



Document details

< Back to results | 1 of 1

📄 Export 📄 Download 🖨️ Print ✉️ E-mail 📄 Save to PDF ☆ Add to List More... >

Full Text View at Publisher

TQM Journal
Volume 32, Issue 6, 30 June 2020, Pages 1413-1441

Effects of Dubai quality award on organisational performance in the United Arab Emirates (Article)

Hawarna, S.^a ✉️, Gani, A.O.^b ✉️, Islam, R.^b ✉️ 👤

^aHamdan Bin Mohammed Smart University, Dubai, United Arab Emirates
^bBusiness Administration, International Islamic University Malaysia, Kuala Lumpur, Malaysia

Abstract

View references (112)

Purpose: Dubai Quality Award (DQA) is one of the quality awards that has been implemented in the United Arab Emirates (UAE) for the purpose of improving organisational performance. The objective of this study is to determine whether receiving the DQA has positive impacts on Human Resource Development Practices (HRDP) and organisational performance (OP) of the award-winning companies. **Design/methodology/approach:** Secondary data relating to DQA scores were collected from the Department of Economic Development archive of UAE and primary data relating to HRDP and OP were collected from the individual DQA recipients. Data elicited were subjected to statistical analyses by using the structural equation modelling (SEM) approach. This was to identify the nature of relationships existing between DQA criteria and organisational performance outcomes through the mediating effect of HRDP. **Findings:** The results indicated that winning of DQA significantly enhances organisational performance and that HRDP is a statistically significant mediator between DQA and OP. Based on the findings of this study, a model has been developed by linking the DQA criteria, HRDP and organisational performance. **Originality/value:** Despite few of its limitations, this study is first of a kind in UAE that investigated the relationships among DQA criteria, HRDP and OP. The findings are expected to help the UAE companies to adjust their management policies and practices for enhancing their organisational performance. The findings can also be applicable to companies in other countries, especially Gulf countries that have similar awards such as DQA. © 2020, Emerald Publishing Limited.

SciVal Topic Prominence ⓘ

Topic: Quality Management Practices | ISO 9001 | Quality Awards

Prominence percentile: 98.711 ⓘ

Author keywords

Human resource development practices Organisational performance Quality awards TQM UAE

Indexed keywords

Engineering controlled terms: Management

Engineering uncontrolled terms: Design/methodology/approach Human resource development Management policy Mediating effect Organisational performance Secondary datum Structural equation modelling (SEM) United Arab Emirates

Engineering main heading: Decision support systems

Metrics ⓘ View all metrics >

Cited by 0 documents

Inform me when this document is cited in Scopus:

Set citation alert >

Related documents

The adoption of quality management practices and their impact on business performance in small service companies: the case of Spanish travel agencies
del Alonso-Almeida, M.M. , Bagur-Femenías, L. , Llach, J. (2013) *Service Business*

The effects of participation in decision making, individual improvement efforts and training on the quality of the product design process
Kitapçı, H. , Sezen, B. (2007) *Production Planning and Control*

Impact of quality management practices on manufacturing performance
Hj Ahmad, H.M.A. , Iteng, R. , Rahim, M.K.I.A. (2017) *International Journal of Supply Chain Management*

View all related documents based on references

Find more related documents in Scopus based on:

Authors > Keywords >

Funding details

Funding text

The authors would like to thank the chief editor and the anonymous reviewers for their insightful and constructive comments which were helpful to improve the content as well as quality of the article.

ISSN: 17542731

Source Type: Journal

Original language: English




DOI: 10.1108/TQM-05-2019-0142

Document Type: Article

Publisher: Emerald Group Holdings Ltd.

References (112)

[View in search results format >](#)

☐ All [Export](#)  [Print](#)  [E-mail](#)  [Save to PDF](#) [Create bibliography](#)

