

A Comparative Study of the Motives for Obtaining and the Impacts of ISO 9001 Certification in UK Organisations

Scott Mc CROSSON¹, Michele CANO²

¹ Process Engineer, Mersen, Glasgow, UK; ² Quality Centre, University of the West of Scotland, Paisley, UK
michele.cano@uws.ac.uk

Abstract

Since its introduction in 1987 the ISO 9000 series of standards has become a worldwide success, with it now considered to be the minimum standard for a quality management system with the number of certified companies increasingly annually. This paper presents the results of research which aimed to assess if the motives for obtaining ISO 9001 certification and the perceived impacts to be derived from ISO 9001 certification are seen to vary across different industrial sectors. Using a two-phase sequential explanatory mixed methods design, with quantitative data collected from 111 organisations in the first phase and qualitative data collected from four organisations in the second phase. The results show that there are significant statistical differences in the motives for obtaining ISO 9001 certification and also show statistically significant differences in the impacts of ISO 9001 certification based on industrial sector. The results presented in this paper provide a useful addition to the present knowledge in the study of ISO 9001 certification in terms of impact.

Keywords: Quality, Certification, UK, ISO 9001, Organization, Impact.

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