

# Influence of Quality on Manufacturing Processes in Enterprises from the Perspective of Generating Value Added For Customers

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[https://doi.org/10.35609/gcbssproceeding.2021.1 \(128\)](https://doi.org/10.35609/gcbssproceeding.2021.1 (128))

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## ABSTRACT

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In today's global, dynamic, and competitive business environment, in the era of Industry 4.0, the implementation of Total Quality Management enables small and medium-sized enterprises to expand their markets while adapting to the new conditions of global trade. The aim of this paper is to determine the impact of quality processes in the production environment of a model enterprise within a test set of SMEs in the South Bohemia region in the Czech Republic on the added value for the customer and the profitability of the firm. The Value Stream Map (VSM) method was used in the given research and the Quality Value Stream Map (QVSM) method was extended. The research was carried out on a production portfolio for serial production with a focus on production operations where quality parameters are emphasized. Several major outcomes or solutions were achieved in the research. The first output was the determination of the parameters that fundamentally affect the corporate production process in terms of quality to increase the competitiveness of the company. The second output was the determination of the degree of significance in terms of impact on quality parameters using cost-benefit analysis and higher value added in individual operations. And the last output of the given research was the generation of a contemporary value stream map that identifies the key manufacturing operations where quality is most involved in generating added value for the customer.

**Keywords:** Quality value stream map, Value stream map, quality management, added value for the customer.