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## Relevance of Buddha Teaching in Quality Management

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**Abstract:** “Buddha” & his “Dhamma” have a practical focus on continual improvement in human life. And “Sangha” teaches about the importance of communal harmony & balance in human life

The alleviation of sufferings is the first teaching of Buddha, the Four Noble Truths, these Noble Truths say, the suffering exists everywhere, that it has the cause, that it can be cured and that there is a remedy in the practice of balance and awareness. How does this idea of suffering apply to the business? Business suffers much the same way that people do. This is the area of discussion of this article.

**Keywords:** Buddha Teaching, Quality Management, TQM.

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### RELEVANCE OF BUDDHA TEACHING TO ORGANISATION

Buddhist economics serves to purify human character through challenging and meaningful labour and it opposes to focus on maximising production and consumption. In the same perspective, quality management is having continual small incremental improvements towards achieving a meaningful goal. Practicing to be perfect is the process for quality improvement in the life. Life leads to salvation “Nirvana” at the end. To attain the goal human being needs to practice throughout the life endlessly. In Buddhist philosophy, practice is the method to attain the goal. The achievement can be computed with the less error and mistakes in practicing the methods. This human concept of practice, error and mistakes are borrowed to the operations of an organisation.

Buddhism concept called “Triratna” or “Three Jewels” of “Buddha”, “Dhamma” & “Sangha” had highlighted them to accept by common people. The concept organisation greatly contributed to the spreading and acceptance of Buddhism in different parts of the world. With the practice of organisation theories, Buddhism and organisational discipline in Buddhism proliferated the “Dhamma” to spread in the different land of masses.

### RELEVANCE OF BUDDHA TEACHING TO LEADERSHIP

The Buddha said, “As a solid rock is indifferent to the wind and rain, so the wise are indifferent to the criticism and praise.” The ideal Buddhist leader doesn’t easily sway to his position in the face of challenges and social pressure. It is important to maintain one’s true self and values. Leader’s values remain constant as a rock, irrespective of leader’s style. It may change to suit changing conditions. The Buddhist belief that nothing is permanent, recognize that change is a process of life. Adoption to the changing circumstances without leaving steadfast of inherent principles is the quality of effective leadership.

### RELEVANCE OF BUDDHA TEACHING TO PERSONAL DEVELOPMENT

The Buddha said, “If a man should conquer in battle a thousand and thousand more and another should conquer himself, this would be the greater victory because the greatest of victories is the victory over oneself.” Mindfulness and self-discipline are an important aspect of personal development. The Buddhist law of causality states that nothing exists its own right, but rather everything has a cause. A mastery of oneself and the management of others require an understanding of this causality and acting upon it. Generation of personal development can be rationalized from the teaching of “Noble Four Truths” and “Eightfold Paths” from the Buddhist philosophy.

The development of others should have the goal of producing an individual who needs no supervision, a person who has internalised the mission and goals of the organisation and who is capable of self-management. Like, we can observe the profound abilities of Dr. Babasaheb Ambedkar from his mastery on the relentless self-development and self-management. The relevance of Buddha Teaching to Team Building:

The Buddha said, “All the great rivers on reaching the great ocean lose their former names and identities and reckoned simply as the great ocean.” The importance of individual sacrifices for the benefits of the group promotes teamwork.

### **RELEVANCE OF BUDDHA TEACHING TO TQM**

Total Quality Management is one of the most important philosophies of management in the late twentieth century's and survived in the twenty-first century.

With its emphasis on continual improvement and its claims respects to productivities are well realised in an organisation which implements TQM. TQM includes the acceptance of master or enlightened one (Buddha – Deming / Juran etc) the sense that there is underlying law, rule or way to be followed (Dhamma / Truth – Variation etc) and the encouragement of a collective response and cooperation (Sangha/community – Quality circles etc) The Buddhist teaching that things inevitably change is also not removed from the TQM assumption that variation is everywhere. Within TQM quality is defined by conformance to standards and defects are variation from the specified standard. Almost all the activities associated with the TQM address the issue of variation directly or indirectly. For example,

Quality assurance procedures are designed to standardise system and processes in order to reduce variation, control charts are used to monitor levels if variation and Pareto charts provide insights as to which source of variation might be most profitably addressed. So TQM pays much attention to the ways that things change and this is relevant to Buddha teaching.

### **RELEVANCE OF BUDDHA TEACHING TO SIX SIGMA**

The culture of martial arts of Buddhism has sustained and grown to heights through training. Martial arts have a trainer who certifies the pupil with belts. Black belt is the right belt for the learner to impart the training further and to succeed as a trainer in the temple of the martial arts. Practice and adoption of improvements are the procedure for qualifying from one belt to another. Six Sigma do in the same way has borrowed the concept of belt Black belt is last on the tag. The process of quality improvement through practice and test of six sigma are adept to Buddhist temples Martial arts training, practice, and examination system.

### **CONCLUSION**

This paper has addressed assumptions underlying management behaviour and practices based on Buddhist precepts and best management practices leading to enhance business growth and fulfilling the achievement of the organisational goals. While the Buddha did not directly address managerial or economic issues, his influence on believers does affect managerial decision making. The wisdom of Buddha can also provide kind advice for modern-day managers regardless of religious orientation. The Buddha's recommendations for modern managers could be summarised as follows:

Be mindful, be compassionate, consider the fact that you are only part of a complex and dynamic situation, be flexible and open-minded, and recognize that nothing is permanent, not the organisations, not the strategies that may work now, not you, nor your leadership style. Enlightened management is about accepting change, creating harmony among those you work with, and treating all people with dignity and respect.

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