

## Abstract

The Thesis deals with the quality management methods based on Total Quality Management principles and their use in Czech public administration practice. It tries to answer questions about the quality management methods and tools which are used in the practice of the public administration. The main questions are: What is the current status of quality management, what is its essence and what factors it influences. Because the quality management methods are based on the business process management the Thesis also deals with this concept and its application to the public administration practice.