

## Implementation of quality management system - A key factor for the development of SME's in the Republic of Macedonia

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### Abstract

Modern enterprises have implemented standards in order to have a sustainable growth and to be successful in the market. Small and medium enterprises must implement quality management system, which assists medium enterprises to maintain sustainable growth and development, while for small enterprises is a safe step for a quick development and defined position in the market.

This paper introduces the use of quality standards from the small and medium enterprises that have implemented or are in the process of implementation of some quality, technical or technological standards. Implementation of QMS from SMEs is closely related to the administrative process and documentation, accountability of management, the implementation of quality policy, training and qualification of human resources, infrastructure and working environment, operating process, communication and satisfaction of customers, design and development, supply and constant improvement.

In this paper are introduced the outcomes of the study of certified SMEs along with the conclusions and recommendations.

**Keywords:** QMS, small and medium enterprises, business development.

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