

ASSESSMENT OF THE FUNCTIONING OF ISO 9001 ON DEVELOPING RELATIONS WITH SUPPLIERS

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Abstract: Strategic supply management (SSM), within the framework of ISO 9001 standard provides opportunities for development of long-term cooperation and partnerships with suppliers. In this paper a model was defined for the development of relationships with suppliers with the purpose of creating long-term partnerships, while following the requirements of ISO 9001 standard. Research has shown that, under the conditions of transition economy in Serbia, in which 2.11% companies are standardized according to the requirements of ISO 9001, there are no differences between relations with suppliers which exist between standardized companies (SC) and non-standardized companies (NSC) within the set of suppliers, as well as the between NSC and NSC within the set of companies. The defined structural model shows that the quality system (QS), certified by the national certifying body, under the transitional economic conditions in Serbia, is implemented pro forma, given that it allows the same level of connection between SC and NSC suppliers, as well as between NSC and NSC suppliers. Creating long-term partnerships between SC and NSC suppliers should not be possible, while obtained results show the opposite, which clearly indicates that the certification in the studied economy is being performed pro forma. This presents a serious problem for entering the markets which require the fulfillment of requirements of ISO 9001 and other quality standards.

Keywords: ISO 9001, supplier chain management, relations with suppliers, customers, partnership relations