

Research issues undertaken within quality management – the overview of selected literature and a knowledge map

Anna Małgorzata Olszewska^a

^aFaculty of Management, Białystok University of Technology, 45A Wiejska Str., Białystok, 15–351, Poland, e-mail: a.olszewska@pb.edu.pl

Abstract: The issue of quality management, despite its long history, still remains a dynamically developing research discipline and a scientific consideration. Subsequently, this is a very extensive field which encompasses many issues. Thus, this work mainly focuses on identifying research threads undertaken within quality management in selected periodicals. The article describes the undertaken overview and indicates research threads entailed within the analysed subject matter. Moreover, the resultant list of threads was presented in the form of a knowledge map reflecting their coexistence in specific articles. The methods used while preparing this article constitute an overview of the literature and a network analysis.

Keywords: quality, quality management; research issues; knowledge map.

References

- [1] Elshennawy AK. Quality in the New Age and the Body of Knowledge for Quality Engineers. *Total Quality Management* 2004;15(5–6):603–614.
- [2] Szczepańska K. Doskonalenie zarządzania jakością: podstawy, ocena, perspektywa [Improvement of quality management: basis, evaluation, prospect]. Warszawa: Oficyna Wydawnicza Politechniki Warszawskiej; 2013.
- [3] Liepiņa R, Lapiņa I, Mazais J. Contemporary issues of quality management: relationship between conformity assessment and quality management, *Contemporary Issues in Business, Management and Education* 2013. *Procedia – Social and Behavioral Sciences* 2013;110:627–637.
- [4] Johnson K, Philip B. Crosby's mark on quality. *Quality Progress Oct* 2001;34(10):25–30.
- [5] Standard ISO 9000. *Quality management systems – Fundamentals and vocabulary*; 2005.
- [6] Website: <http://www.vosviewer.com/>.
- [7] Gudanowska AE. Tworzenie mapy wiedzy opartej na tematyce projektów badawczo-rozwojowych na przykładzie województwa podlaskiego [Creating knowledge maps based on the themes of R&D projects on the example of the Podlaskie region]. *Economics and Management* 2015;1:257–270.