

Special Research Studies Title	Case Studies of ISO 9000 Implementation in Thai Construction Industry
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Candidate	Mr. Chaiwat Chatratana
Supervisor	Dr. Suthi Pasiphol
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Abstract

Due to economic turmoil which resulted in declining construction projects and increasing price of raw materials, and the agreement with WTO on Free Trade of Engineering Services, Construction companies in Thailand must adapt to this dynamic environment. Thus, ISO 9000 Quality Management Systems are required.

This research is conducted to study the application of ISO 9000 system for Contractors and Designers/Engineering Consultants in Thailand in the following aspects: Incentives in applying for ISO 9000; Problems and obstacles from applying ISO 9000; Budget and time required in the process; and Benefits from ISO 9000. Moreover, this research includes the analysis and suggestions on how to achieve ISO 9000. It has undergone several procedures as follows : reviewing general knowledge and the application of ISO 9000 of organizations; creating questionnaires; selecting the respondents; collecting data; and analyzing the organizations one by one.

The study has found that the major reason for applying for ISO 9000 is to improve current working process. It has also found that major obstacles for applying for ISO 9000 are technical problems, such as, Interpretation of requirements, Understanding in Quality System documents, Employee training, and Monitoring the preparation of the documents. Meanwhile, the only personnel problem is the conflict with other departments. However, from

employees' perspective, the most affecting obstacles are Employee training and Clarification from top management.

Keywords : ISO 9000 System / Quality Management Systems / Construction Industry / Problems and Obstacles