

# Is it Possible to have Errors-Free, Zero-Defect Healthcare Management ?

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## Abstract

Although there are immense ongoing work and projects to develop general, further, higher and applied education, the quality remain debate at national and worldwide level. Quality is the demands of very person, costumer, manager, business man and organizations. Quality has huge meanings and all meets in one vision: "Excellence work, product and services". Deming defined quality as: "*a product or a service possesses quality if it helps somebody and enjoys a good and sustainable market.*" Meanwhile, at operational level, Juran's philosophy is "*asked for elimination of defects*", and Crosby defined quality as "conformance to requirements and set Zero Defect (ZD) as standard". Based on Islamic Teachings, ZD is close to perfect; doing the best effort to perform perfect work for the prizes, doing the best or excellent get highest prize like highest grading, do better less, doing good the lowest exactly, no one have to do bad, and for every bad behavior, there is penalty (Quran & Sunnah). However, at national level, in many Islamic nations and worldwide, there is widely misunderstandings around the possibility of doing 'perfect' or 'ideal' work without errors and the possibility of satisfying customers as individual and agencies. Meanwhile, all quality standards and Islam teaching are against this misunderstanding.

The researcher, therefore decide to conduct this survey amongst his close contacts in "Linked In" Participants, As it is expected more than half (56%) of the participants of this study, they do not accept 'perfect' and our idealist statement "Perfect Education can produce perfect person, community and society or Heaven on t he Earth'. As they do so, the study found more than two third do not accept "ZD the Crosby philosophy of Quality.

Finally, It is worthy to conclude and recommend through 'Sir Ken Robinson and other creative researchers modified statement "*Who want to move to creativity have to, kill some rules*" and therefore, it is worthy to end with this visional recommendation:

*To assure quality of education ,health, and managing health care, we have to eradicate all negative cultural perceptions including 'imperfect, human mistaken, and all impossibilities' by further extensive academic and scientific researchers*

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**Key words:** ZD; Healthcare, education, quality, LinkedIn