

# **An extensive structural model of supply chain quality management and firm performance**

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## **Abstract:**

**Purpose:** This study was carried out to create a research model investigating the impact of supply chain quality management (SCQM) practices on firm performance.

**Design/methodology/approach:** Based on a comprehensive literature review, the practices were suggested. These SCQM practices will be analyzed and categorized into 4 dimensions: **upstream** (supplier assessment, supplier quality management), **downstream sides of a supply chain** (customer focus), **internal process** (product/service design, process management and logistics) and **support practices** (top management support, human resource management, information and supply chain integration). The measurement instrument of firm performance was developed including three aspects: operational performance, customer satisfaction and financial performance.

**Findings:** A conceptual framework and a structural model were proposed as well as the development of hypotheses on the paths.

**Research limitations/implications:** It is necessary to test the rationality of this model by empirical studies in different contexts.

**Originality/value:** The research considers integration of quality and supply chain management still remains limited in the literature. Therefore, it is necessary to have a more focused approach in assessing quality management issues within the internal and external supply chain contexts. This study concentrates on the practices which improve quality aspects of supply chain, known as SCQM practices. Proposed structural model in this paper

not only fills the voids in the literature but contributes a parsimonious conceptual framework for theory building in SCQM and firm performance. It also expects to offer a useful guidance for measuring and implementing SCQM practices as well as facilitate further studies in this field.

***Keywords:*** *Quality management, Supply chain management, Supply chain quality management practices, firm performance.*