Impact of Quality Standards on Human Resources Management (HRM)

Marta Pile
Institutional Studies, Planning and Quality Office
Instituto Superior Técnico
Universidade de Lisboa

ORGANISATION

1. STANDARDS

PORTUGUESE STANDARD NP 4427:2004 HUMAN RESOURCES MANAGEMENT SYSTEM (HRMS)

2. BENEFITS AND IMPACT

3. FINAL NOTES

1.STANDARDS

PORTUGUESE STANDARD NP 4427:2004 HUMAN RESOURCES MANAGEMENT SYSTEM (HRMS)

"*A Human Resources Management System should be conceived and developed as an integral part of an organisation, reflecting its mission, vision, values and the strategic principles established by top management.*"
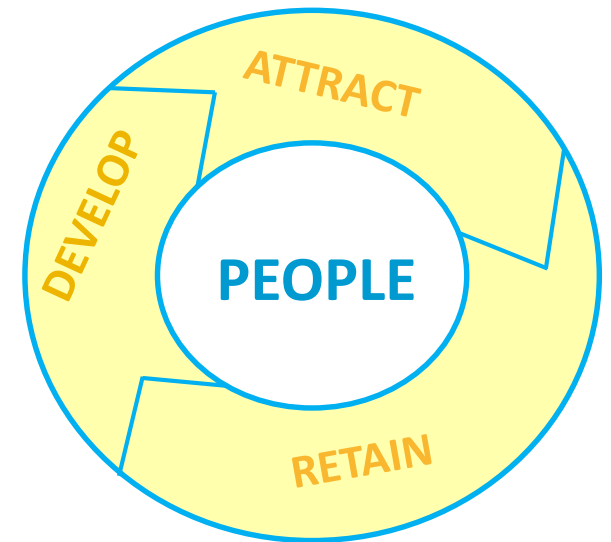
1.STANDARDS

PORTUGUESE STANDARD NP 4427:2004 HUMAN RESOURCES MANAGEMENT SYSTEM (HRMS)

"Proper management of this process shall ensure that the purpose to attract, retain and develop people is achieved

and that the

degree of satisfaction and motivation of all who keep labour ties with the organisation meets desired expectations"

1.STANDARDS

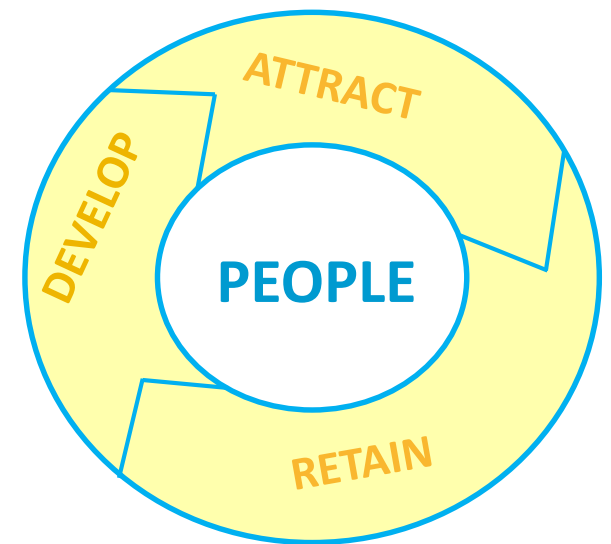## PORTUGUESE STANDARD NP 4427:2004 HUMAN RESOURCES MANAGEMENT SYSTEM (HRMS)

ATTRACT the talents that best fit the profiles defined for each job position through a recruitment strategy based on a solid model of function description and analysis

