

TABLE OF CONTENTS

TITLE.....	i
ABSTRACT.....	ii
MOTTO	iv
THE APPROVAL LETTER.....	v
THE VALIDATION LETTER	vi
THE STATEMENT OF ORIGINALITY	vii
BIOGRAPHY	viii
PREFACE.....	ix
TABLE OF CONTENTS.....	xi
LIST OF TABLES	xiii
LIST OF FIGURES	xiv
LIST OF APPENDIXES.....	xv

CHAPTER I INTRODUCTION

1.1 Background.....	1
1.2 Problem Identification.....	3
1.3 Focuses and Sub-Focuses.....	3
1.4 Problem Statement	4
1.5 The Objectives and The Advantages.....	4

CHAPTER II THEORETICAL FRAMEWORK

2.1 Theoretical Basis.....	5
2.2 Previous Research	54
2.3 Theoretical Framework	56

CHAPTER III STUDY METHODOLOGY

3.1 Time and Place of the Study	58
3.2 Background of the Study.....	59
3.3 The Methodology and the Type of the Study	59

3.4 Data Sources and Data Collecting Procedures.....	60
3.5 Data Analysis Procedures	61
3.6 Data Validation	61
CHAPTER IV THE RESULTS AND THE DISCUSSION	
4.1 Company Overview	64
4.2 The Findings	73
4.3 The Discussion.....	76
CHAPTER V CONCLUSION AND RECOMMENDATIONS	
5.1 Conclusions	92
5.2 Recommendations	93
BIBLIOGRAPHY	95
APPENDIXES	94

LIST OF TABLES

Table	Text	Pages
2.1	Schedules of the Study.....	24

LIST OF FIGURES

Figures	Text	Pages
2.1	Theoretical Framework.....	56
4.1	Manado State Polytechnic.....	66
4.2	Logo of Manado State Polytechnic.....	66
4.3	The Organizational Structures	69
4.4	The Department Office	79
4.5	Laboratories	81
4.6	Restroom	82
4.7	Classroom	84
4.8	Parking Area	85

LIST OF APPENDIXTES

- 1 Interview Questions
- 2 Documentations
- 3 IWA 2 2007

CHAPTER I

INTRODUCTION

1.1 BACKGROUND OF THE STUDY

Quality is a relative measure for a product or service that match the quality standard's design (West-Burnham, 1997). Quality is an absolute and relative concept (Sallis, 2003). Absolute concept means that the quality has a high level of idealism, standards, and price, while the relative concept has two aspects, procedural and transformational. Procedural aspect states that the product and service has meet the previous standards, and transformational aspect states that the measurement of the quality depends on the improvements and changes (Sallis, 2003). Quality is something each organization makes progress toward and is extremely hard to accomplish. With the increased global competition, organizations are forced to produce high quality products and continuously improve themselves to survive. ISO 9000 is a standout amongst the most broadly perceived in the world. ISO 9000 is a quality management standard that presents rules planned to expand business productivity and keep consumer loyalty. It has been implemented by more than one million organizations in 187 countries since its introduction in 1987. The objective of ISO 9000 is to install a quality management framework inside an organization, expanding profitability, diminishing superfluous expenses, and guaranteeing characteristics of procedures and products. ISO 9001:2008 is pertinent to organizations and associations from each division. The procedure arranged

methodology makes the standard material to administration associations also. Its general rules consider the adaptability required for now's differing business world.

Business Administration Department is one of the divisions that Manado State Polytechnic has since 1987 as an organization in the education institution. It aims to offer best education services to its consumers. In order to meet the consumer expectation, Business Administration Department must have the good quality of facilities and services. The expected quality in an educational organization defined as the curriculum requirement, including the learning outcomes and specific performance indicators. The resource needs for the provision of the educational service should be identified by the organization.

For the effective functioning of the quality management system, the organization should also ensure the resources availability and provide the resources to meet the learner requirements. In the term of human resources, the organization should ensure the human resources availability for the effective performance of the quality management system. To support the teaching-learning processes and the educational services, the organization should also identify all the infrastructures, facilities, environment and equipment needed. To prove that the organization meets the standard, it has the certification of ISO 9001:2008. Despite the fact that Business Administration Department has the certification of ISO 9001:2008, it gets numerous problems related with its facilities, services and educational process that do not meet the students' expectations. There are some classes that actually do not have classroom so they conduct the activity outside, there is only one unit of restroom that can be used for ladies in the department, there is no media facilities

such as computer, LCD projector and air conditioners to support the educational process in each class, the limited room for the education and administration staff to work, the internet networking that cannot be accessed from the second floor and many more. Along these lines, on account of that circumstance, the author chose to make a research under the title **“ISO 9001:2008 Standards Implementation Analysis in Business Administration Department of Manado State Polytechnic.”**

1.2 PROBLEM IDENTIFICATION

According to the description in the introduction, the author identifies several problems that can be found in Business Administration Department of Manado State Polytechnic as listed below:

1. The facilities provided by the institution do not meet the customer's expectation.
2. The services offered by the institutions do not meet the customer's expectation.
3. The effectiveness of the educational process is not yet achieved.

1.3 FOCUSES AND SUB-FOCUSES OF THE STUDY

This research is focused on the analysis of ISO 9001:2008 standards implementation in Business Administration Department of Manado State Polytechnic with several aspects, including: The importance of ISO 9001:2008 certification for Business Administration Department of Manado State Polytechnic, the implementation of ISO 9001:2008 standards in Business Administration

Department of Manado State Polytechnic. Therefore, the sub-focuses of this research are the facilities provided by the institution, services, and the effectiveness of the educational process in business administration department of Manado State Polytechnic.

1.4 PROBLEM STATEMENTS

From those commentaries, the researcher formulate the problem of this research as: How does Business Administration Department of Manado State Polytechnic implements the standards of ISO 9001:2008?

1.5 THE OBJECTIVES AND BENEFITS OF THE STUDY

1.5.1 The Objectives of the Study

The objectives of the research are as follows:

- a. To describe the ISO 9001:2008 standards
- b. To analyze how Business Administration Department implements ISO 9001:2008.

1.5.2 The Benefits of the Study

The advantages of this research are:

1. For the author, to expand and enrich the knowledge about quality management system under the international recognized standards, ISO 9001:2008 and to know the implementations of it.
2. For the organization, this research is beneficial for the improvement of its management system and productivity.