

University of Rizal System's Quality Management System Toward Sustainability Framework

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Abstract

A quality management system (QMS) is considered key to the sustainable development of any institution. Its proper implementation is crucial in planning, implementation, assessment, and development and control of changes in the processes and procedures of the university. This study sought to assess the QMS implementation of the University of Rizal System based on ISO 9001:2015 standard and ultimately propose a sustainable framework based on the data obtained from the selected stakeholders of the university and evaluation results of the certifying body. A mixed method of research employing a sequential explanatory approach was utilized to adequately gather and analyze quantitative data using survey questionnaires and qualitative data through document analysis. Findings revealed that the University of Rizal System has manifested a functional, efficient, and effective quality management system necessary for the delivery of products and services to ensure stakeholders' satisfaction with their needs and interests. The quality management system of the university has established and maintained an effective system to ensure compliance with its policy and objectives, that is, the organization's management system complies with, adequately maintains, and implements the requirements of the ISO 9001:2015 standard. However, while the quality management system of the University remains effective, efficient, and compliant with the standard, improvement in its implementation is inevitable particularly in the control of the operation of processes, monitoring and attending to nonconformities and corrective actions, and on needed support to implement QMS. Hence, a proposed sustainability framework is highly recommended.

Keywords: Quality Management System, Sustainability Framework, Sequential Explanatory Approach, University of Rizal System – Philippines