

Use of sectorial essential models in organizational interventions aiming at the implementation of quality assurance processes

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Abstract

In view of the growing supply of models in various domains and in different formats, and the potential benefits to organizations using them, this article proposes to (1) present the theoretical background to the organizational developments, (2) to propose a framework for defining organizational models of quality in HEIs, and (3) situate and discuss issues associated with the use of methodological approaches that employ, “as is” and “to be” models, but also “ought to be” models and the benefits of the use of sectorial essential models, in organizational interventions. Organizational intervention is a generic designation for any activity involving organizational change, in order to achieve benefits for the organization. The interventions that adopt information technologies, or at least, the introduction of significant changes in activities with a strong emphasis in information processing, are especially relevant. This definition comprises organizational interventions, which aim at implementing quality assurance processes.

This work in progress emphasises the following representations: business processes; management indicators for a business’ sector; business conceptual model (ontology). These models correspond to good organizational practices of a specific sector, and are generally promoted, developed and disseminated by corporate associations, or professional societies within a business area. The use of these models in organizational interventions has numerous benefits, primarily those related to the use of methodological approaches that employ, not only “as is” and “to be” models, but also

“ought to be” models. The combination of these models is recommended in several informational systems’ development methodologies.

Keywords: Organizational Development, information systems, models, quality assurance system, Sectorial essential models.