



Libyan International Medical University
Faculty Of Business Administration



The Benefits of Implementing Quality Management System ISO 9001

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What is ISO

ISO (International Organization for Standardization) is a worldwide federation of national standards bodies.

ISO is a nongovernmental organization comprising standards bodies from more than 160 countries, with one body representing each member country.



International
Organization for
Standardization



What is ISO 9001

ISO 9001 According to ISO (2016), the ISO 9001 standard is defined as an “International Standard that gives requirements for an organization’s quality management system (QMS). It is part of a family of standards published by the International Organization for Standardization (ISO) and often referred to collectively as the “ISO 9000 series” or “ISO 9000 family”.

Introduction

The ISO was first discussed and established by 65 delegates from 25 countries in London, in 1946. At the time, ISO had 67 technical committees, and since then, it expanded until the present day, and it consisted of 815 committees and subcommittees which take care of standards development.

Quality management has emerged as a vital component for enhancing competitiveness, leadership, and the perpetual advancement of organizations in a highly competitive and globalized market. The utilization of quality management models in a consistent and adaptable manner within an organization's framework is likely to enhance its competitiveness by augmenting its efficiency and effectiveness. (Santos and Leal Millan, 2013, p.71).

ISO-9001 is a widely recognized standard that is founded on the principle of quality management. This principle encompasses several key elements, such as a robust customer-centric approach, active involvement and leadership from top management, a process-oriented methodology, and an unwavering commitment to ongoing improvement (ISO:9001, 2015).

The Aim of The Study

The primary objective of this study is to ascertain the benefits of implementing the ISO 9001 Quality Management System (QMS) and to recognize the significance of implementing QMS ISO 9001. To investigate the fundamental methodological tools, a range of studies were conducted to assess the benefits of the ISO 9001 Quality Management System (QMS) and explore the influence of ISO 9001 on the overall efficacy of corporations or institutions.





Analysis and Methods

This study was conducted using a qualitative method. The data used in this study is secondary data. The data was obtained and collected from selected journal articles. The retrieved data were selected through two-stage search processes

Summary of Previous Studies

Since the research was aimed to explore the benefits of ISO-9001, the first step was to conduct a literature review of previously done research in other countries, besides Libya. The literature review provided the current research with information about the attitudes towards this particular ISO standard, as well as methodological support for the research.

Sixteen different research papers were reviewed in this literature review, from which are extracted the relevant opinions or definitions stated by the authors, supported by their results.

The findings indicate that ISO-9001 has many benefits that have been explored and presented by the authors from reviewed papers. ISO-9001, improves overall company performance, quality performance, customer satisfaction, employee motivation, and innovativeness, and cost reduction, as well as the improvement of the company image.

Previous Studies (Literature Review)

(Santos & Millan, 2013) conducted a paper on the motivation and benefits of implementation and certification according to ISO 9001 (the Portuguese experience).

A questionnaire among certified companies from Portugal, stated: “The main benefits of certification are: “improvement in the definition and standardization of working procedures”, “improvement in company’s image”, “improvement in the confidence in the quality of the company” and “improvement in customer satisfaction” and globally we can say that the factors that benefit Portuguese companies after certifications are global profitability; political benefits and improvement of the commercial image and internal confidence.

Previous Studies (Literature Review)

(Purwanto et al., 2020), conducted research among Indonesian food industry companies, by using a questionnaire about the Effect of the integrated management system of ISO 9001: 2015 and ISO 22000: 2018 implementation on packaging industries' quality performance at Banten, Indonesia.

They collected the data, the data proved that the implementation of Integrated Management System (IMAS) ISO 9001: 2015 has a positive and significant effect on business performance.” The same lead author did another research in Indonesia in 2020, and after a questionnaire among 144 employees from 24 certified companies, concluded: “Based on the analysis of the results of research that has been done can be concluded that the implementation of the Quality Management System ISO 9001: 2015 has a positive and significant impact on Product Quality and Implementation of ISO 22000: 2018 also had a positive and significant impact on the Product Quality.”

Previous Studies (Literature Review)

(Damic, 2022), studied Exploring the moderating role of national culture on the relationship between ISO 9001 and organizational innovativeness. using a questionnaire distributed to certified companies' officials from Austria, Croatia, Italy, and Romania, after the author has presented the results found throughout his research: "We confirmed that ISO 9001 internalization has a positive influence on organizational innovativeness."

Previous Studies (Literature Review)

(Abbasi and Al-Nagrash, 2022), after they researched the Implementation of ISO 9001: 2015 Quality Management System in First-Class Construction Contractors–The case of Jordan. through the use of a questionnaire among Jordanian construction companies, the study's findings indicate that the implementation of a Quality Management System (QMS) resulted in notable benefits such as enhanced documentation, improved customer satisfaction, and reduced time consumption.



Reflection

In this literature study, the focus was on reviewing Sixteen research papers that were related to the topic of the benefits of ISO-9001 of certified organizations from a variety of nations.

The writers of evaluated publications have investigated and provided a few of the numerous benefits that are associated with ISO-9001. In addition to improving overall company performance, quality performance, document management, employee motivation, and innovativeness, ISO-9001 also helps improve the image that consumers and other stakeholders have of the company.



Reflection

The majority of the researchers used some kind of questionnaire as part of their research approach. On the other hand, some of the researchers are merely presenting the findings from a literature review, interviews, and ontology AI (common vocabulary for study). The reviewed articles center their attention on the current state of ISO-9001 standard implementation among certified organizations from China, Indonesia, Malaysia, Iraq, Italy, Croatia, Eastern Europe, Kenya, Taiwan, Portugal, and other countries.




Reflection

The research publications that were examined span a period of 18 recent years, beginning in 2004 and ending in 2022. During that period, there was not a significant shift in how the research was conducted; nonetheless, the statistical expansion of ISO-9001 all over the world is readily apparent from the review of the relevant literature.


Practical Implications

A Quality Management System (QMS) that is following ISO 9001 standards might be adopted by businesses that do not currently have certification if the findings of an investigation into the advantages and positive results linked with ISO 9011 are found to be persuasive. Organizations that have achieved ISO 9001 certification have the ability to zero in on particular aspects to minimize challenges and maximize opportunities, thereby improving their level of conformity to ISO standards.

Limitations



The study does have several limitations, even though it addresses the underlying issues thoroughly. Because of these limits, future researchers and authors will have the opportunity to expand the scope of their studies while also improving their accuracy. Because this study primarily employed secondary data that was collected from relevant literature, it only tackles a tiny percentage of how the majority of ISO 9001 certification may affect company activities.



Conclusion

In conclusion, ISO 9001 International Standard was initially released in 1987, and since then it has grown to be a significant aspect of the quality movement and a crucial management framework for all kinds of enterprises globally many companies in different industries have realized the value of putting quality management systems in place. This is a result of consumers' heightened awareness of the value of food product quality and safety. The food businesses that make reliable, high-quality items will endure and even triumph in the market. ISO 9001 has proven to be the most popular management system.

Conclusion

The findings indicate that ISO-9001 has many benefits. ISO-9001, improves overall company performance, quality performance, document management, employee motivation, and innovativeness, as well as the image that the company receives from the consumers and stakeholders.

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