

ABSTRACT

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READINESS OF MINE INDUSTRY ENTREPRENEURS IN APPLYING THE ISO 9000 MANAGEMENT SYSTEMS IN LAMPANG PROVINCE

By

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The objectives of this research were to study: 1) readiness of mine industry entrepreneurs in applying the ISO 9000 Management Systems in Lampang province 2) readiness related factors 3) problems and the difficulties of the entrepreneurs to approach the ISO 9000 process.

The population in this study consisted of 65 mine industry entrepreneurs in Lampang province. Data collection instruments were composed of a set of questionnaires. Data were analyzed by the use of frequency distribution, percentile, arithmetic mean, standard deviation and Pearson product moment correlation.

The findings of the study was that those group certified by the ISO 9000 Management System had a high level of readiness, those on a process of ISO 9000 application had medium level of readiness, and those who did not have any intention to apply for the ISO

9000 had a low level of readiness to reach the ISO 9000 requirements for certification. However, the overall readiness of the entrepreneurs was at a moderate level.

The internal and external factors had positive relations to the readiness of mine industry entrepreneurs in applying the ISO 9000 Management Systems at a moderate to high level. The internal factors consisted of policy, employee's participation, budget, management system and knowledge of ISO 9000. The external ones composed of ISO 9000 experts, government policy, customers, competitors and community. Internal factors had 75.6 percentage of relation while external factors had 83.0 percentage of relation to the readiness for the ISO 9000.

The problems and the difficulties of mine industry entrepreneurs in applying the ISO 9000 Management Systems were the lack of budget needed for quality system improvement and replacement of old machines, lack of the ISO 9000 experts, and the employee's perception of ISO 9000 was low.