

Comparison of Three Excellence Models (DP, MBNQA, EFQM) in The Indonesian Context: Literature Study

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Abstract

Companies or organizations that have successfully implemented quality management and carried out continuous improvement will try to get quality awards to become the best company or organization and can increase global competition. There are 3 Excellence Models in the world, namely the Deming Prize (DP), Malcolm Baldrige National Quality Award (MBNQA), and the European Foundation Quality Management (EFQM) which have been widely applied and adopted by quality awards in several countries. Previous studies researched the similarities, differences, advantages, and disadvantages of the three Excellence Models. It is not easy for companies or organizations to apply or meet the criteria of the Excellence Model, so we need a model that is more flexible, easier to understand, and also applied, especially by companies or organizations in Indonesia. To fill this gap, it is necessary to study literature based on related research from 2010 to 2021. Vos viewer software was used for data processing and the main keywords were Excellence Model, Deming Prize, MBNQA, and EFQM. To be able to compare the three Excellence Models and more conical then included keywords such as relation, sustainability, interaction, quality improvement, difference, with limitations on subject areas are Business, Management and Accounting, Engineering, and Social Sciences. The results will be analyzed based on the study of literature, and comparisons are made based on the objectives, criteria, grouping criteria, award categories, assessment process, and the score weight. This comparison will be the basis for the formation of a model that can represent the three Excellence Models that are suitable for companies and organizations in Indonesia.

Keywords

Excellence Model, Deming Prize, MBNQA, EFQM

Biographies

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