



## Quality Development Conception of Center for Economic and Social Development.

**This conception**

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## **INTRODUCTION**

Each organization has to pay attention to the increase of the quality of work in order to meet its goals. That is why they take different measures about it.

The Public Union “Center for Economical and Social Development” is functioning since 2006, developing progressively every year. The main reason of this growth is that the organization is very attentive to the annual increase of work quality . In comparison to 2009, the organization recorded a significant development . The Center classifies quality indicators as follows:

- Providing all necessary opportunities and conditions for subordinate workers.
- Applying the motivation method to staff members. For example, giving out awards in addition to the salary.
- Providing each worker with a computer.
- Discussing the week schedule every Monday. Encouraging proposals and and remarks..
- Giving employers the opportunity move abroad
- Giving the opportunity of having experience in the Center to local and foreign citizens.

### **Comparison**

In comparison with 2009 capabilities of Center are much wider. The new office is more appropriate for activities that Center is going to carry out. This gives the employees additional stimulus. In addition, the increase of the number of staff members is a good indicator of the Center’s development. In order to ensure a stable quality increase a Quality Manager position has been established.

In comparison with the previous year the number of visitors of the Center’s website has increased a lot. A major role in this success is played by the reorganisation of the website. If before, it was prepared only in English, today it is presented to the readers both in Azeri,

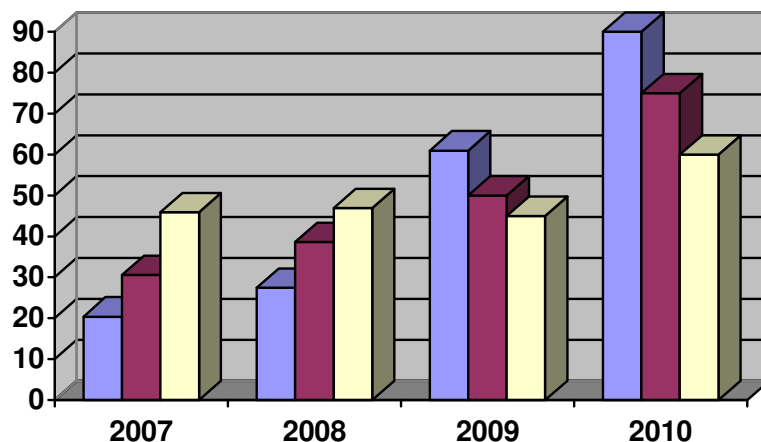
Russian and English languages. In addition, every week new reports and articles are available.

Besides, creating new e-mail addresses for the staff members by IT manager contributes to improve the communication between them, making it more easy and fast. Thus, all our employees, both local or foreign, can constantly be in touch with the colleagues and the Chair of the organisation.

This year, the Center has strengthened its positions within the media, expanding its public relations. In comparison with the last year the number of actions that Center carries out increased by 70%. This was a major reason of Center's relations' expansion.

The Center uses a several different methods to improve the quality of work. For instance, increasing the worker's salary or giving them out additional awards. Beside this, the Center controls the staff members' daily work going over the staff's effective time of stay at work.. It helps to create workers' liability. Moreover, the Center gives workers the opportunity to use the office out of working hours, allowing them to use additional work hours, with a strong impact on the level of work's quality. Each Monday staff members discuss future plans for the week with administrative personnel.

From a financial side, Center had a great success in comparison with the last year. The annual income of the Center increased by 50-60%, mainly because of the increase of the projects.. This means that the Center embarks on new cooperations with different organizations, showing high quality indicators . The following figure shows the Center's development:



We carry out development works in 3 directions:

Blue colour – Center’s public development , red colour– Center’s financial development , yellow colour – Center’s internal development.

Since 2010 Center is trainings not only in Baku , but also in other regions. In comparison with the previous years, the training’s quality improved significantly:

- Trainings are held not only by local but also by foreign experts.
- Trainings are held not only in Azeri, but also in English.
- Media workers, different organizations, officials and Parliament members also take part to workshops.
- The Centre’s website provides on continuative basis the necessary information to strengthen the ties between the Centre and its partners.

This year Center gave the opportunity to pursue work experience not only to local but also to foreign citizens. It had a positive impact on the work quality.

Their presence allowed small changes in the Centre’s activity. For instance:

1. English is assumed as daily language at work .
2. Meetings held in english.
3. Workers developed a sense of competition.
4. In addition, those employees who did not manage to communicate in english had occasion to improve their communicational skills.

Quality manager shows quality increase in 2006-2010 as follows:



Looking at the chart we can see how quality increases. Together with this quality indicator hasn't declined during this period. This shows the Center's internal policy moves in the right direction.

### **Suggestions packet for quality increase.**

Though 2010 was very successful year for the Center, it has to prepare new suggestions and methods to increase the number of their successes. This is very important to every organization.

Considering the experience of local and foreign organizations we present:

- Each worker must prepare a daily report of the work completed.
- Courses of English language must be arranged in the office for the workers that cannot speak it.
- The most hardworking staff member must be awarded.
- Workers that don't follow discipline rules and being always late for work must be fined. The fine fee must be determined and charged immediately.
- Symbolic punishments must be given. For example, The worker that was late must sweep the office or bring tea to other staff members during the day.
- To build good relations between workers.
- Using different ways to build friendly relations and communication in staff; these can be trips to the regions, holidays, celebrations, etc..
- To increase worker's responsibilities in order to increase the work quality.