-
- ☐ 1 Ab Rahman, M.N., Tannock, J.D.T.
TQM best practices: Experiences of Malaysian SMEs
(2005) *Total Quality Management and Business Excellence*, 16 (4), pp. 491-503. Cited 36 times.
doi: 10.1080/14783360500078540
[View at Publisher](#)
-
- ☐ 2 Agus, A.
The structural linkages between TQM, product quality performance, and business performance: Preliminary empirical study in electronics companies
(2005) *Singapore Management Review*, 27 (1), pp. 87-105. Cited 80 times.
-
- ☐ 3 Ahire, S.L., Golhar, D.Y., Waller, M.A.
Development and validation of TQM implementation constructs
(1996) *Decision Sciences*, 27 (1), pp. 23-56. Cited 1166 times.
[http://onlinelibrary.wiley.com.ezlib.iium.edu.my/journal/10.1111/\(ISSN\)1540-5915](http://onlinelibrary.wiley.com.ezlib.iium.edu.my/journal/10.1111/(ISSN)1540-5915)
doi: 10.1111/j.1540-5915.1996.tb00842.x
[View at Publisher](#)
-
- ☐ 4 Akhtar, S., Ding, D.Z., Le, G.
Strategic HRM practices and their impact on company performance in Chinese enterprises
(2008) *Human Resource Management*, 47 (1), pp. 15-32. Cited 117 times.
doi: 10.1002/hrm.20195
[View at Publisher](#)
-
- ☐ 5 Andrei, O.P.
The international dimension of quality
(2014) *Economy Transdisciplinarity Cognition*, 17 (1), pp. 103-113.
-
- ☐ 6 Hassan, A.
Human resource development and organizational values
(2007) *Journal of European Industrial Training*, 31 (6), pp. 435-448. Cited 39 times.
doi: 10.1108/03090590710772631
[View at Publisher](#)
-

- 7 Arumugam, V.C., Mojtahedzadeh, R.
The impact of Human Resource Management Practices on financial performance of Malaysian Industries

(2011) *International Research Journal of Finance and Economics*, 80, pp. 49-54. Cited 8 times.
http://www.internationalresearchjournaloffinanceandeconomics.com/ISSUES/IRJFE_80_05.pdf

- 8 Becker, G.
(1975) *Human Capital: A Theoretical and Empirical Analysis, with Special Reference to Education*. Cited 6613 times.
University of Chicago Press, Chicago
-

- 9 Beh, S.L., Loo, H.L.
Human resource management best practices and firm performance: a universalistic perspective approach
(2013) *Serbian Journal of Management*, 8 (2), pp. 155-167. Cited 12 times.
-

- 10 Bendell, T., Boulter, L.
Quality in your market. The business case for pursuing excellence
(2008) *Paper presented at 52th EOQ Congress*. Cited 2 times.
Vienna
-

- 11 Bhatia, M.S., Awasthi, A.
Assessing relationship between quality management systems and business performance and its mediators: SEM approach

(2018) *International Journal of Quality and Reliability Management*, 35 (8), pp. 1490-1507. Cited 16 times.
<http://www.emeraldinsight.com.ezlib.iium.edu.my/info/journals/ijqrm/ijqrm.jsp>
doi: 10.1108/IJQRM-05-2017-0091

[View at Publisher](#)

- 12 Blazey, L.M., Davison, K.S., Evans, J.P.
(2003) *Insights to Performance Excellence in Education: An inside Look at the 2003 Baldrige Award Criteria for Education*. Cited 4 times.
ASQ Quality Press, Milwaukee, WI
-

- 13 Bolman, L.G., Deal, T.E.
(1997) *Reframing Organizations: Artistry, Choice, and Leadership*. Cited 1714 times.
Jossey-Bass, San Francisco, CA
-

- 14 Boohene, K., Asuinura, E.L.
The effect of human resources management practices on corporate performance: a study of graphic communication group limited
(2011) *International Business Research*, 4 (1), pp. 266-272. Cited 11 times.
-

- 15 Brah, S.A., Tee, S.S.L., Rao, B.M.
Relationship between TQM and performance of Singapore companies
(2002) *International Journal of Quality & Reliability Management*, 19 (4), pp. 356-379. Cited 173 times.
doi: 10.1108/02656710210421553

[View at Publisher](#)

-
- 16 Brown, M.G.
(2004) *Baldrige Award- Winning Quality: How to Interpret the Malcolm Baldrige Award Criteria*. Cited 63 times.
14th ed., American Society for Quality, Milwaukee, WI
-

- 17 Chapman, R., Al-Khawaldeh, K.
TQM and labour productivity in Jordanian industrial companies ([Open Access](#))

(2002) *TQM Magazine*, 14 (4), pp. 248-262. Cited 40 times.
doi: 10.1108/09544780210429861

[View at Publisher](#)
-

- 18 Chassin, M.R.
Improving the quality of health care: What's taking so long? ([Open Access](#))

(2013) *Health Affairs*, 32 (10), pp. 1761-1765. Cited 78 times.
<http://content.healthaffairs.org/content/32/10/1761.full.pdf>
doi: 10.1377/hlthaff.2013.0809

