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The Role of Work Environment in the Successful Implementation of ISO 9000 in SMEs

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Abstract

The aim of this paper is to present initial findings with respect to the development of a novel research framework to evaluate the influence of work environment on the implementation of ISO 9000 standards within SMEs. The term work environment relates to those conditions under which work is performed; including physical, environmental and other factors, (such as noise, temperature, humidity, lighting or weather). The paper begins with a comprehensive research introduction focused on enterprise strategy, ISO 9000 standards and SMEs. The introduction is followed by the proposal of a research methodology, which illustrates the approach which will be used to collect data pertinent to this study and further inform the development of the framework for subsequent investigation. The targeted collation of industrial survey and case study data is advocated, prior to structuring in appropriate statistical form for detailed analysis and evaluation. The results and initial findings will be discussed prior to the presentation of recommendations to further the suggested approach.