

Special Research Studies Title	Case Study of ISO 9000 Approach for Work Improvement in Public Sector
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#### Abstract

This research is focused on the application of ISO 9000 quality management system in an organization. Not only is it beneficial to products, but also enhances customer satisfaction, which tends to vary in both public and private sectors.

In this research paper, the Design Division, Department of Public Works, Bangkok Metropolitan Administration (BMA) will be used as a case study. This division has a number of responsibilities such as building designs, roadway designs, overpass and underpass designs, and other engineering duties. Architectural works such as building interior designs, and landscaping are included in this division as well. The study will be conducted by studying the application of ISO 9000 system in Design Division, Department of Public Works, Bangkok Metropolitan Administration (BMA) in the following aspects: Factors required in Management; Problems and obstacles from working; Perspective for applying for ISO 9000 system; Major reasons for applying for ISO 9000. The research data was gathered by distributing questionnaires to subordinate officials and interviewing management levels. After collecting all problems such as document system, budget, responsibility and authority, ISO 9000 will be applied to determine how to improve the division. Furthermore, if ISO 9000 version 2000 is eventually employed in this division, it can reduce time to develop guideline for the effective implementation

Keywords : ISO 9000 System / Quality Management System / Problems and Obstacles