
ISO 9000 implementation and performance: empirical evidence from Vietnamese companies

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Abstract: This study seeks to examine the situation of ISO 9000 implementation in Vietnamese companies and its relationship with company performance. Based on data collected from 108 companies through a questionnaire survey in 2012, we investigate the changes in quality management practices and different performance dimensions before and after ISO 9000 implementation, and study the impact of ISO 9000 implementation on company performance. The results of statistical analysis indicate that ISO 9000 implementation significantly improves various quality management practices and quality performance. This study contributes to the quality management literature by highlighting the significant impact of ISO 9000 on the performance of the Vietnamese companies. In addition, the results of this study provide meaningful and practical insight into quality management practices in the companies.

Keywords: ISO 9000; quality management practices; company performance; Vietnamese manufacturing companies.

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1 Introduction

Standardisation of product and production is an irreversible trend of the global economy. ISO 9000 implementation has been accepted worldwide as a useful first step towards total quality management (TQM). Since its establishment in 1987, ISO 9000 certification has grown remarkably in many countries and in different kinds of organisations (Sampaio et al., 2009).

The issue is this: does the increasing implementation of ISO 9000 generate benefits for organisations? Many studies have been carried out both in developed and developing countries. Studies on developed countries have been done by Al-Khalifa et al. (2008), Casadesús and Karapetrovic (2005), Martínez-Costa and Martínez-Lorente (2007), Prajogo (2009), Sharma (2005), and Wiele et al. (2005); and those on developing countries by Al-Khalili and Subari (2014), Bayati and Taghavi (2007), Bewoor and