

Technical Determinants of the Success of the Quality Management Systems Implementation in Automotive Industry

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Abstract : The popularity of the quality management system models continues to grow despite the transitional crisis in 2008. Their development is associated with the demands of the new requirements for entrepreneurs, such as risk analysis projects and more emphasis on supervision of outsourced processes. In parallel appropriate to focus attention on the selection of companies aspiring to quality management system. This is particularly important in the automotive supplier industry, where requirements transferred to the levels in the supply chain should be clear, transparent and fairly satisfied. The author has carried out series of researches aimed at finding the factors that allow for the effective implementation of the quality management system in automotive companies. The research was focused on four groups of companies: 1) manufacturing (parts and assemblies for the purpose of sale or for vehicle manufacturers), 2) service (repair and maintenance of the car), 3) services for the transport of goods or people, 4) commercial (auto parts and vehicles). Identified determinants were divided in two types of criteria into: internal and external, as well as: hard and soft. The article presents hard - technical factors that automotive company must meet in order to achieve the goal of the quality management system implementation.

Keywords : automotive industry, quality management system, automotive technology, automotive company

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