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A case study of the impact of human factors to implementation of ISO 9000 in a manufacturing SME in South Africa.

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Abstract

The research sought to discover the impact of human factors to ISO 9000 with the intention of trying to establish how the human factor component contributes to failed or successful implementation of the Quality Management System (QMS).

The research established that within a company the human factor component can be split into two segments, the general employee segment and the management segment since each has its distinct impact to business.

The research thus found out:

- Management‘s leadership skills have a key role in determining successful implementation of ISO 9000.
- Employees’ intellectual abilities and competence level have a role on effective implementation of the standard.

The above two human factor elements were found to impact on the implementation of the standard at three different stages which were: before, during and after implementation.