

Motivation and Efficiency of Quality Management Systems Implementation: A Study of Kosovo Organizations

Authors : Naim Ismajli, Ilir Rexhepi

Abstract : The article presents the results of the study about the motives and efficiency of quality management system (Quality System, QS) implementation in Kosovo companies. The main purpose of the study was to find out why Kosovo companies seek the implementation and certification of QS in accordance with the requirements of the ISO 9001 series of the standards and what has changed after the QS implementation. Furthermore, the results of the research were compared with similar performed in the other European countries. The performed research revealed that the implementation of QS mostly results in the benefits of an intangible nature that are internal to the company. In addition, although the main reasons to start implementing QS are the expectations of the external advantages, the implementation results mostly in the increase of the internal benefits such as an improvement in the definition of the responsibilities and obligations of the employees, a decrease in the nonconformities, better communication among the employees, and increased efficiency.

Keywords : quality management systems, ISO 9001, total quality management, environmental management system, ISO 14000, competitiveness, efficiency

Conference Title : ICEF 2014 : International Conference on Economics and Finance

Conference Location : Berlin, Germany

Conference Dates : May 22-23, 2014