PREFACE

It was my dream to work in the area of ISO 9001, ever since I worked in the steering committee of the organization in which I was working. It fascinated me as I was working as an internal auditor as well as the chief auditee of the department in which I was working.

My passion to work for this area continued even when I changed my profession and became an academician. After working in the educational institute for about 5 years, I thought of pursuing Ph.D. I felt that what could be a better subject than quality engineering. As such also the world was becoming more and more competitive day by day and hence to differentiate between various products and services; quality was becoming a very crucial aspect.

After having discussions with my then guide and co guide and with some of my friends in the industries I landed up on the conclusion to carry out detailed survey on the quality engineering approaches followed by small and medium scale enterprises popularly known as SMEs through ISO 9001 and TQM. It was also thought of including a few SMEs without certification and TQM.

I am thankful to the Sardar Patel University for allowing me to carry out research on this interdisciplinary subject with a combination of techno management.

I have referred number of books, articles, research papers and other such materials of various authors and also referred relevant materials pertaining to my subject area from various websites. Though I have taken enough care to thank the authors by giving proper reference with citation and indicating the details in the bibliography, it is quite possible that somewhere unintentionally I have forgotten or missed out to mention some sources. I sincerely convey my apology to the original contributors of such sources.

All efforts are carried out to prepare this thesis. I am sure that the work presented in this thesis with the help of present study will prove to be beneficial to the industries, research scholars, and other interested parties for their future work in the said area.

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