

## **Abstract Details**

**Title:** Implementation of Quality Management System in the Central Laboratory for Technical Services and Calibration

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**Abstract:** The study carried out showed the effectiveness of application of quality management system 9001-2008 in the central laboratory for technical services, and calibration (CLTSC).It's also explained the implementation steps and the practical evidence of the system requirements such as increasing of customers, samples, the profits, the customers satisfaction and the customers retention-ship. The results indicated that, the most important motivations were the company image and the client satisfaction, as well as better the company image and better relations and communications with clients are the most important perceived benefits. There were positive relationships between QMS certification and organizational performance motivations and benefits.

**Keywords:** Quality Management System, Technical Services, Clients Complains.