ADOPTION OF INTERNATIONAL ORGANIZATION FOR STANDARDISATION (ISO) 9001QMS FOR IMPROVED SERVICE DELIVERY AT KABU LIBRARY

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Introduction / Background

- Libraries offer support services to academic institutions in order to enable the institution to achieve its goals through provision of quality services to its stakeholders (Moorthy, Rao, & Goud, 2010).

- ISO 9001 is the world's most popular QMS standard and it is all about keeping customers satisfied.

- Millions of organizations around the globe have gone for ISO 9001certification to improve the quality of their products and services (Cianfrani & West, 2010).

Intro cont'

In Kenya, many organizations especially academic institutions have sought the ISO 9001: 2008 certification with the main aim of improving product and service quality as well as service delivery.- (**ISO9001:2015)**

Institutions are becoming customer oriented – depends on continuous improvement to meet customer expectations.

Statement of the problem

Users' needs and expectations are drastically changing due to factors such as advancement in technology and increase in income level (Singh, 2013).

Research conducted in November 2011by quality assurance at KABU Library indicated that library information systems are in place but there exists inefficiency in service delivery.

Statement of the problem cont

The study seeks to find out if adoption and implementation of ISO 9001 Quality Management System will address the problem of inefficiency in service delivery to meet changing user needs.

Study objectives

Objectives of the Study are to:

1. Assess the role of management on adoption of ISO 9001 QMS for service delivery

2. Examine the effects of availability of resources on adoption of ISO 9001QMS for improved service delivery

3. Examine the significance of employee training on adoption of ISO 9001 QMS

Literature review

Quality - degree to which a product or service meets and continuous to meet customer expectations(Tricker, 2010).

Doing what is **right** to meet needs &wants of customers.

TQM- getting closer to customers/identify and meet customer needs(Allen, Plunkett, & Attner, 2013)

Quality is critical in achieving competitiveness, TQM provides the tools and the direction to improve quality.

TQM PRINCIPLES

. Customer Focus

. Leadership

. Engagement of people

. Process Approach

. Continuous Improvement

. Evidence based decision making

. Relation Management

Edward Deming PDCA CYCLE
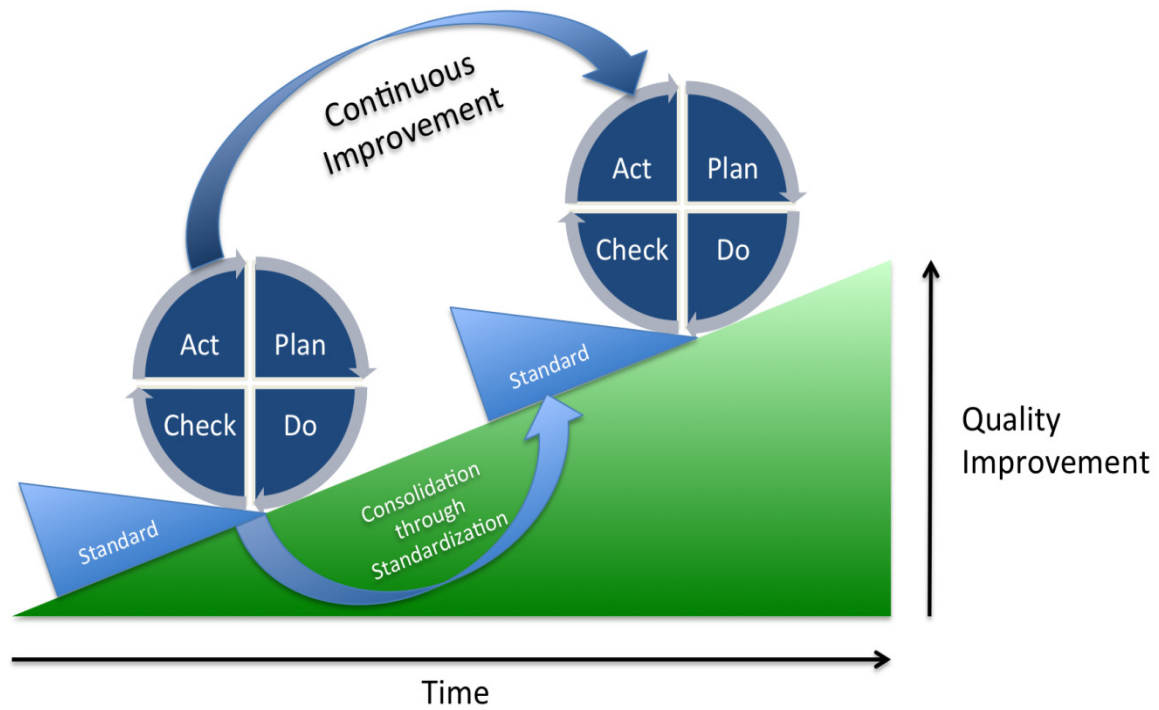
Plan-establish objectives & draft your plans

Do-Implement your plans

Check- Measure and monitor your actual results against your planned objectives

Act - Correct and improve your plans to meet & exceed your planned results

PDCA cycle

Role of management on adoption of ISO QMS

➤ Demonstrate leadership and commitment – ensure that quality policy/objectives are developed & communicated

➤ conduct management reviews

➤ Provide required resources –human, financial, infrastructure

➤ Creation & implementation of QMS & its continual improvement.

