

QMS Positive Impact for SMEs: An Indian Textile Exporter's Example

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Abstract

Quality is associated with improving processes, products and services. Many large Indian businesses corporate have adopted one or other from of QMS like ISO, TQM, and Six Sigma to realize improved financial returns. But many small and medium Enterprises (SMES) sought registration to any one recognized QMS either due to external customer pressure or as a helpful business promotion tool. Though they have invested huge resources in adopting these QMS doubts still persist about the positive impact of the QMS on the enterprise financial benefits. This paper presents a case study analysis of a small scale textile exporter who followed the principles of ISO certification in true spirit and achieved remarkable improvements in the organization's financial front and serve as a stimulant for scores of other Indian SMES.

Keywords

ISO, TQM, financial benefits.