

ABSTRACT

This project is to make everyone understand the concept of the International Organization of Standardization. Many people still misunderstand the meaning of the ISO and there is no idea of the management system.

The scope of this project is to focus on the quality management system of the Office of Graduate School. The system of the Office of Graduate School serves the students who will be planning to prepare in the case of applying for ISO 9000 in the future. Quality management system does not only emphasize on the quality of product and service as in the past, but the system emphasizes on the management system with structure. There must be communicating policy and quality goal in an organization. There must be a schedule of the process and adequate resource to maintain quality. The need of ISO 9000 may come from customer need, organization need or supplier request. The organization must process the system under ISO 9000 requirement. The organization must create the quality system, quality manual and may need training for the employees. However, the organization needs co-operation from all employees, especially management. The Office of Graduate School serves the students and instructors. The service is the product of Office of Graduate School, especially the documents. The system of ISO 9000 can make the Office of Graduate School sure that many documents can be identified where they are.

In the future, this project will be the prototype and the direction for the Office of Graduate School to apply for ISO 9000 2000. Moreover students who would like to learn more about ISO 9000 can use this project as a guideline.