

Milan J. Perović¹⁾
Milan Vukčević¹⁾
Srdjan Martić¹⁾

1) Mechanical Engineering
Faculty, University of
Montenegro, permi@ac.me

QUALITY OF LIFE AS A UNIVERSAL VALUE

Abstract: *This paper introduce the quality of life as universal values and it is dedicated to relations between various types of cultures, standards and quality of life. The culture is seen as a three structured part: overall civil culture, industrial-organizational culture and process cultures. The content of this work is how these three parts of culture which is difficult to separate, have effect on quality of life. Another aspect of quality of life is the impact of standards. In the first decade of the twenty-first century are released a series of various standards of management whose common scope is quality of life. In this paper, the emphasis is placed on linking these standards, their principles and synergy effects on quality of life.*

Keywords: *Quality, Culture, Organizational culture, Process culture*

1. INTRODUCTION

The problems in our life are always headlines and raise the questions: why we are not the adequately developed society in fact poor, and why when we successfully make move forward, for a while, we let 'magically forces' move us to the beginning. Why is very hard to introduce an order into daily life and social and business behavior, and why is the quality of life and moment we live at a low level So why, why, why ... and to suggest, therefore, requires a detailed study, for which this article has no the aim. In this article we try to find relations between the set of "why" on one side and cultural heritage, cultural level and quality system on the other side.

In the book "Post capitalist society", Peter F. Drucker - one of the leading theoreticians of the new world order, a key condition for the success of each country (political and economic) - raises its capacity of transformation towards a knowledge society and society organizations. When we look at changes in developed countries, says Drucker, "it is certain that we are in politics has already moved four hundred years of the sovereign state to pluralism in which the state likely to be one of the units, rather than subject of political integration ... However, the most people also know - or at least feel - that the developed countries are moving towards to abandon everything that could be called

"capitalism." The market will certainly remain an effective integrator of economic activity. But as a society, developed countries have already launched in post capitalism ... He says the administrative resource and absolutely decisive "factor of production" now is not capital nor land nor labor. It is the knowledge".

The crucial "factor of production" results in an appropriate environment. It is an environment of tradition, culture and quality. The question is how to link these three factors and quality of life. To answer these questions linking social culture and quality at the macro and micro level, one should understand a very complex process, from which arise questions: where social culture is generated, where quality is generated, how a culture generates quality and how quality generates culture. This also create complexity of mutual relations, as far as the traditional cultural heritage of developing production systems and vice versa, as well as how the development of production systems and quality processes to develop civil culture.

However, we should always pay attention for the role of the process and the "process owners" in the development of quality culture and civil culture there is a particularly important role of the standards and standardization as basis of order and harmony, as generators of culture creation and continuous improvement. The analysis should be considered the impact of continuous learning and knowledge in the

development of both quality culture and common civil culture through continuous learning and knowledge acquisition can be achieved significant improvements and innovation.

Quality and culture are deeply embedded in the quality of life as universal values, which is the subject of this paper.

2. THE CULTURE AND QUALITY OF LIFE

Culture is viewed as general-civil culture, like organizational culture as a process culture. The civil culture is a very wide term which has many mixed elements: education, skills, heritage, and the relationship with the environment, relationship with nature and others. In the traditional sense civil culture can be explained as a synonym for Humanity by writer and public leader Marko Miljanov defined as save some of you.

Culture in the broad sense is a mindset of human characteristics, developed by one society until they are faced with problems of external adaptation and internal integration, which can be considered as a valuable and correct, and such as transfer to next generations.

The individual civil culture is highly correlated with the culture of the public environment and can be seen as a network of personal culture with mutual interactions. The public culture environment is a ground for the development of personal culture and personal culture, promote the culture of public environment. The long-term interactive process is in a stable middle step that has periods of progress followed by periods of stagnation. In a volatile environment such as the Balkans this process generally has periods of progress but often accompanied with circles resetting to beginning.

In some senses the culture is a victory upon dialogue, the victory of patience and tolerance. Culture is the desire for cognition, desire for improvement and a desire for change. Changes appear as environmental influences and the influence of other cultures. Culture does not change overnight, quickly and forcibly. It is changing gradually and in the long run by developing the internal potential of enriching it with external influences and other cultures and a maximum of relying on its tradition. There is a particularly significant role of the government in creating an effective climate for the development of the economy and the general

culture of work and life.

