

Status of Chinese Manufacturing Enterprises: Based on Quality Management Surveys

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Abstract:

Founded in 1979, China Association for Quality (CAQ) has been actively promoting advanced quality management (QM) concepts, methods and techniques to guide Chinese enterprises to improve QM level for the last decades. In order to make clear the level and development trend of QM of Chinese enterprises, CAQ had conducted QM survey on Chinese manufacturing enterprises every two years since 2009. Basing on total quality management (TQM), the maturity evaluation method which combines the advantages of ISO9001 system and the Performance Excellence Model was used in questionnaire design. There are *ca.* 100 questions involving leadership, human resources and equipment support, research and development, manufacturing process, measurement analysis and improvement, and customer service in the survey. It's of great significance for Chinese government to make decisions on guiding industry QM, and for enterprises to identify weaknesses and opportunities for improvement, as well as improve the QM level according to the survey results and the suggestions we put forward. This paper showed the current QM status of Chinese manufacturing enterprises and some important conclusions based on the 1830 valid samples obtained in QM survey 2015.