[View at Publisher](#)
-

- 19 Lin, C.-S., Chen, L.-F., Su, C.-T., Kon, T.-C.
Stock price impact on the Taiwan National Quality Award

(2013) *Total Quality Management and Business Excellence*, 24 (1-2), pp. 158-170. Cited 10 times.
doi: 10.1080/14783363.2012.704267

[View at Publisher](#)
-

- 20 Choppin, J.
(1997) *Quality through People: A Blueprint for Proactive Total Quality Management*. Cited 19 times.
Rushmere Wynne, Bedford
-

- 21 Conti, T.A.
A history and review of the European Quality Award Model

(2007) *TQM Magazine*, 19 (2), pp. 112-128. Cited 76 times.
doi: 10.1108/09544780710729962

[View at Publisher](#)
-

- 22 Lee Cooke, F.
Human resource development and innovation in China: State HRD policies, organizational practices, and research opportunities

(2013) *Journal of Chinese Human Resource Management*, 4 (2), pp. 144-150. Cited 8 times.
doi: 10.1108/JCHRM-05-2013-0016

[View at Publisher](#)
-

- 23 Dale, B.G., Cooper, C.L.
Total Quality Management: some common mistakes made by senior management
(1994) *Quality World*, pp. 4-11. Cited 5 times.
March
-

- 24 DeBaylo, P.W.
Ten reasons why the Baldrige model works
(1999) *Journal for Quality and Participation*, 22 (1), pp. 24-28. Cited 17 times.
-

-
- ☐ 25 de Geus, A.
The living company.
(1997) *Harvard business review*, 75 (2), pp. 51-59. Cited 140 times.
-
- ☐ 26 DeGeus, A.
(1997) *The Living Company: Habits for Survival in A Turbulent Business Environment*. Cited 143 times.
Longview, Boston
-
- ☐ 27 Deming, W.E.
(1986) *Out of the Crisis*. Cited 7250 times.
MIT Center for Advanced Manufacturing Study, Cambridge, MA
-
- ☐ 28 Dewhurst, F.W., Martínez-Lorente, A.R., Sánchez-Rodríguez, C.
An initial assessment of the influence of it on TQM: A multiple case study ([Open Access](#))
(2003) *International Journal of Operations and Production Management*, 23 (4), pp. 348-374. Cited 51 times.
doi: 10.1108/01443570310467302

[View at Publisher](#)
-
- ☐ 29 (2019) *The European Foundation for Quality Management Model*. Cited 2 times.
European Foundation for Quality Management, Brussels, Belgium
-
- ☐ 30 Ehlers, M.B., Lazenby, J.A.A.
(2007) *Strategic Management: South African Concepts and Cases*. Cited 35 times.
Van Schaik, Pretoria
-
- ☐ 31 Lee Cooke, F.
Human resource development and innovation in China: State HRD policies, organizational practices, and research opportunities
(2013) *Journal of Chinese Human Resource Management*, 4 (2), pp. 144-150. Cited 8 times.
doi: 10.1108/JCHRM-05-2013-0016

[View at Publisher](#)
-
- ☐ 32 Fenwick, T.
Developing who, for what? Notes of caution in rethinking a global h(r)d: A response to kuchinke ([Open Access](#))
(2011) *Human Resource Development International*, 14 (1), pp. 83-89. Cited 17 times.
doi: 10.1080/13678868.2011.542900

[View at Publisher](#)
-
- ☐ 33 Fey, C.F., Björkman, I., Pavlovskaya, A.
The effect of human resource management practices on firm performance in Russia
(2000) *International Journal of Human Resource Management*, 11 (1), pp. 1-18. Cited 167 times.
<http://www.tandf.co.uk/journals/titles/09585192.asp>
doi: 10.1080/095851900339963

