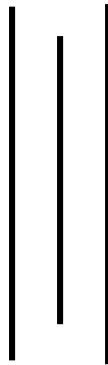


**ROLE OF QUALITY CIRCLES IN PROBLEM SOLVING FOR  
SMEs  
(A Case Study on Nepali Paper Products Pvt. Ltd.)**

**By  
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**A Thesis Submitted to:  
Office of the Dean  
Faculty of Management  
Tribhuvan University**



*In partial fulfillment of the requirement for the Degree of  
Master of Business Studies (M.B.S)*

**Kathmandu, Nepal  
September, 2009**

## **RECOMMENDATION**

This is to certify that the Thesis

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**ROLE OF QUALITY CIRCLES IN PROBLEM SOLVING FOR SMEs  
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according to the prescribed format. We recommend the thesis to  
be accepted as partial fulfillment of the requirement for*

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## **DECLARATION**

I hereby declare that the work reported in this thesis entitled “**ROLE OF QUALITY CIRCLES IN PROBLEM SOLVING FOR SMEs (A Case Study on Nepali Paper Products Pvt. Ltd.)**” submitted to Office of the Dean, Faculty of Management, Tribhuvan University, is my original work done in the form of partial fulfillment of the requirement for the Master’s Degree in Business Study (M.B.S.) under the supervision of **Prof. Dr. Kamal Das Manandhar** of Shanker Dev Campus.

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Researcher

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## **ABBREVIATIONS**

ATM	:	Automatic Tailor Machine
CSR	:	Corporate Social Responsibility
EMS	:	Environment Management System
ISO	:	International Organization for Standardization
JUSE	:	The Union of Japanese Scientist & Engineers
MR	:	Management Representative
NPP	:	Nepali Paper Products
OT	:	Overtime
QC	:	Quality Circle
QCC	:	Quality Control Circles
SMEs	:	Small and Medium Enterprises
TQM	:	Total Quality Management