

A LITERATURE REVIEW ON ISO 9001 STANDARDS

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ABSTRACT

Quality management systems (QMs) are business practices that may benefit companies. As several empirical studies show, implementing QM effectively influences firm performance positively (Powell, 1995; Samson & Terziovski, 1999; Huarng & Chen, 2002; Kaynak 2003; Parast, Adams & Jones, 2011; Shahin & Dabestani, 2011). Firms that implement QM focus on providing more value for their customers and improving the efficiency of processes. In this context, management system standards (MSSs) have enjoyed enormous success over the last years, in the sphere of QM (ISO 9001). The first MSS appeared within the context of QM, and more specifically, in the sphere of quality assurance, which according to the definition in the ISO 8402 standard, is the set of all those planned and systematic actions applied within the framework of a Quality System, to provide adequate confidence that a product or service will satisfy given requirements for quality (ISO, 1994). By the end of 2010 at least 1.109.905 ISO 9001 certificates had been granted in a total of 178 countries worldwide, which nearly tripled the number of certificates at the end of 2000 (ISO, 2011). The aim of this paper is to put together some opinions and results of different studies and to come with some important reasons for implementation of ISO 9001.

Keywords: Quality management, ISO 9001 standards, Quality systems, consumer awareness.