Co-funded by the
Tempus Programme
of the European Union
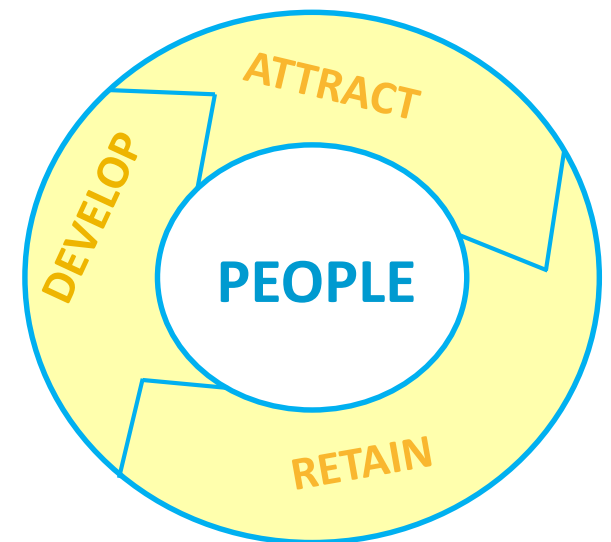
1. STANDARDS
PORTUGUESE STANDARD NP 4427:2004 HUMAN RESOURCES MANAGEMENT SYSTEM (HRMS)

RETAIN human capital, putting in place conditions of equal opportunities and improvement of social performance, underpinned in a number of social, health, cultural and sports benefits

1.STANDARDS

PORTUGUESE STANDARD NP 4427:2004 HUMAN RESOURCES MANAGEMENT SYSTEM (HRMS)

Stimulate growth and **DEVELOP** collaborators through a performance management and continuous vocational training strategy, aimed to reinforce their skills;
Encourage involvement and active participation of collaborators in a teamwork effort
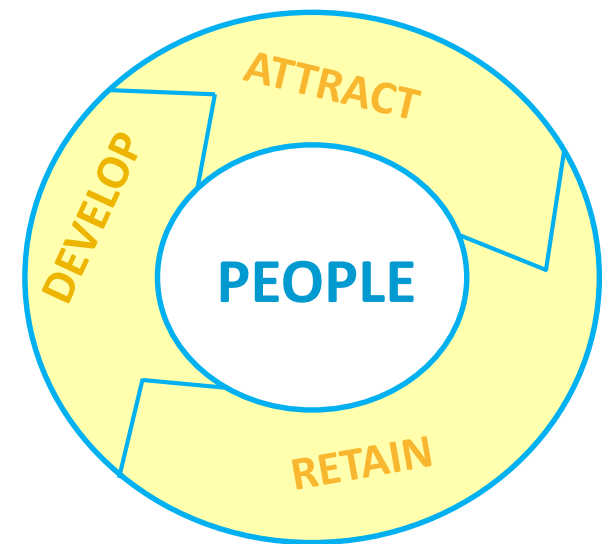
2. BENEFITS AND IMPACT

The Human Resources Management System (HRMS) addresses two major needs within Organisations:

Internally: develop Human Resources in order to meet, in a continuous manner, all Organisations' needs as a result of their activity and surrounding environment

Externally: recognise Good Practices under Human Resources performed by the Organisations

2. BENEFITS AND IMPACT

COMPLIANCE AND TRANSPARENCY

✓ Organisations are ensuring that <u>applicable legislation</u> is complied with

✓ procedures and records, transparency and equality are promoted and ensured in processes

- award of compensations and other benefits

- application of sanctions

- performance evaluation

- HR recruitment and admission

2. BENEFITS AND IMPACT

EFFECTIVE INTERNAL COMMUNICATION

- ✓ Effective internal communication between all levels within the Organisation

  - Leading to more integrated working environments and greater internal satisfaction

  - With visible impact on the quality of performance

  - Inducing refreshed creativity, innovation and team spirit

  - Enhancing individual and collective problem solving skills

2. BENEFITS AND IMPACT

The ability to attract more qualified Human Resources is reinforced by the implementation of a HRMS, since it becomes obvious the procedures that allow for:

- ✓ developing and recognising skills

- ✓ managing and developing careers

2. BENEFITS AND IMPACT

✓ Continuous commitment to improve implemented actions

✓ Continuous implementation of new projects

- monitoring the collaborators' opinion and legal requirements

- development of top management strategies

- the macro-environment itself

3. FINAL NOTES

The implementation of a HRMS is neither an end in itself, nor is it a proof of compliance, but rather a working method based on a dynamic improvement process

3. FINAL NOTES

✓ Create a conducive environment where everyone in the company feels committed and motivated to carry out activities of different nature and complexity

✓ Create stimulus and incentive mechanisms that promote the growth and well-being of organizations and their collaborators

THANK YOU!

marta.pile@tecnico.ulisboa.pt