One of the commonly cited problems in the implementation of quality practices is related to cultural resistance to change. While the importance of organizational culture to quality management (QM) practices has been recognized in the recent literature, little is known about how quality culture influences quality performance. Recent findings from a research done in Chinese manufacturing firms indicate a chain effect that quality culture serves as an antecedent for infrastructure practices to take effect and infrastructure practices provide a supporting foundation for core practices to generate positive impact on quality performance. Anything that breaks on the chain will cause a problem in quality practices implementation. It is therefore important to note that organization should understand that that quality implementation needs to be considered as a system work where culture is an indispensable part and they to embrace on building a quality advantages other than cost.

Organizations that foster development of a quality culture usually experience less employee frustration, less employee turnover, and more successful regulatory inspections. Working at such companies empowers employees on the shop floor level to become more engaged in improving the processes they perform every day, which improves motivation, company loyalty, and commitment to quality making it easy for supporting quality management system implementation.

A successful quality culture does not happen overnight, however. It takes a commitment from upper management, mid-line managers, and shop floor employees to initiate and sustain such a movement and achieve its benefits all of which is anchored in the standard. But what drives cultural quality as a necessary element in an organization? Is it a quality motto? A monetary award for employees that achieve zero mistakes? No. While each of these items are nice to have, establishing and retaining a solid culture of quality requires a few key steps.

Organizations that have implemented and embraced quality culture have realised these benefits and they all agree that indeed this is big enabler in quality management that will never go wrong.