

Analysis of experiences on Quality Management Systems in Spain: Background and statistical trends

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Abstract

Purpose: This paper seeks to explore the background and the general knowledge of Quality Management System (QMS) in Spain in addition to present the trend and the existing programs for the establishment of QMS across Spanish industries.

Design/Methodology/Approach: The data collection process related to the background of QMS in Spain was done through an exhaustive search of the databases of the past and existing certification bodies as well as the national government database and the EU existing programs for the establishment of QMS. The data collection related to the ISO 9001, 14001, 18001, 27001 etc. yearly number of certification was drawn from the ISO database.

Findings: The QMS in Spain started in 1945 and had its root with the Instituto de Racionalización y Normalización (IRANOR). However, the first certification was granted four decades after that. Ever since, the number of certified companies has grown in an exponential way. This study also observed that, some employees are already knowledge before getting the job. Mainly because, there are some official Master Degrees and Doctorate programs that offer taught courses on QMS. Furthermore, numerous organizations are also offering training programs to their employees in addition to accreditation bodies. This study also observed there are

various programs in Spain related to the establishment of QMS in different industries set by the government and the EU.

Originality/value: This paper is the first in field QMS to analyze the existing programs for the establishment of QMS across Spanish industries.

Key words: Quality Management System, ISO 9001, ISO 14001, ISO 18001, ISO 27001