

SUMMARY

The doctoral thesis concerns the study of impact of improving production processes on building competitiveness of paper production enterprises. In a term of challenges facing modern enterprises, the search for new sources of competitive advantage plays an increasingly important role. Moreover, it appears that continuous improvement should be an inseparable element of the functioning of any organization. The objective of the doctoral dissertation was to elaborate a procedure of obtaining a methodology for quality improvement of production processes in context of building competitiveness of paper industry enterprises. The goal was achieved through the following actions:

- analysis of literature in field of quality management, production processes, improvement, competitiveness of enterprises,
- analysis of literature of paper industry,
- elaboration a diagram of chosen paper product,
- quantitative research carried out using the CAWI method (Computer-Assisted Web Interview) in 90 companies in paper production industry of various sizes, operating in Polish market,
- qualitative research carried out by group of specialists with at least 10 years of experience in a management position in paper production enterprise.

The data collected during the research process were analyzed using basic statistics (arithmetic mean, standard deviation, median, minimum and maximum values), comparative analysis (Mann-Whitney U test, Kruskal-Wallis test), correlation and strength studies of the relationship of variables (Spearman rank correlation coefficient).

On the basis of the empirical researches and detailed statistical analysis, a methodology for quality process improvement was proposed. This methodology contains guidelines that should be taken into account when selecting quality activities at individual stages of production processes. The implementation of the proposed methodology may contribute to building and increasing the market competitiveness of enterprises in the paper sector.