

## **Abstract**

In the fast pace of globalization, competition has been growing everywhere. Some people seek “quality” as their competitive edge in this battlefield. This, in turn, gave birth to the evolution of different quality management philosophies, systems and models. Amongst, TQM and ISO 9000 form one of the most controversial partners, often compared and contemplated as to their relationship, in research and practice.

This thesis aims to identify the effect from ISO 9000 transition to TQM in a Macau organization having only one department certified with ISO 9000.

In this study, findings are obtained from a detail literature review on the topic and on a case study carried out through the technique of qualitative analysis.

The result of the research agreed with findings of other researchers, in which, amongst, is that training and top management commitment play a significant role in the transition from ISO 9000 to TQM. Besides, this thesis has also identified and analyzed the effects of the ISO 2000 version as well as the successful ISO transition factors and interdepartmental effects.