

Institutional Changes in Businesses and The Importance of Quality Management Systems for Economic Development: The Case of Turkey / İşletmelerde Kurumsal Değişim ve Ekonomik Kalkınmada Kalite Yönetim Sistemlerinin Önemi: Türkiye Örneği

Ayla Yazıcı¹, Resul Yazıcı²

¹Anadolu University, Turkey

²Bilecik Şeyh Edebali Üniversitesi, Turkey

ABSTRACT

As a basic structure of economic development, processes, including enterprises production and household's consumption decisions, if they are left to market conditions or to subjective valuations, can lead to serious problems. Because in the competitive environment, which is getting more destructive, especially with the effects of globalization, planless workings and emotional behavior can do considerable harm to the activities of institutions. Mistakes made in the decision-making process during the execution of activities can cause to problems both in micro and also in macro scale; for instance leading to environmental issues such as global warming and therefore leading to problems intercepting sustainable development. Quality management systems try to regulate the micro scale parts of these problems, reflected in businesses performance. Thus, providing production and consumption can be carried out conscious and without wasting. In Turkey, where are shortcomings in achieving institutionalization and in regulating and supervising markets, it is important to create at least an awareness in businesses. Therefore before regulating and supervising markets, encouraging businesses to establish and operate quality management systems, would be an important step. In this study, it is tried to examine in which areas improvements can be obtained, by ensuring businesses in Turkey to establish and to run quality management systems and by encouraging them in this direction.

KEYWORDS Institutional Economics; Economic Development; Quality Management Systems

JEL D02, O10, M11