

Special Issue

Exploration of Product and Service Quality Management from a Sustainable Production Perspective

Message from the Guest Editors

All goods and services that are on offer on the market can have an influence on the natural environment but also on different stakeholders. To limit this influence, it is a good idea to implement assumptions of sustainable production. High satisfaction among employees and, most of all, customers can be achieved through a high quality of products. Employees will not be anxious about additional work related to activities which are aimed at the correction and improvement of the quality of already produced goods and services. Customers will be more willing to buy new products from the same company again and recommend them to other people. This is why proper product and service quality management is a key element of the entire management process in any enterprise. The purpose of the Special Issue is to bring together scholars interested in product and service quality management and to show the connection between proper quality management and sustainable production.

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