

Special Issue

Exploration of Product and Service Quality Management from a Sustainable Production Perspective

Message from the Guest Editors

All goods and services that are on offer on the market can have an influence on the natural environment but also on different stakeholders. To limit this influence, it is a good idea to implement assumptions of sustainable production. High satisfaction among employees and, most of all, customers can be achieved through a high quality of products. Employees will not be anxious about additional work related to activities which are aimed at the correction and improvement of the quality of already produced goods and services. Customers will be more willing to buy new products from the same company again and recommend them to other people. This is why proper product and service quality management is a key element of the entire management process in any enterprise. The purpose of the Special Issue is to bring together scholars interested in product and service quality management and to show the connection between proper quality management and sustainable production.

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Deadline for manuscript submissions

closed (30 June 2022)



Sustainability

an Open Access Journal
by MDPI

Impact Factor 3.3
CiteScore 7.7



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I encourage you to contribute a research or comprehensive review article for consideration for publication in *Sustainability*, an international Open Access journal which provides an advanced forum for research findings in areas related to sustainability and sustainable development. *Sustainability* publishes original research articles, review articles and communications. I am confident you will find the journal contributes to enhancing understanding of sustainability and fostering initiatives and applications of sustainability-based measures and activities.

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