Organizational culture is a set of cognitive elements that have no external manifestations but also the mindset of people and the heritage of symbolic elements which are external signs of behavior.

Civic culture generates industrial-organizational culture, organizational culture as it strengthens and expands citizen's culture.

Quality culture is in very close interaction with the business culture and the culture of the organization, which is manifested in a serious and systematic relation to the work that the individual does. Business culture can exist only at the level of the public environment interest, because individually it is fighting with windmills.

The term "process culture" is colloquially used in this paper as a set of characteristics - attributes as part of life activities, organizational culture and quality culture. When talking about culture and cultural heritage as a set of learned obligations, thinking, feeling and action groups or communities that shapes the behavior and attitude towards values. When culture is understood as a general exchange of ideas and practices as a way of communication and conversation that frees a person from itself, then we can talk about the culture of the group as a culture of quality as well as the organizational culture as the general and national culture.

Organizational culture in the broadest sense can be defined as a system of beliefs, values and norms of behavior that are members of the organization have developed and adopted through common experience. This is the spirit of the organization that share its members as: shared expectations, beliefs and values of the organization, informal rules, attitudes and forms of organization, traditions, myths, symbols ...

Quality culture as an element of organizational culture, including: Leadership and accountability, orientation towards users, evaluation of employee skills, process approach to management, continual improvement and make decisions based on facts ("it is true only that which can be proved").

Question is how in such an environment with scarce organizational culture to develop culture of procedure as nucleus in the future organizational and civic culture. It is vital in this sparse surroundings will find the traditional link that will be the basis for the development of a process culture. For this consideration had been taken two features of the national traditions that

are appropriate to the development of process culture and quality culture.

This approach is useful to help to develop democracy in the workplace that is evenly distributed authorities, working methods, skills and technology. Thus, one can develop a process approach and the "ownership of the process" that will enable continual improvement, from which it will emerge innovation.

"The owner of the process" enriches the quality culture, but the culture of quality strengthens the institute "process owner". Explore the possibilities of strengthening the institute "process owner" is based on the integration of the institute and another institute "democratic management". Democratic management starts from the premise that "only by the capacity of all company employees may sustain organization and is the basis for effective and efficient management. Consideration of impacts requires a consistent interpretation of culture and also interprets the process approach and the "process owner".

The phrase "process owner" appears in the international standard quality management system (QMS) that relates to achieving sustainable success of the organization, ISO 9004: 2009. This standard suggests that "the process for each organization should appoint a process manager (often called the "process owner ") with defined responsibilities and powers to establish, maintain, manage and improve the process and its interaction with other processes." For the process here takes the definition of standards: "The process is a set of interrelated or interacting activities which transforms inputs into outputs".

Thus simple process definition is further interpreted standards, complements and enriches. This especially applies to the interpretation process approach, which by its complexity illustrates the complexity of the process.

Ownership of the process and the process approach to develop a new kind of culture called procedural culture as a segment of a quality culture or organizational culture. Process approach generates: continuous improvement, customer orientation, loyalty as a fundamental trait of employees and loyalty to customers and stakeholders. All these elements generate a culture of process effective and efficient approaches to the management of the environment, security staff, security of information systems, risk management, social

responsibility and at the end (not the beginning) to achieve economic viability. Process culture is developing in the process, but it is part of the culture of network processes, and culture of the organization. It should be noted that the "process owner" process developed culture, and top management as "the owners of the network process" develop a culture for the development of a process culture.

Now in Japan and some European countries (Scandinavia) develops an approach to quality - quality circles (literal translation: quality circles) or how to distribute authority in the organization by combining the principles of democracy with the methods and tools to improve workplace processes. In Sweden, workers in the "working island" - at its own open- air theater agree how to perform a task, agree on the application of methods and allocated roles.

This approach to work to help to develop democracy in the workplace that is evenly distributed authorities, working methods, skills and technology. Thus, one can develop a process approach and the "ownership of the process" that will enable continual improvement, which will emerge innovation.

3. STANDARDS AND QUALITY OF LIFE

There is no quality of life as universal values, if not fulfilled the individual partial values. It is difficult to demand that all those are met, but core values, particularly those that are in certain shall be. There are standards like pacifier and eternal instrument, order and tidiness as important and indispensable condition to achieve quality of life. This applies to all standards: technical and managerial.

