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***Concepts of quality management  
in public benefit organisations***

It could be observed that the concept of quality evolved beyond its initial theoretical and practical context of manufacturing – nowadays, quality management seems to be more of an ethical phenomenon defining organizational culture rather than a set of particular managerial tools and practices. Due to such universalization, it could be argued that the concept of TQM became applicable in all types of organizations. However, as much as its implementation within the public sector seems relatively well described, little remains to be known about applicability of quality management practices in non-governmental organizations.

The aim of the research was to explore multidimensional issue of TQM – both from theoretical and practical perspective – in order to draw conclusions regarding potential for its application (with particular focus on certification of quality) in the third sector in Poland.

Findings of the investigation were based on qualitative study conducted on a sample of 21 NGOs with „public benefit organization” status. Participants were pre-selected according to a range of criteria theoretically influencing their perception of quality, such as age, size, wealth and scope of activity.

The research resulted in creation of a theoretical model of different approaches to quality in Polish non-governmental sector. Also, application of various TQM practices in local non-profit organisations was explored. Last but not least, the study revealed a range of factors crucial for success of certification of quality in Polish non-profit organisations.

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