

The Benefits of the Improvement of the QMS in the Automotive Industry, Puebla, Mexico

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Author Note: Mauro Paredes, an industrial and systems engineer, certified process auditor VDA 6.3 and ISO 9001, experience in the automotive industry as process auditor and representative of the quality management system in the department of process audits. Special thanks to the organization and partners whose support helped make this exploratory study and my research advisor Dr. Luis Cuautle for influencing me to make my first research article.

Abstract: Mexico in the last 10 years has doubled its vehicle production and in the last 2 years has announced the opening of 8 new plants of different brands. In addition to having confidence in Mexico, these brands expect to obtain economic and financial benefits from these investments. Most corporations implement a quality management system because it is a requirement of the matrix company or is a requirement of the countries to which they export products. Furthermore not all small and medium enterprises in the auto parts industry are convinced of the benefits that can be had from implementing a quality management system in their organization.

This research paper presents a survey-based study, conducted on professionals who are working in different areas of a company in the automotive industry certified ISO 9001: 2008. The case study provides interesting data such as the main economic and financial benefits perceived by people working with management systems within their organizations.

Keywords: Quality Management, ISO 9001, Certification, Economic and Financial Results