

ABSTRACT

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ISO 9000 FOR AGRICULTURAL EXTENSION AND DEVELOPMENT

By

SOMYOT BORISUTH

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Chairman : Associate Professor Dr. Boontham Tesna

Department/Faculty : Department of Agricultural Extension,
Faculty of Agricultural Business

The statements of the problem in this study were a) ISO 9000 has specified what to do, but not how to do it, and b) how governmental agricultural extension and development agencies could apply ISO 9000 to their work. Thus, this research was conducted to find out 1) procedures to put ISO 9000 into practice in agricultural extension and development agencies; 2) ISO 9000 to provide agricultural extension and development services to farmers or clients; 3) expected results of the application of ISO 9000; and 4) roles of the Ministry of Agriculture and Cooperatives in monitoring, supervising and promoting the quality system of governmental agricultural extension and development agencies. The first two objectives were achieved through non-empirical research procedures and the others through empirical research procedures. The data was collected by means of questionnaires from those with at least 3 years experience in ISO 9000 or those specializing in ISO 9000 from 37 ISO 9000 certified bodies and ISO 9000 consultants. Eighty-four completed questionnaires were returned and data processing was done by using percentage, weight mean score and standard deviation.

The findings were as follows:

1. The procedures to put ISO 9000 into practice should start from a) strong intention and participation of top administrators; b) setting up of working groups to create a quality system; c) selection of ISO 9000 certified bodies and ISO 9000 consultants ; d) provision of knowledge and training to personnel; e) auditing and verifying to assess existing working systems; f) quality planning and document system establishment; g) implementation of document quality system; h) quality audit and corrective and preventive action and; i) assessment by ISO 9000 certified bodies .

2. The quality spiral of ISO 9004-2: 1991 (E) could be used as a guideline for the quality spiral for agricultural extension and development services, starting from a) service need; b) need identification process; c) service brief; d) service design process; e) service delivery process; f) service results; g) suppliers' assessment; h) clients' assessment and; i) service performance analysis and improvement.

3. The regulations of ISO 9000 could be grouped as follows: Group 1: quality system management for services: this consisted of a) responsibility, item 4.1; b) documentary management, items 4.2, 4.5 and 4.16; c) problem solving, items 4.14 and 4.17; and d) data processing and analysis, item 4.20. Group 2: in-process quality for services: this consisted of items 4.3, 4.4, 4.9 and 4.15. Group 3: quality support systems for services: this consisted of a) input, items 4.16 and 4.18; b) product control, items 4.7, 4.8 and 4.13; and c) status assessment, items 4.10, 4.11 and 4.12.

4. The output of the application of ISO 9000 for agricultural extension and development were a) administration of organizations; b) governmental and non-governmental employees; and c) farmers or clients. All of the results were expected at a high level.

5. According to the respondents, The Ministry of Agriculture and Cooperatives should play the roles in monitoring, supervising and promoting the quality system of governmental agricultural extension and development agencies at a higher level.

In conclusion, ISO 9000 can be applied to governmental agricultural extension and development agencies as well as other relevant agencies.