[View at Publisher](#)
-

-
- ☐ 34 Flynn, B.B., Schroeder, R.G., Sakakibara, S.
A framework for quality management research and an associated measurement instrument
(1994) *Journal of Operations Management*, 11 (4), pp. 339-366. Cited 1259 times.
doi: 10.1016/S0272-6963(97)90004-8
[View at Publisher](#)
-
- ☐ 35 Flynn, B.B., Schroeder, R.G., Sakakibara, S.
The Impact of Quality Management Practices on Performance and Competitive Advantage
(1995) *Decision Sciences*, 26 (5), pp. 659-691. Cited 822 times.
doi: 10.1111/j.1540-5915.1995.tb01445.x
[View at Publisher](#)
-
- ☐ 36 Fuentes, M.M.F., Montes, F.J.L., Fernández, L.M.
Total quality management, strategic orientation and organizational performance: The case of Spanish companies
(2006) *Total Quality Management and Business Excellence*, 17 (3), pp. 303-323. Cited 78 times.
doi: 10.1080/14783360500451358
[View at Publisher](#)
-
- ☐ 37 Garvin, D.A.
Competing on the eight dimensions of quality
(1987) *Harvard Business Review*, 65 (6), pp. 101-109. Cited 883 times.
-
- ☐ 38 Gaskin, J.
(2012) *Partial Least Squares (PLS)*
Gaskinations StatWiki
<http://statwiki.kolobkcreations.com>
-
- ☐ 39 Management practices: US companies improve performance through quality efforts
(1991) *Report to the Honorable Donald Ritter*, pp. 5-36.
House of Representatives. National Security and International Affairs Division, Washington, DC
-
- ☐ 40 Ghobadian, A., Seng Woo, H.
Characteristics, benefits and shortcomings of four major quality awards
(1996) *International Journal of Quality & Reliability Management*, 13 (2), pp. 10-44. Cited 118 times.
doi: 10.1108/02656719610109999
[View at Publisher](#)
-
- ☐ 41 Gilley, J.W., Gilley, A.M.
(2002) *Strategically Integrated HRD: A Six-step Approach to Creating Results-Driven Programs*. Cited 30 times.
Perseus Publishing, Cambridge, MA
-
- ☐ 42 Godfrey, A.B.
Using the Malcolm Baldrige national quality award to improve organisational performance (cover story)
(2014) *Journal for Quality and Participation*, 35 (1), pp. 38-40.
-

-
- ☐ 43 Gooderham, P., Nordhaug, O., Ringdal, K.
National embeddedness and calculative human resource management in US subsidiaries in Europe and Australia
(2006) *Human Relations*, 59 (11), pp. 1491-1513. Cited 71 times.
doi: 10.1177/0018726706072843
[View at Publisher](#)
-
- ☐ 44 Hair, J.F., Anderson, R.E., Tatham, R.L., Black, W.C.
(2010) *Multivariate Data Analysis*. Cited 58210 times.
7th ed., Prentice Hall, Upper Saddle River, NJ
-
- ☐ 45 Hair, J.F., Hult, G.T.M., Ringle, C.M., Sarstedt, M.
(2013) *A Primer on Partial Least Squares Structural Equation Modeling (PLS-SEM)*. Cited 9116 times.
Sage, Thousand Oaks
-
- ☐ 46 Hassan, A.
Human resource development and organizational values
(2007) *Journal of European Industrial Training*, 31 (6), pp. 435-448. Cited 39 times.
doi: 10.1108/03090590710772631
[View at Publisher](#)
-
- ☐ 47 Hassan, A., Hashim, J., Zaki Ismail, A.
Human resource development practices as determinant of HRD climate and quality orientation
(2006) *Journal of European Industrial Training*, 30 (1), pp. 4-18. Cited 23 times.
doi: 10.1108/03090590610643842
[View at Publisher](#)
-
- ☐ 48 Hendricks, Kevin B., Singhal, Vinod R.
Don't count TQM out
(1999) *Quality Progress*, 32 (4). Cited 23 times.
-
- ☐ 49 Huselid, M.A.
The impact of human resource management practices on turnover, productivity, and corporate financial performance
(1995) *Academy of Management Journal*, 38 (3), pp. 635-672. Cited 4537 times.
-
- ☐ 50 Hutton, D.W.
(2000) *From Baldrige to the Bottom Line: A Road Map for Organisational Change and Improvement*. Cited 9 times.
ASQ Quality Press, Milwaukee, WI
-
- ☐ 51 Iacobucci, D., Duhachek, A.
Advancing Alpha: Measuring Reliability with Confidence
(2003) *Journal of Consumer Psychology*, 13 (4), pp. 478-487. Cited 224 times.
http://www.elsevier.com.ezlib.tium.edu.my/wps/find/journalbibliographicinfo.cws_home/713950/description#bibliographicinfo
doi: 10.1207/S15327663JCP1304_14
[View at Publisher](#)
-

- ☐ 52 Iqbal, A.
The strategic human resource management approaches and organisational performance: The mediating role of creative climate

(2019) *Journal of Advances in Management Research*, 16 (2), pp. 181-193. Cited 6 times.
emeraldgroupublishing.com/products/journals/journals.htm?id=jamr
doi: 10.1108/JAMR-11-2017-0104

[View at Publisher](#)

- ☐ 53 Ishikawa, Kaoru
How to apply companywide quality control in foreign countries

(1989) *Quality Progress*, 22 (9), pp. 70-74. Cited 11 times.

