

A Study on the Impact of Business growth on the Quality of Management

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The Small Business Association (SBA) defines a small business as one that is independently owned and operated, is organized for profit, and is not dominant in its field. Depending on the industry, size standard eligibility is based on the average number of employees for the preceding twelve months or on sales volume averaged over a three-year period. Small businesses, which make up the majority of the businesses in the construction industry, are in need of increased assistance to survive. Their existence is threatened by declining profit margins, inability to implement quality programs, and many other problems. The purpose of this research was to identify the elements involved with quality management that contribute to the successful growth of a small business into a large business. The elements that will be specifically examined include communication, trust, human resource management, organizational planning, and leadership. Interviews will be utilized to gather information from one small construction business located in Massachusetts. Results will be analyzed to show implications of growth on quality of management for one small construction business.

Key Words: Small construction business, Quality management, Business growth