I joined teaching profession in November 1989 after completing 15 years of service in industry. At this juncture, I decided that I should pursue for Ph.D. Degree. Accordingly, I tried to register for Ph.D. in May 1991 after settling down in new educational environment. However, I could not register for Ph.D. for one reason or the other till July 1998. For another two years, much work could not be done because of the administrative responsibility; I had as the Head of the Postgraduate Department of Business Administration. However, in July 2000, when I had completed my tenure of five years as the Head of the Department, as per the rule of rotational headship, I was relieved of the administrative work. This provided me more flexibility for working for this research work. It was probably after this time; I started working with more zeal on my Ph. D. topic.

I would not have got sufficient numbers of my questionnaires filled up, but for the study leave of about three and half months granted by Sardar Patel University in the latter half of 2002. I convey my sincere gratitude to the then Vice Chancellor, all the syndicate members, and other officials of the University for the same. Most important input for getting the details and literature pertaining to ISO 9000 has been Internet. I have extensively used the web sites of International Organization for Standardization in addition to many other sites.

For preparing the thesis, I have referred to plenty of material from books, journals, magazines, newspapers, and such other secondary sources in addition to the web sites. I have taken utmost care to render my thanks to the writers by mentioning the original source either as a footnote or in the
bibliography or at both places. However, if inadvertently, I have forgotten to mention some sources, I convey my apology to the original contributors of these sources.

I have tried to put in my best efforts to prepare this thesis. I hope that the work presented here will be helpful to the scholars, researchers, ISO 9000 certified organisations, and other interested persons for their future work in the area of quality management, or ISO 9000 standards.

H. J. Jani