

# Načela menedžmenta sistemov kakovosti kot gradniki uspešnosti gospodarskih družb

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## Povzetek

**Raziskovalno vprašanje (RV):** Ali načela menedžmenta sistemov kakovosti prispevajo k poslovni uspešnosti gospodarskih družb?

**Namen:** Namen raziskave je bil opraviti sistematičen pregled domače in tuje strokovne literature avtorjev, ki so obravnavali menedžment sistemov kakovosti in njegov vpliv na poslovno uspešnost gospodarskih družb iz vidika donosa na kapital.

**Metoda:** S kvantitativnim znanstvenoraziskovalnim pristopom smo opravili sistematičen pregled domače in tuje strokovne literature po javno dostopnih bazah podatkov PQDT Open, ScienceDirect, ProQuest, Mendeley in Google Scholar. Doktorske disertacije v slovenskem jeziku smo iskali tudi v repozitorijih Univerze na Primorskem, Univerze v Novi Gorici, Univerze v Ljubljani, Univerze v Mariboru ter Fakultete za organizacijske študije v Novem mestu. Z uporabo iskalnih pojmov "ISO 9001" in "uspešnost" ter veznika "in" v slovenskem jeziku in "ISO 9001" in "performance" ter veznika "and" v angleškem jeziku smo v raziskavo vključili 19. znanstvenih člankov iz obdobja od leta 2002 do leta 2020 in šest doktorskih disertacij iz obdobja od leta 2011 do leta 2019. Uporabili smo metodo deskripcije in kompilacije rezultatov obravnavanih kvalitativnih in kvantitativnih raziskav.

**Rezultati:** Ugotovili smo, da učinkovita implementacija menedžmenta sistemov kakovosti prispeva k poslovni uspešnosti gospodarskih družb. Avtorji raziskav so navedli ključna načela menedžmenta sistemov kakovosti in dejavnike poslovne uspešnosti, med katerimi prevladujejo finančni kazalniki. V nobeni od dosedanjih raziskav avtorji niso celovito preučevali vseh sedem načel menedžmenta sistemov kakovosti, na katerih temelji standard ISO 9001:2015. Vpliv implementacije menedžmenta sistemov kakovosti na poslovno uspešnost je bil, s pomočjo kazalnika donosnosti na kapital, obravnavan zgolj v eni raziskavi. Najmanj raziskav je bilo opravljenih v velikih gospodarskih družbah, medtem ko jih v srednje velikih in velikih skupaj ni bilo. Na podlagi predhodnih ugotovitev smo identificirali raziskovalno vrzel ter podali predloge za nadaljnje raziskovanje.

**Organizacija:** S predstavitvijo stanja na področju dosedanjih raziskav smo gospodarskim družbam predstavili najpogosteje obravnavana načela menedžmenta sistemov kakovosti in načine merjenja vpliva na poslovno uspešnost.

**Družba:** Poslovna uspešnost gospodarskih družb je prepoznana tudi v družbenem okolju, ker si s tem dvigujejo svoj ugled ter prispevajo k trajnostnemu razvoju.

**Originalnost:** Zaznali smo pomanjkanje raziskav menedžmenta sistemov kakovosti po sedmih načelih standarda ISO 9001:2015. Izpostavljam tudi vrzel v izrazito skromnem raziskovanju vpliva načel menedžmenta sistemov kakovosti na donosnost kapitala.

**Omejitve/nadaljnje raziskovanje:** Omejili smo se na 25. raziskav, ki so bile opravljene v obdobju od leta 2002 do leta 2020 ter podali predloge za nadaljnje raziskovanje.

**Ključne besede:** dejavniki uspeha, gospodarske družbe, kakovost, menedžment, načela, poslovna uspešnost.

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**Stojan Črv** je doktorand študijskega programa Menedžment kakovosti na Fakulteti za organizacijske študije v Novem mestu. Po izobrazbi je magister poslovnih ved in diplomirani inženir strojništva. Zaključil je tudi usposabljanje za Šest Sigma črni pas. Na področju kakovosti deluje že preko 20 let in je vodja kakovosti v industrijskem podjetju ITW Appliance Components d.o.o., ki je del ameriške multinacionalke ITW. Je tudi zunanji oziroma vodilni presojevalec sistema vodenja kakovosti po mednarodnem standardu ISO 9001, sistema ravnanja z okoljem po ISO 14001 ter sistema varnosti in zdravja pri delu po ISO 45001.

