

## SOME ASPECTS REGARDING QUALITY MANAGEMENT SYSTEMS (QMS) DEVELOPMENT WITHIN SMES IN ROMANIA

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### **Abstract**

The paper includes a study on the stage of certification of Quality Management Systems in Small and Medium Enterprises (SMEs) in Romania, according to ISO quality standards. The main objective of the research was to provide valid information and evidence on the dynamics of this process over the last 9 years in SMEs with different fields of activity as well as the socio - economic impact of the implementation, certification and maintenance of Quality Management Systems by evaluating the value added by the implementation and certification of management systems for organizations that have implemented SMC and have been certified with management systems according to ISO standards

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The conclusion we have reached is that in companies where the implementation of a management system has reached its level of maturity, at about 3-4 years after implementation, the level at which the positive effects of the quality management system are felt, the management Peak was pleased and wanted to keep certification both on the quality standard and on other standards.

*Key words: quality management, SMEs, multicriteria analysis*