

# SQC and the fluency hypothesis

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**Abstract** Students' Quality Circles (SQCs) are considered in the context of English Language Teaching in Pakistan, with a focus on oral expression. SQCs offer many educational benefits.

**Keywords** Empowerment · English language teaching · Fluency · Pakistan · Students' quality circles

## 1 Empowerment

The main focus of Students' Quality Circles (SQCs) is to empower students. SQC is indeed a wonderful approach for creating a total quality person by integrating the technology of quality engineers and managers with the good intention of educationists and child psychologists (Chapagain 2006, p. vi).

It is the responsibility of an educational institute to prepare total quality people for the wellbeing of society (Chapagain 2006, p. 71). The initiation of SQCs is directly dependent on the commitment of its top management. It is their responsibility to create a conducive environment, where the seed of total quality could germinate into a strong tree. Once initiated, SQCs tremendously improve the environment of educational institutions in many ways. According to the observations of teachers, the students actively participating in SQCs activities have developed a number of leadership traits, skills and habits. These include many of the required quality character attributes to become a total quality person. These traits encompass self-confidence, self-discipline, interpersonal and public relations

skills, empathy, social responsibility, time management skills, scientific and analytical skills, communication skills, creativity and lateral thinking habits, and working habits in a team and broader vision (Chapagain 2006).

Though many aspects of SQCs need to be discussed, the aim of this article is to look into the contributory factors that help students improve their oral expression in a target language.

## 2 Students' quality circles and total quality management

Total Quality Management (TQM) is defined as both a philosophy and a set of guiding principles that represent the foundation of a continuously improving organisation. It is the application of quantitative methods and human resources to improve all the processes within an organisation and exceeds customer needs now and in the future (Besterfield et al. 2007).

Every organisation, country or civilisation has its own culture. According to the value systems of that culture, a phenomenon is either accepted or rejected. Very popular management models of one culture sometimes do not work in another culture. TQM is no exception. On one hand, it has many admirers but on the other, there is no dearth of sceptics as well. Still, it is considered to be the most important contributory factor in the unprecedented fast growth and improvement in Japanese industry in 60s and afterwards (Mukherjee 2006).

SQCs work on the original philosophy of TQM. During the problem-solving process in an SQC, students carry out different activities based on the principles, techniques and statistical tools of TQM. The efficacy of TQM is dependent on the fact that practitioners change their mindset and

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