

## BENEFITS FROM INTEGRATED MANAGEMENT SYSTEM IMPLEMENTATION ON AN EXAMPLE OF GLASS MANUFACTURING ENTERPRISE

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In professional literature there are lots of researches concerning benefits from Integrated management system implementation. This kind of research have been conducted in production companies, medical facilities, food industry and government entities. It has been observed that there are few researches conducted in glass industry. This is the reason why this type of research has been conducted. The purpose of the research was to identify benefits from Integrated management system implementation.

Based on conducted research several conclusions have been established:

– Despite numerous benefits from IMS implementation production employees associate it mostly with audits, documentation and control. Those associations are different from administrative employees' opinions. More research in this subject is required.

– Respondents from both groups indicate that product quality improvement is the greatest benefit from the implementation. Especially when it comes to manual production.

– Next most important benefits differ between two groups of workers. According to administrative employees the most important benefit is improvement of decision system. According production workers – claim number reduction.

– Administrative workers as most important internal benefits consider:

4) Improved process effectiveness and time,

5) Improved decision system,

6) Improved identification and better elimination of problems.

– Production workers as most important internal benefits consider:

4) Higher product quality,

5) Decreased number of claims,

6) Improvement of health and safety conditions.

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