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DIPLOMA PROJECT

STUDY ON PERFORMANCE INDICATORS OF  
IMPLEMENTATION OF QUALITY MANAGEMENT  
SYSTEM STANDARDS IN CYPRUS

M/820

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**STUDY ON PERFORMANCE INDICATORS OF  
IMPLEMENTATION OF QUALITY MANAGEMENT  
SYSTEM STANDARDS IN CYPRUS**

by

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**TO THE PEOPLE WHO ARE  
TRULY OPEN MINDED**

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## ABBREVIATIONS

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ASQ	American Society for Quality
ASI	American Supplier Institute
BSI	British Standards Institute
CEOs	Chief Executive Officers
CYS	Cyprus Organisation for Standards and Control of Quality
DPA	Departmental Purpose Analysis
EU	European Union
FMEA	Failure Mode and Effects Analysis
ISO	International Organisation for Standardisation
JIT	Just In Time
MBWA	Management By Wondering About
PDPC	Process Decision Program Chart
POM	Production Operations Manager
QC	Quality Circles
QFD	Quality Function Deployment
SQC	Statistical Quality Control
SPC	Statistical Process Control
TQM	Total Quality Management
TQC	Total Quality Organisation
UNIDO	United Nations Industrial Development Organisation

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## LIST OF PUBLICATIONS

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‘Study on the performance indicators on the implementation of Quality management systems standards in Cyprus’ 1<sup>st</sup> Panhellenic Conference, 12-13 June 1998, Nicosia Cyprus. Dr. Angeli I. Ioannis, Kasinides Evagoras, Angelides Pantelis.

( see end of the project )

For publication

‘National Survey of the implementation of quality management system standards in Cyprus’. HTI review September 1998, Dr Angeli Ioannis, Kasinides Evagoras, Angelides Pantelis.



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# SUMMARY

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## STUDY ON PERFORMANCE INDICATORS OF IMPLEMENTATION OF QUALITY MANAGEMENT SYSTEM STANDARDS IN CYPRUS

by **EVAGORAS KASINIDES**

A literature search in publications , surveys, and reports related to quality assurance systems for the identification of the importance , applicability and benefits of improving performance followed the analysis.

In order to achieve the objectives of the project a questionnaire was formulated. The questionnaire is made up of 24 questions all chosen from previous questionnaires that were part of a similar international research.

Through an intensive schedule all the certified (both with CYS and BSI) Cyprus companies where visited and their senior managers or their quality managers were interviewed on the theme of the application of quality management systems in their organisation.

Then all the information from the questionnaires was gathered and the analysis of the results was done in a personal computer programs Microsoft Word 7 and Excel 7.

The results show that the application of quality management system standards have greatly benefited the organisations and in the majority of their departments.

The results of the project can be studied by the organisations that participated in the research and compare their benefits of application in relation with the total results. Also the results can help Cyprus manufactures in making accurate and right decisions in the near future.

A similar project with the same questionnaire is currently in process in the United Kingdom which is the originator of quality management system standards for comparison purposes.

In addition, there are thoughts of repeating the project every three years for studying the differences between now and then since 'quality is a race with a beginning but with no end'.