

Recommended by: Prof. dr Branko Vasić

QUALITY MANAGEMENT SYSTEM AND BUSINESS PERFORMANCES

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In the Serbian business context, there is not enough knowledge about quality management organizational aspects, support systems and its impact on effectiveness and efficiency of enterprises. In order to overcome these uncertainties and aimed by the acquisition of new knowledge, in this monograph, after theoretical examination, three independent studies were experimentally conducted considering the following aspects of quality management:

1. Quality management and its correlation with business performances in Serbian companies.
2. The issue of structuring quality management system and resistances caused by this change.
3. The information system as a support system of integrated management systems and their interactions with business performances.

The first study identified critical factors of quality management that can lead to improvements in key performance areas. Measurement instrument is developed, followed by choice of QM critical factors and performance measures and association measurement within these factors on a representative sample of Serbian companies. Theme of the second study examined the mutual interaction of the process, culture, structure and distribution of power changes in structuring QMS. The third research dealing with the determination of the interdependence of information systems, integrated systems and business performance management provides solution for building competitive advantage in today's business world.

The monograph is written on around 250 pages and is divided into 8 chapters. The conceptual contribution of the monograph is that quality management is not as universally applicable, but is considered in the light of theories of organization. The methodological contribution of the monograph lies in the application of the method of "field studies", with the statistical modeling methods applied. The empirical contribution of the monograph is pointed by large number of companies in survey. The practical contribution of the monograph is reflected in usefulness for: a) researchers in the field and b) experts in business and c) consultants engaged in the implementation of quality management systems. The importance of the monograph "Quality management system and business performance" is reflected in the attractive research topics on a global scale, in the multi-causal understanding of interaction between quality management and business performances, with special emphasis on organizational change and integrated management systems, and with modern mathematical methods and models applied in describing the phenomena discussed on representative samples of local companies, so monograph is a significant contribution to the spread of knowledge limits and possibilities of solving the problems of competitiveness of domestic enterprises.

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Publisher: Faculty of Mechanical Engineering, University of Belgrade, Serbia
Forthcoming: 2012; Format B5; Pages 254; ISBN: 978-86-7083-741-6