

## Quality Systems Certification in Ecuador: ISO 9001 Standard Analysis

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**Abstract:** Any organization that wish to generate sustained growth, increase productivity and rise its competitiveness, whether inside or outside a national market, must be able to guarantee the quality of the products and services that offers. Worldwide, quality certification plays a crucial role in a wide variety of industries. Generally, a major problem is how to evaluate if the company has got the objective of growth once has applied the quality certification and if these results, were the wish it ones at the start of the process. The aim of this research is to deepen the quality management systems in certified companies under the ISO 9001 standard "Quality Management System". In the other hand, this paper shows as a result the characteristics, benefits and also some limitations that companies have before, during or after the implementation of the quality standard.

The methodology used in this research begins with the literary review of the state-of-the-art related to the quality standards applicable in Ecuador. Furthermore, a database was created and analyzed of a sample of 88 companies certified with ISO 9001 within the country. Finally, an unstructured interview was applied in order to know the company's experiences with the quality normative. As a result, it can be inferred that the application of quality management systems and standards within Ecuadorian companies have brought a variety of important advantages, being the improvement of the processes of the companies the most representative result.

It has been verified that the ISO 9001 standard allows through the fulfillment of certain requirements, to properly manage the quality of both, products and services, and also helps improve the administrative system (infrastructure) of companies by optimizing the productive processes. Last but not least, the normative encourages internal commitment of employees and motivate continuous improvement and learning.

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