

QUALITY PRACTICES IN INDUSTRIES: INTEGRATING ISO9000, TQM AND QUALITY AWARDS

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Abstract

In the atmosphere of cut- throat business competition, industries are compelled to adopt quality culture in their organization. There were many studies carried in past to examine the critical factors of quality practices mostly based on several frame work suggested by researchers & different business excellence models such as MBNQA,EFQM,AFQM etc. Quality Management System (QMS) deals with the entire organization and it has many challenges to the managers to fulfill quality requirements starting from product design to customer satisfaction. As ISO 9000, TQM and Quality awards are most popular and extensively used globally; present paper provides the integrating approach for ISO 9000, TQM and quality awards in context to Indian Industries

Keywords: Quality Management System (QMS), ISO 9000, TQM, Quality Awards, Quality practices

Abbreviations: ISO: International organization for standardization, MBNQA: Malcolm Baldrige National Quality Award, EFQM: European Foundation for Quality Management, AFQM: Australian Foundation for Quality Management RGNQA: Rajiv Gandhi National Quality Award