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About the Author

Borget A. Anoye, Ph.D, is a Quality and Biometry Systems Expert/ Consultant. He holds an Associate Degree from the University of North Dakota at Grand Forks; a Bachelor of Science from the University of South Carolina at Columbia; a Master of Science from Estern Illinois University at Charleston; and a PhD from Purdue University at West Lafayette.

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Despite accreditations and others quality systems, health care organizations are currently facing significant challenges to overcome the recurrence of medication and medical errors and other deaths and costs associated with. In order to improve the management systems, thus reducing these medication and medical errors, health care leaders started to look for other process management tools like ISO 9000 Quality management System. Subjective studies suggest that ISO 9000 can help organizations improve their management practices. Others argue the standard is too generic to generate performance improvement in service industry, such as health care. This book, therefore, analyzed the effectiveness of the ISO 9000 certification and tested whether earning ISO 9000 certification leads to improvement in quality management practices, in medication management practices, and in organizational management system in pharmacy hospital. The analysis should help make an important contribution to the existing literature on reducing the medication and medical errors in health care; and should help understand the factors that impede successful implementation of ISO 9000 QMS in the health.

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