

**SELF-ASSESSMENT QUALITY MANAGEMENT MODELS IMPLEMENTATION
POSSIBILITIES IN A SMALL AND VERY SMALL BUSINESS ORGANIZATIONS**

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Paper for the Master's degree

Quality Management Master's program

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Vilnius, 2016

SUMMARY

80 pages, 11 tables, 20 pictures, 42 literatūros references.

The main purpose of master thesis was to create a simplified self-assessment model, specifically designed for use in a small and very small business organizations and which would help to identify future areas for continuous improvement.

The most popular self-assessment methods like ISO 9004:2009 standard, EFQM Excellence model, Common Assessment Framework (CAF) model, balanced scorecard model and their use possibilities for a small and very small business organizations were analysed. In accordance with scientific literature, authors suggest the integrated self-assessment model, suitable for a small and very small organizations, which contains only the most important groups of factors –financials, customers, processes, continuous improvement and at the same time is a very practical, easy understandable and reflects historical E. Deming “PDCA” cycle.

Completed research within 67 small and very small Lithuanian organizations showed, that companies would use self-assessment process, if it would be more simplified, more understandable and easier to apply (86.8%). The proposed main quality system components all are applicable; authors did not identified differences between spheres of activities in organizations – integrated self-assessment model can be used for sales, manufacture, service companies.

The proposed model was approved during full self-assessment process completion in a very small manufacture organization. Suggested self- assessment model is easy to use and can contribute to the business organizations improvements.

Research results approval. Based on Lithuanian small and very small organization's research results, two scientific articles have been published and results presented in a national scientific conference “Lithuanian economic growth and stability strategic directions” (2015 October).

Key words: quality, self-assessment, self-assessment model, excellence, quality management model, small organization, very small organization.

PRIEDAI

1 priedas. Ištrauka iš LST EN ISO 9004 (2010). Įsivertinimas pagal pagrindinius sandus. Ryšys tarp pagrindinių sandų ir brandumo lygmenų.