

ABSTRACT

The current research and application concerns Cyprus. The target of the research project is the investigation of the diachronic meaning of the targets, of Cypriot mechanical products enterprises, through research with the use of pre-agreed sampling plan. The knowledge and opinion of Cypriot consumers/users, importers and manufacturers on the main targets or efficiency parameters of the enterprises, which are quality, speed, reliability, flexibility and cost. For a certain period, the researcher collected information through relevant questionnaires to enable the determination of the improvement or deterioration of the 5 basic target of the last decade. The study was completed with the submission of the tables and recordings of the questionnaires along with the conclusions and proposals for the improvement of quality in Cyprus.

Initially, the basic parameters of quality were decided. Following, having as a basis the five main parameters and through literature review, the questionnaire was created. Samples were collected and next, through Microsoft Excel, the replies of the consumers and suppliers were recorded, tables and graphs were created, commented and analysed.

Through the study various areas of improvement were identified and achievement means were proposed. The researcher has made available her conclusions and proposals aiming towards the improvement of products and goods of the mechanical sector, of Cypriot Enterprises.

In the humble opinion of the researched, the study/research was successful since all targets were achieved. As determined, Cypriot Enterprises have improved in all quality aspects. The main outcomes and benefits, as determined by the researcher and the enterprises are the following:

- Flexibility of Cypriot Enterprises outclasses all the other parameters
- More laboratory checks are required for the further improvement of quality, reliability, speed and cost
- Through the current study, enterprises can easily improve, since they can identify their weak areas and improve them

- As far as the researcher is concerned, can now work autonomously, dealing with a future market research of a greater and wider sample spectrum

Key words: Products, Goods, Quality, Reliability, Cost, Flexibility, Speed, Customer, Consumer, Supplier.