Standards of management are the first showed up as quality standards, initially, as an organization management standard. Then (around 2000) quality organization is defined as an economic-commercial quality oriented towards customers and to interested parties. Later is promoted another category, so-called the quality of the organization, which defines the organization's relationship to the environment in the broad sense of that word. Today some rather talking, not about the quality management system than of management of quality.

The environment is a standard defined by the context. It is a country, environment, it's relationship with users and relevant interested parties, it's attitude towards security, of any kind,

it is the attitude towards sustainable development, according to risks as the permanent envoys of the process, towards social responsibility, according to the education and

learning, according to the health of the population, according to the public administration and to all other aspects of life.

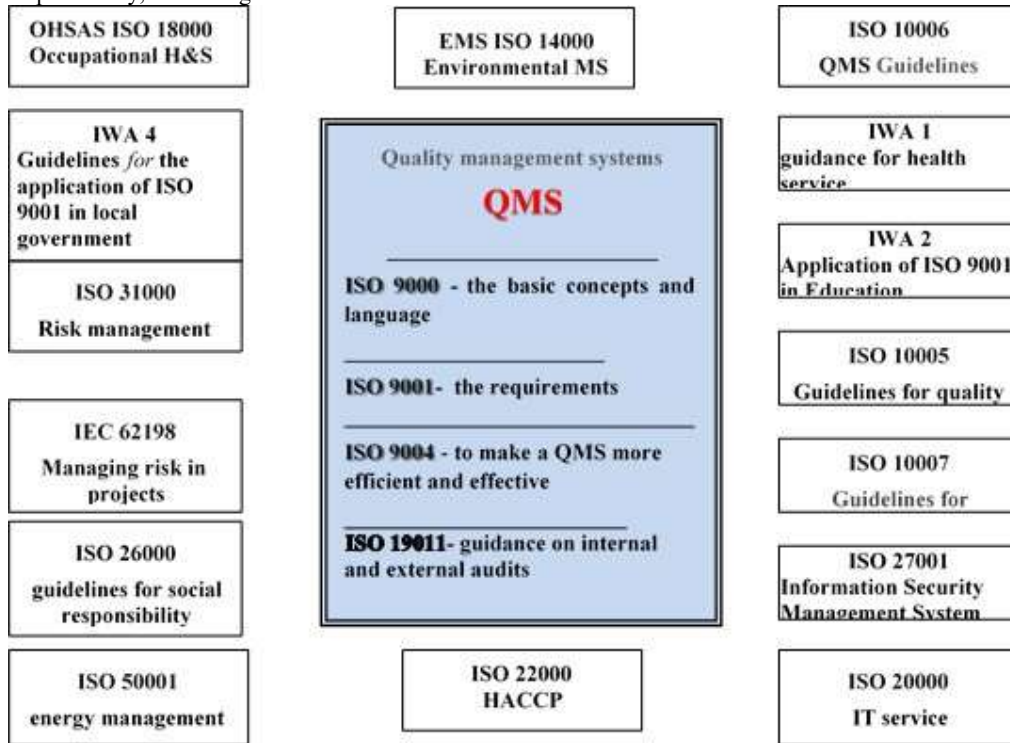


Figure 1. Relationships of organizations (companies and institutions towards environment)

At the end of the twentieth century and early twenty first century came with a large number of series standards (Figure 1.) defines relationships of organizations (companies and institutions towards environment).

conclusions, but call for discussion and contact the appropriate attention to the links between the principles of management of specific family standards. This applies especially to those standards of management which directly affect the quality of life.

4. FINAL REMARKS

The " final remarks" is written, because the thesis of this paper are appealing now to no

REFERENCES:

[1] Perović J. M., *Menadžment Informatika Kvalitet*, CIM Centar Kragujevac 2003.g.
 [2] Greene R. T., *Global Quality*, ASQC Quality Press, Milwaukee 1993.g.
 [3] Perović M., *Procesni pristup i demokratski menadžment*, Časopis Kvalitet, Beograd 2011,
 [4] Perović M., Vučević M., Martić S., Sa "vlasnikom procesa" se obogaćuje kultura kvaliteta, Festival kvaliteta 2015, Kragujevac 2015,
 [5] MEST EN/ISO 9004 : 2010