

Quality Management Analysis at Kuwait International Bank

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Abstracts

The Kuwait International Bank was incorporated in 1973 and was first known as the Kuwait Real Estate Bank. From 1st July 2007 the firm is working according to the Islamic shair'ah. The Kuwait International Bank is operating their activities according to the principle of Islamic shair'ah. The network of 26 branches is running all over the Kuwait. Some of their core values are while interacting with the customers they are professionally integrated with them. They are doing their transactions with the commitment of well-defined ethical values. They are providing their services with the compliance of proper Islamic shair'ah. In this report quality management analysis is conducted for Kuwait International Bank. (continued...) wordcount of report: 1900 words



Contents

Introduction **Global Competitiveness** Quality Management, Ethics, and Corporate social responsibility Quality culture, changing heart, minds and attitude: Strategic Management; Ensuring Planning and Execution for Competitive Advantage Partnering and Strategic Alliances Customer Satisfaction, Retention and Loyalty Employee empowerment Leadership and change Team building and team work **Effective Communication** Education and Training Overcoming Politics, Negativity, and Conflict in the workplace **Overview of Total Quality Tools** Problem Solving and Decision Making Benchmarking Just in Time/ Lean Manufacturing Implementing the Total Quality Approach to Quality Management in Achieving **Organizational Excellence**

References



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