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**Mirko Markič** je doktoriral na Univerzi v Mariboru, Fakulteti za organizacijske vede s področja organizacijskih znanosti. Po dvanajstih letih delovanja v gospodarstvu se je zaposlil na takratni Visoki šoli za management Koper, danes Fakulteti za management Koper Univerze na Primorskem, kjer je bil dva mandata prodekan za študijske zadeve in zadolžen za usklajevanje raziskovalno-razvojne dejavnosti. Občasno je sodeloval pri izvedbi študijskih programov na Univerzi v Ljubljani, Univerzi v Mariboru, Univerzi v Novi Gorici in Fakulteti za organizacijske študijev Novem mestu. V tujini je deloval na Univerzi v Nišu, (Republika Srbija), Yasar University, (Turčija) ter Slovenskem izobraževalnem konzorciju (Italija). Je redni profesor za področje managementa in znanstveni svetnik. Vodja / član v več raziskovalnih in podjetniških projektih. Njegova področja raziskovanja so upravne in organizacijske vede - management ter javno zdravstvo (varstvo pri delu).

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# Quality management systems principles as elements of company performance

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## Abstract

**Research Question (RQ):** Do the principles of quality management systems contribute to the business performance of companies?

**Purpose:** The purpose of the research was to conduct a systematic review of domestic and foreign professional literature of authors who discussed the quality management systems and its impact on the business performance of companies in terms of return on equity.

**Method:** We performed a systematic review of domestic and foreign professional literature with a quantitative scientific research approach in the public available databases PQDT Open, ScienceDirect, ProQuest, Mendeley and Google Scholar. We searched for doctoral dissertations in the Slovene language in the repositories of the University of Primorska, the University of Nova Gorica, the University of Ljubljana, the University of Maribor and the Faculty of Organizational Studies in Novo mesto. Using the search terms "ISO 9001" and "uspešnost" and the conjunction "in" in Slovene and "ISO 9001" and "performance" and the conjunction "and" in English, we included in the research 19 scientific articles from the period from 2002 until 2020 and six doctoral dissertations from the period from 2011 to 2019. We used the method of description and compiling the results of the considered qualitative and quantitative research.

**Results:** We found out that effective implementation of quality management systems contributes to the business performance of companies. The authors of the research listed the key principles of quality management systems and business performance factors, among which financial indicators predominate. In none of the previous studies, the authors have comprehensively studied all seven principles of quality management systems, on which the ISO 9001:2015 standard is based. The impact of the implementation of quality management systems on business performance, evaluated by the return on equity indicator, was discussed in only one study. The least research was conducted in large companies, while they were not performed in medium-sized and large companies together. Based on the previous findings, we identified a research gap and made suggestions for further research.

**Organization:** By presenting the situation in the field of previous research, we presented to companies the most frequently discussed principles of quality management systems and methods of measuring the impact on business performance.

**Society:** The business success of companies is also recognized in the social environment and they raise their reputation and contribute to sustainable development based on this.

**Originality:** We perceived a lack of research of seven principles of the quality management systems according to the ISO 9001:2015 standard. We are also exposing the gap in the extremely modest research on the impact of the principles of quality management system on return on equity.

**Limitations / further research:** We limited our research on the 25 surveys conducted in the period from 2002 to 2020 and made suggestions for further research.

**Keywords:** success factors, companies, quality, management, principles, business performance.

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**Stojan Črv** is a doctoral student of Quality Management at the Faculty of Organization Studies in Novo mesto. He has a Master's Degree in Business Sciences and a BSc in Mechanical Engineering. He has also completed the Six Sigma Black Belt training. Mr Črv has been working in the field of quality for more than 20 years and is the quality manager at industrial enterprise ITW Appliance Components d.o.o., which is a part of the American multinational corporation ITW. He is also an external or leading auditor of the quality management system according to ISO 9001 standard, of the environmental management system according to ISO 14001 standard as well as of the occupational health and safety management system according to ISO 45001 standard.

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**Mirko Markič** received a doctoral degree from the Faculty of Organisational Sciences, the University of Maribor. After working in the economic sector for 12 years, he started employment with the College of Management, Koper - today's Faculty of Management, the University of Primorska. He was the Associate Dean for Undergraduate Education and in charge of coordinating research and development activities for two terms of office. He was also involved in teaching at the University of Ljubljana, the University of Maribor, the University of Nova Gorica and the Faculty of Organization Studies in Novo mesto. He cooperated with foreign institutions: the University of Niš (Serbia), Yasar University (Turkey) and the Slovene Education Consortium (Italy). Mirko Markič is a professor of management and a research councillor. He is also a head/member of many research and entrepreneurial projects. His fields of research are administration and organization sciences - management in general and management in the field of public health service (health and safety at work).

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