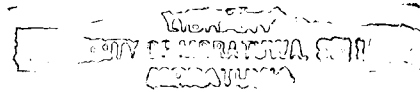


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University of Moratuwa
Sri Lanka



**CONSTRAINTS IN IMPLEMENTATION OF
ISO 9000 QUALITY MANAGEMENT SYSTEM
ELEMENTS IN SRI LANKAN INDUSTRIES
AND THEIR CAUSES**

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Master of science in Operational Research

Department of Mathematics

E M S N EKANAYAKE

September 2004

University of Moratuwa



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E M S N EKANAYAKE

**This thesis was submitted to the department of Mathematics of the
University of Moratuwa as a partial fulfilment of the requirements for
the degree of Master of Science**

Department of Mathematics

University of Moratuwa


Sri Lanka

September 2004

DECLARATION

The work presented in the thesis in part or whole has not been submitted for any other academic qualification at any institution.

UOM Verified Signature


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Dr. M Indralingam
(Supervisor)



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ABSTRACT

This research indicates that ISO 9000 elements that relate to an organization quality system are hard to implement compared to elements that relate to operational procedures. The elements that are identified as difficult to implement and related to an organization quality system are: corrective and preventive actions, design control, management responsibility, statistical techniques, process control, document and data control and quality system.

The elements that are perceived as easy to execute are: inspection and test status, packaging, preservation and delivery, and inspection and testing.



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In addition, it has been found that companies that market their products in foreign countries, or engage in intense interaction with foreign partners, perceive a lesser difficulty in practicing the requirements of ISO 9000 series of standards compared to companies that do not have fair market shares in foreign countries, or lack of foreign interactions.

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