logistics in Poland through an extensive survey. Considering the review results concerning the identification of the extent of services provided to the client. The author discovered the aftereffects of estimation of the factors for the measurement of client support, indicating its level inside the overviewed elements, estimation of the connections between particular issues of the two zones. One of the most important factors for the improvement of the quality of logistics customer service is the awareness of transport service providers, that must be fulfilled.

After the discussion of the measurement of the quality of logistics customer service, the next essential phase is quality management in commercial methods.

This article addresses the topic of commercial business techniques for quality management, that that can be applied with regards to advanced education. This issue is significant in light of the fact that the business quality management techniques presented by the Ministry of Education and Science by the National Agency for Higher Education Quality Assurance depend on the supposition that business has customers and they have to pay for the services provided by the educational institutes. The study has been conducted that shows the stakeholder approach is far better than client approaches and it also suits higher education aims and objectives. In case, universities decide to work the stakeholders but not with the client then the “simplifying” profits of customer relationships will have vanished Kalashnikova et al. (2020).

Kobushko et al. (2020) conducted a study of problems related to employees' performance within a team. The variables and conditions that influence the capability of cooperation in an association, just as the upsides of its application are examined. It has been demonstrated that, in today's organizations, employees' wages for proficient work are essential elements that motivate a team to achieve the goal at the right time with the right efforts and resources. In this work, an innovative approach is presented to assess the Key Performance Indicators (KPIs) based on provided additional remuneration.

The topic of the investigation is the creative item commercialization process includes vigorous administration and business enterprise promoting and legitimate aspects.

Bilovodska (2020) presented a method and technique for testing conducted for innovative enterprises. The methodology of the investigation depends on the logical and descriptive methodology and is planned for contextual analysis. Therefore, the investigation is to assess the advertising and legal elements at various phases of the creative items commercialization. Furthermore, the study presents advice that on what level of commercialization, it will be better to use marketing and legal tools. The results show promising effects on the enterprise level.

One of the important elements of logistics is Supply Chain Management (SCM). When we apply SCM on logistics, it becomes a Complete Logistics Supply Chain (CLSC). The success of any organization in SCM depends on the proper CLSC framework and in this work some ways of improvement for CLSC are presented.

It is demonstrated that the key elements of Industry 4.0 are the development of direct connections of creation chains from requesting an item to accepting it by the buyer at the earliest opportunity with the most extreme procedure of efficiency, determine the inadequate effectiveness of traditional means for information supporting on the functioning of CLSCs. It is proposed to modernize the numerical and data support of CLSC by enhancing the current utilized AnyLogic modeling environment with knowledge engineering and Artificial Intelligence (AI). The innovation of multi-operator frameworks has been used by Rahimi (2020).

Human Capital of the rural population in Ukraine is assessed on the basis of the calculation of living fund as a product of the population size and life anticipation. In order to increase the wages of the farmers, it is discovered that the creation of gross value added in agriculture is three times higher per unit of labor is an essential element. Mykhailov (2020) presented the study of implementing Agroholdings to human capital development for high productivity to increase the daily wages of the farmers. It is hence proved that the right selection approaches will lead to earning sufficient daily wages.

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