

# ISO 9001: 2015 as a basis for quality improvement in SMEs – Case Studies from Serbia

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## **Summary:**

The fourth industrial revolution, embodied in the program of Industry 4.0, introduces a new basis for the implementation of standardized management system (SMS) for users. On the other hand, the concept of the new SMS model enables us to use multiple instances of the SMS. The period of transition to new models leads to stagnation or even a reduction in the number of certificates, but also creates a base that will be accelerated in the upcoming years. The new QMS model for users makes the best basis for the development of best practices of a control quality referring to all stakeholders. This paper presents the in-depth analysis of the development of a certification system for SMS, defining integrated index of business standardization (IIBS), but also gives some examples of the new QMS model in Serbia, based on the Knowledge management (KM) by IoT (Internet of things).