

## 2<sup>nd</sup> International Conference on Primary Healthcare and Pain Management

May 09, 2022 | Webinar

### **Quality in private health companies in Peru: The relation of QMS & ISO 9000 principles on TQM factor**

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This paper examines whether there is a significant difference between Peruvian private health companies that have a Quality Management System (QMS), in comparison to those that do not have one, based on the nine key success factors for Total Quality Management (TQM) implementation and the relation with the ISO 9000:2005 principles on each factor. The methodology used to measure TQM is based on an instrument of four blocks (top management, supplier, process and customer) with nine success factors and thirty-five (35) variables. We analysed the responses of the surveys sent to 120 private health companies and found that certified companies have significant differences and a better average in eight of the nine success factors in all the TQM blocks. .

#### **Speaker Biography**

Jorge Benzaquen is an Engineer Degree in Ocean Engineering and MSc in Naval Architecture and Marine Engineering from the Massachusetts Institute of Technology, United States. Master in Economics from the Pontifical Catholic University of Peru, Bachelor of Naval Maritime Sciences from the Naval School of Peru. He has specialized studies at Harvard Business School; University of California; Wharton School, University of Pennsylvania, Pontifical Catholic University of Peru and the Center for Higher National Studies (CAEN), Peru. Colloquium on Participant Centered Learning (CPCL Program), Harvard Business School, United States. Currently, he is Director of the Value Chain Innovation Center and Associate Professor of the Postgraduate Academic Department in Business of the pontifical university Peru.

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**Received : March 08, 2022; Accepted : March 11, 2022; Published: May 06, 2022**