



*Thesis
Title:*

FACTORS IMPACTING QMS-ISO9001- IMPLEMENTATION IN
MINISTRY OF INTERIOR, KINGDOM OF BAHRAIN

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ABSTRACT

The demand of providing quality services that meets customers' needs and exceed their expectations based on international standards is not limited to private sector anymore. Therefore, the public sector pace is prompt in seeking certification of ISO 9001 to be internationally accredited endeavoring to deliver a better quality public services, however, it still confront inconsistency in the implementation process. The aim of this research is to identify the factors impacting the implementation of ISO 9001 as a quality management system in a public sector organization with a special context like the Ministry of Interior in Kingdom of Bahrain, and develop recommendations to improve and sustain its quality management system through identifying positive, negative and improvement factors. The research relied as a benchmark, on previous studies for information about factors impacting the implementation in the public sector, and engaged both qualitative and quantitative methods to investigate and analyze data in order to provide the best understanding of the research problem. It was found that the system's main factors are; committed management and supportive leadership, competent employees taking responsibility for the system's operations and results, awareness and training. However, the implementation could be hindered by the inconsistency between implementation and work processes, when the main factors were negatively approached. Accordingly, it is recommended to increase the awareness and training level, provide the opportunity to learn from best practices, mandate the implementation for all directorates, modify recruitment criteria, arrange rehabilitation programs for employees with poor performance, provide continuous assessment by the dedicated directorate to measure the implementation system and distinguish the best practices within the ministry.