- ☐ 54 Jackson, S.E., Schuler, R.S.
(2000) *Managing Human Resource: A Partnership Perspective*. Cited 134 times.
Southern-Western College Publishing, London

- ☐ 55 Juran, J.M.
(1986) *The Quality Trilogy: A Universal Approach to Managing for quality*
ASQS 40th Annual Quality Congress, Anaheim

- ☐ 56 Kaynak, H.
The relationship between total quality management practices and their effects on firm performance

(2003) *Journal of Operations Management*, 21 (4), pp. 405-435. Cited 980 times.
doi: 10.1016/S0272-6963(03)00004-4

[View at Publisher](#)

- ☐ 57 Kaynak, H., Hartley, J.L.
Exploring quality management practices and high tech firm performance

(2005) *Journal of High Technology Management Research*, 16 (2), pp. 255-272. Cited 46 times.
doi: 10.1016/j.hitech.2005.10.002

[View at Publisher](#)

- ☐ 58 Khan, M.A.
Effects of human resource management practices on organizational performance - An empirical study of Oil and Gas Industry in Pakistan

(2010) *European Journal of Economics, Finance and Administrative Sciences*, (24), pp. 157-175. Cited 36 times.
http://www.eurojournals.com/ejefas_24_15.pdf

- ☐ 59 Kuchinke, K.P.
Human development as a central goal for human resource development

(2010) *Human Resource Development International*, 13 (5), pp. 575-585. Cited 67 times.
doi: 10.1080/13678868.2010.520482

[View at Publisher](#)

- ☐ 60 Langford, P.H., Dougall, C.B., Parkes, L.P.
Measuring leader behaviour: evidence for a “big five” model of leadership

(2017) *Leadership and Organization Development Journal*, 38 (1), pp. 126-144. Cited 2 times.
<http://www.emeraldinsight.com.ezlib.iium.edu.my/info/journals/loj/loj.jsp>
doi: 10.1108/LODJ-05-2015-0103

[View at Publisher](#)

- 61 Lasrado, F.
Perceived benefits of national quality awards: a study of UAE's award winning organizations

(2017) *Measuring Business Excellence*, 21 (1), pp. 50-64. Cited 4 times.
<http://www.emeraldinsight.com.ezlib.iium.edu.my/info/journals/mbe/mbe.jsp>
doi: 10.1108/MBE-08-2015-0044

[View at Publisher](#)

- 62 Lasrado, F., Husain, Z., Hasan, R.
Quality award and certifications: a case of excellence
(2018) *Cases on Quality Initiatives for Organizational Longevity*, pp. 74-91. Cited 2 times.
IGI Global, PA

- 63 Lau, R.S.M., Zhao, X., Xiao, M.
Assessing quality management in China with MBNQA criteria ([Open Access](#))

(2004) *International Journal of Quality & Reliability Management*, 21 (7), pp. 699-713. Cited 72 times.
doi: 10.1108/02656710410549064

[View at Publisher](#)

- 64 Lemak, D., Reed, R.
Commitment to Total Quality Management: is there a relationship with firm performance
(1997) *Journal of Quality Management*, 2 (1), pp. 67-86. Cited 54 times.

- 65 Low, S., Ling-Pan, H.
Critical linkage factors between management and supervisory staff for ISO 9001: 2000 quality management systems in construction
(2004) *9th International Conference on ISO 9000 and TQM held at Sukhothai Thammathrat Open University, 5-7 April, 2004*, pp. 142-147.

- 66 Zárraga-Rodríguez, M., Alvarez, M.J.
Exploring the links between information capability and the EFQM business excellence model: The case of Basque Country Quality award winners

(2013) *Total Quality Management and Business Excellence*, 24 (5-6), pp. 539-560. Cited 24 times.
doi: 10.1080/14783363.2013.776760

[View at Publisher](#)

- 67 McCabe, D., Wilkinson, A.
The rise and fall of TQM: the vision, meaning and operation of change
(1998) *Industrial Relations Journal*, 29 (1), pp. 18-29. Cited 26 times.