Resources

1. Human – competencies/ skills
2. Infrastructure- facilities/ equipment
3. Financial Resources

Staff Training

Employee training is one of the key elements in organizations in order to deliver consistent performance to customers

Training - to understand their roles and responsibilities

Continuous improvement cannot occur within an organization unless training is part of management's agenda (Pekar 2010).

Methodology

The study was based at KABU library.

Poulation-21(lib staff)

Quantitative approach was used in this study

Questionnaires used to collect data

Sample size determination table developed by Krejcie & Morgan (1970) to obtain the required sample was used.

Findings / Results

Pearson correlation analysis to determine whether Management commitment had an influence on adoption of ISO 9001 QMS showed a positive significant relationship(r=0.544 a=0.010) Availability of Resources was significant (r=0.548 a=0.010) Employee training was moderate (r=0.354 a=0.016).
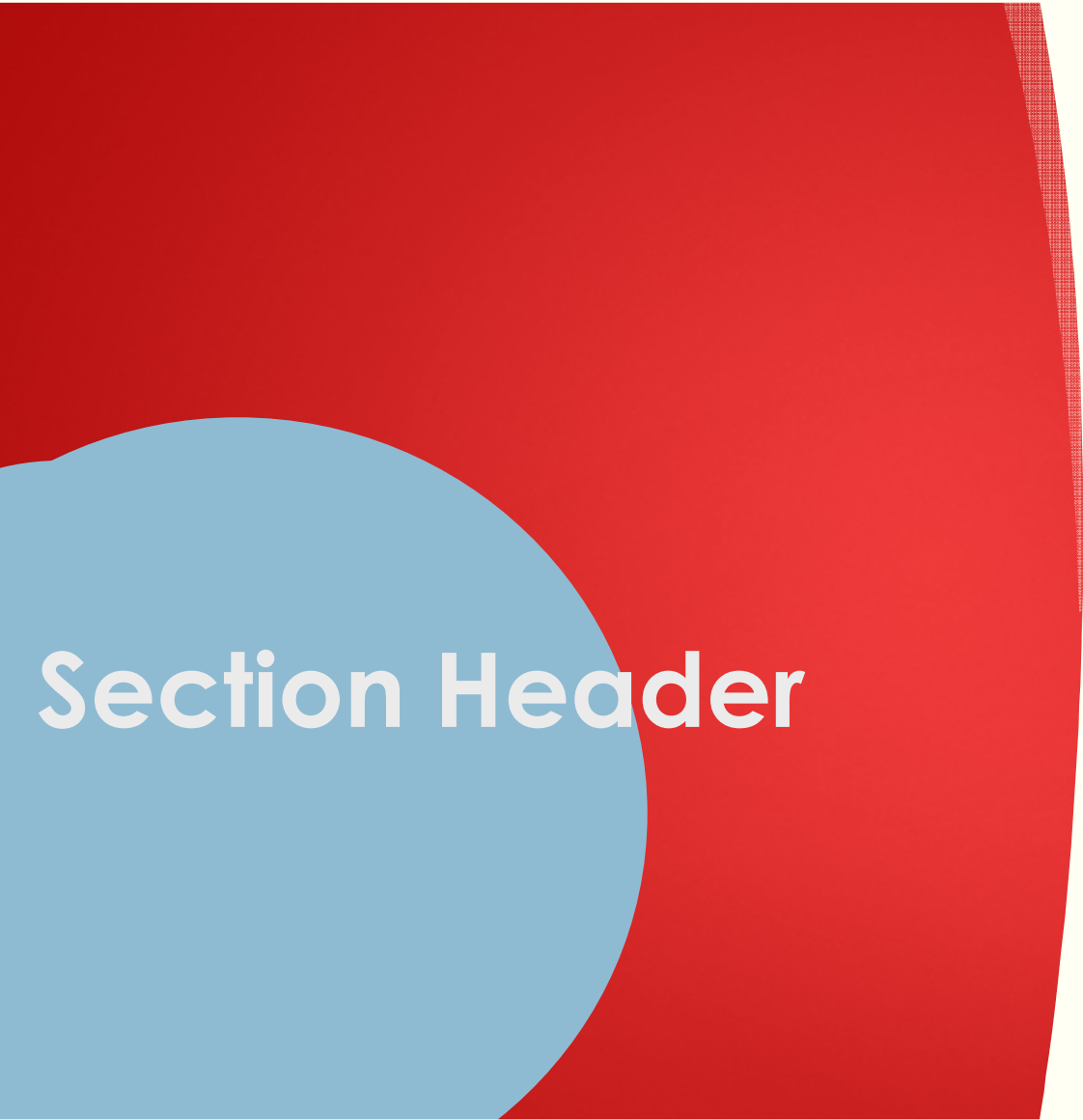
Conclusion

Management is committed towards adoption of ISO 9001 QMS. Resources are required in adopting ISO 9001 QMS and employee training is key to provision of quality services

Recommendations

1. Management should develop quality poli objectives-communicated to all employees

2. Training employees on TQM practices

3. Addition of resources - human/financial/in structure

Areas for further study

A study to be conducted in other Private University Libraries to find out whether adoption and implementation of ISO 9001 QMS enhance service delivery

Section Header

THANK YOU