

Proceedings of the 3rd Annual World Conference
of the Society for Industrial and Systems Engineering,
San Antonio, Texas, USA
October 20-22, 2014

Evaluation of Team Quality

S. Bhagavatulla¹, R. R. Bishu¹, P. Thampi², and K. G. Satheesh Kumar²

¹Department of Mechanical and Materials Engineering
University of Nebraska-Lincoln, Nebraska USA

²Ph.D Scholars Amrita School of Business, Coimbatore, India

Corresponding author's Email: rbishu@unl.edu

Author Note: Dr. Bishu is a professor at the Department of Mechanical and Material Engineering at Nebraska. His areas are Ergonomics and quality control. Bhagavatulla is a quality engineer in a local company in Lincoln, Nebraska. Satheesh Kumar is the Dean, in Asian School of Business at Trivandrum, while Mr. Thambi is a management Consultant in Mumbai, India. Both he and Mr. Satheesh are Ph.D scholars at Amrita School of Business, Coimbatore, India.

Abstract: Competitive pressure and increasing market size have forced organizations to rely more on teams. This study has three objectives: to structure a list of attributes affecting the overall quality of a team; to use a survey tool to determine the significant ones among those attributes; and to compare between manufacturing and healthcare sectors. The data gathered were from employees working in teams in USA and China. A one-way analysis of variance and stepwise regression analysis was performed on the responses to determine team quality attributes. The ANOVA results for attributes versus teams revealed *team efficacy, team trust, personality and skills & knowledge* as significant. The stepwise regression analysis for team quality versus other attributes (for all the teams combined) showed that *job satisfaction and team trust* were significantly affecting the overall team quality. Analyses showed differences between China and USA. Due to operational difficulties, healthcare sector could not be studied.

Keywords: Team Quality Attributes, Teams, Manufacturing, China and USA