- 68 McCracken, M., Wallace, M.
Towards a redefinition of strategic HRD

(2000) *Journal of European Industrial Training*, 24 (5), pp. 281-290. Cited 67 times.
doi: 10.1108/03090590010372056

[View at Publisher](#)

- 69 McGuire, C.U.
(2006) *A Baldrige Study of the Benefits, Considerations, and Disadvantages of Implementing the Baldrige Criteria for Performance Excellence*. Cited 3 times.
Doctoral dissertation, Capella University, Minneapolis, MN

□ 70 McLagan, P.
(1989) *Models for HRDP (4 Volumes)*
American Society for Training and Development, Alexandria, VA

□ 71 Nair, A.
Meta-analysis of the relationship between quality management practices and firm performance-implications for quality management theory development

(2006) *Journal of Operations Management*, 24 (6), pp. 948-975. Cited 360 times.
doi: 10.1016/j.jom.2005.11.005

[View at Publisher](#)

□ 72 Njanjal, W.L., Maina, R.N., Kibet, L.K., Njagi1, K.
Effect of reward on employee performance: a case of Kenya power and lighting company ltd., Nakuru, Kenya
(2013) *International Journal of Business and Management*, 8 (21), pp. 41-49. Cited 8 times.

□ 73 Noori, H.
(1990) *Managing the Dynamics of New Technology: Issues in Manufacturing Management*. Cited 134 times.
Prentice-Hall, Englewood Cliffs, NJ

□ 74 Oladipo, J.A., Abdulkadir, D.S.
Strategic human resource management and Organizational Performance in the Nigerian manufacturing sector: an empirical investigation
(2011) *International Journal of Business and Management*, 6 (9), pp. 46-56. Cited 10 times.

□ 75 Osman, I., Ho, T.C.F., Galang, M.C.
The relationship between human resource practices and firm performance: An empirical assessment of firms in Malaysia

(2011) *Business Strategy Series*, 12 (1), pp. 41-48. Cited 49 times.
doi: 10.1108/17515631111100412

[View at Publisher](#)

□ 76 Osman-Gani, A.M.
(2014) *International and Cross Cultural Perspective of HRD, Handbook of Human Resources Development*
John Wiley and Sons, New York

□ 77 Osman-Gani, A.A.M., Hyder, A.S.
Repatriation readjustment of international managers: An empirical analysis of HRD interventions

(2008) *Career Development International*, 13 (5), pp. 456-475. Cited 31 times.
doi: 10.1108/13620430810891473

[View at Publisher](#)

□ 78 Otoo, F.N.K., Mishra, M.
Influence of human resource development (HRD) practices on hotel industry's performance: The role of employee competencies

(2018) *European Journal of Training and Development*, 42 (7-8), pp. 435-454. Cited 9 times.
<http://www.emeraldinsight.com.ezlib.iium.edu.my/loi/ejtd>
doi: 10.1108/EJTD-12-2017-0113

[View at Publisher](#)

□ 79 Otoo, F.N.K., Otoo, E.A., Abledu, G.K., Bhardwaj, A.
Impact of human resource development (HRD) practices on pharmaceutical industry's performance:
The mediating role of employee performance
(2019) *European Journal of Training and Development*, 43 (1-2), pp. 188-210. Cited 9 times.
<http://www.emeraldinsight.com.ezlib.iium.edu.my/loi/ejtd>
doi: 10.1108/EJTD-09-2018-0096
[View at Publisher](#)

□ 80 Pannirselvam, G.P., Ferguson, L.A.
A study of the relationships between the Baldrige categories
(2001) *International Journal of Quality & Reliability Management*, 18 (1), pp. 14-37. Cited 122 times.
doi: 10.1108/02656710110364468
[View at Publisher](#)

🔍 Islam, R.; Business Administration, International Islamic University Malaysia, Kuala Lumpur, Malaysia;
email:rislam@iium.edu.my
© Copyright 2020 Elsevier B.V., All rights reserved.

⏪ Back to results | 1 of 1

⏴ Top of page

About Scopus

What is Scopus
Content coverage
Scopus blog
Scopus API
Privacy matters

Language

日本語に切り替える
切换到简体中文
切换到繁體中文
Русский язык

Customer Service

Help
Contact us

ELSEVIER

[Terms and conditions](#) ↗ [Privacy policy](#) ↗

Copyright © Elsevier B.V. All rights reserved. Scopus® is a registered trademark of Elsevier B.V.

We use cookies to help provide and enhance our service and tailor content. By continuing, you agree to the use of cookies.

RELX