

Quality management and business performance in manufacturing companies - Empirical research in Japan and Vietnam

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1. To identify the current situation of quality management practices in Vietnam industry and its impact on manufacturing performance. Impact of ISO 9000 and other quality improvement on business performance
2. Lesson from Japan: development of quality management, impact of quality practice on business performance requirement for quality management system, interaction between quality management and other management system: human resource, strategy management, technology management, JIT..
3. Toward the solution for development quality management in Vietnam manufacturing companies: ISO 9000 plus Japanese tool and techniques

Keyword: Quality management, ISO 9000, JIT, manufacturing performance