

# Business Benefits that Characterise ISO 9000:2000 Certified Companies

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## Abstract

A question that generates great interest in literature on quality is the analysis of the advantages and benefits deriving from ISO 9000:2000 certification. Research analysing the relationship between quality and business results has so far failed to draw conclusive results. One obstacle to the general application of the conclusions obtained in this field of research is the small number of studies that have used validated measurement tools to quantify quality results and operative results. The aim of this study was to propose instruments capable of measuring these aspects reliably and validly in a specific sector: the furniture industry in Spain. The results of the confirmatory factor analysis indicate that the proposed scales are valid and consistent. These scales also differentiated all the certified companies in the sample from the non-certified enterprises due to the better results obtained by the former.

**Key words:** ISO 9000 certification, quality results, operative results, measurement scales, confirmatory factor analysis