

## **Supply Chain Management –Shaping into quality system**

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by

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“In the name of ALLAH the most merciful the most beneficial “

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## Abstract

Supply chain quality management (SCQM) is emerging as a new field of study and practical implementation during the last few years. There are many quality management practices (QMP's) which are equally important and required to implement flawless supply chain management (SCM). It has been recommended that research should be done to find out relationship between different quality management systems (QMS) like ISO 9000, TQM etc and supply chain management. That would guide to develop frameworks which can not only achieve both objectives of higher quality and seamless coordination but also performance of the whole supply chain can be enhanced. While a large number of studies have been conducted world over in order to understand the relationship between QMP's and SCM and ultimately their impact on performance, not many researchers have ventured in this area in Pakistan. Current study is targeted towards filling this research gap. In order to understand that whether companies with ISO certification have higher focus on supply chain quality practices as compare to non certified companies in Pakistan a survey based study has been employed. Lakhal's (2006) survey instrument with items related to 10 QMP's was used. Data were collected from CEO's, supply chain managers and production managers of manufacturing companies of Pakistan. Total 114 acceptable responses were received out of which 64 representing ISO certified companies and remaining 50 representing non certified companies. Comparison of means was conducted by using independent sample t-test, which confirms 9 out of 10 hypotheses that companies with ISO certification has higher attention towards supply chain quality practices as compare to non certified companies in Pakistan. Only one practice employee participation has no significant difference. Similarly, an independent sample t-test confirmed the hypothesis that ISO certified companies has higher performance as compare to non certified companies in Pakistan.

This study is in line with many studies conducted around the globe that two different fields of QMS's and SCM should shake hands for common benefits to reduce overall effort and gain maximum benefits. For that getting a basic level QMS certification like ISO 9000 can be a good starting point to ultimately fully operationalise the supply chain quality management system. Research implications and future directions have also been discussed at the end.

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