FACULTY OF COMMUNICATION AND INFORMATION SCIENCE

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AN ASSESSMENT OF THE APPLICATION OF ISO 9001:2008 IN MANAGING ZIMTRADE INFORMATION SERVICES IN HARARE

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ABSTRACT

Increasing customer expectations driven by the globalisation phenomenon have seen many organisations adopting quality management systems to enhance their services. The ISO9001: 2008 Quality Management System introduces quality improvement into every aspect of an organisation's operations. Once adopted, it is essential to constantly evaluate the implementation of the system so as to monitor its effectiveness. This research project, based on a case study research design, was conducted to assess the effectiveness of implementing ISO9001: 2008 system in managing ZimTrade information services. Target populations of 14 staff members were studied using quota sampling technique. Questionnaires and interviews were the main research instruments used to collect data. Archival records and minutes of important meetings from the organisation were analysed for collecting historical data. The study found that the organisation had managed to fully implement the principles on customer focus and leadership only. The other six principles had been partially implemented. It was therefore recommended that there was need to understand clearly what each principle requisite proposed and need to communicate as well as provision of resources for the implementation of the QMS.