Introduction

Each organisation should have a specific foundation for its conduct, understood as a reference basis for its activities, which is a set of unquestionable and stable values. Such a foundation may be the quality management principles defined by international standardisation for the quality management system. Management and Quality, as a discipline of science and an area of activity of the organization, is becoming more and more important. This issue is very broad and is reflected in every aspect of the functioning of enterprises, regardless of the conditions related to their size, object of activity or location. The principles of quality management concern the key aspects that can be identified in any organization, regardless of whether the quality management system is implemented in it or not.

This monograph covers seven chapters and each of them refers to one of the principles of quality management among which it stands out: Customer orientation, Leadership, People Involvement, Process Approach, Improvement, Evidence-Based Decision-Making and Relationship Management. The structure of the monograph is built on the principle of a standard, including for each of the principles of quality management, a layout containing: first of all a review of literature and standardization requirements, secondly an extension of a selected topic in the topic of a given principle and thirdly a presentation of the practical aspect through a description of a case study or a presentation of the results of own research. Each chapter begins with a reference to the international standard ISO 9000:2015, declaration, justification, main benefits and possible actions concerning a given principle. The structure thus formed is not random and is intended to refer to the concept of standardisation as one of the key terms in the management of an organisation from a standardised perspective.

Hoping to create added value in the area of in-depth considerations on the principles of quality management, constituting the foundation for the management of organizations...

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