WORLD WIDE JOURNAL OF MULTIDISCIPLINARY RESEARCH AND DEVELOPMENT

Kevin V. Angay
City College of Calamba
Calamba Laguna, Philippines.

The ISO 9001:2015 Quality Management System; A City College of Calamba's Readiness

Kevin V. Angay

Abstract

This study focused on the readiness of City College of Calamba (CCC) in terms of the different parameters of the requirements of ISO 9001:2015 Quality Management System (QMS). However, this study only assesses the readiness of the institution and not the implementation; this served as basis and useful measurement of an organization's sincerity about improving its quality management system. The research design used was descriptive perception survey Eight (8) college officials comprising total population of respondents participated in the study. A researcher-made instrument in two parts zeroing in on the parameters of ISO 9001:2015 Quality Management System (QMS) was utilized to gather pertinent date needed for the study.

The findings and conclusions obtained that in the parameters of context of the organization, leadership, planning, support, operation, performance evaluation, and improvement, City College of Calamba was ready to a high extent which meant that the college was prepared for ISO 9001:2015 Certification. The necessary actions obtained that the institution needs to accomplish in gearing towards ISO quality management certification were goal setting; benchmarking; strategic planning; improve processes, procedures, responsibilities to achieve quality policies and objectives; seek BOT support; self-assessment; seek support from City Government; improve facilities and technology; train and involve personnel; increase workforce; update documents through standard coding and proper information dissemination; institutional and community readiness; and identify, monitor and review processes.

Based on the evaluation of the results and discussion, the researcher developed an action plan for the institution's prior implementation of ISO 9001:2015.

Keywords: Readiness, ISO 9001, Quality Management System.

1. Introduction

The schools have great roles in honing the professionals' mind set, competence, and character. It is about how these professionals have been shaped in line with the schools' practices and cultures, therefore, if the schools' systems and mechanisms have been compliant to the international and global standards, graduates will be globally competitive. In order to prepare the graduates for the real-world contextualized problems, there must be a process of bridging the gap between what is taught in the school and what is needed in the real context, thus, reviewing, revisiting, and re-evaluating the mechanisms in the schools must be done. Obtaining certification from an impartial professional accreditation organization is one way to confirm that a college or university is offering a reliable and high-quality degree program.

The senior administration of an institution or university can increase the efficacy of their educational system by following the explicit recommendations provided by ISO 9001:2015 or the Quality Management Systems (QMS) series standards. More and more colleges and universities are pursuing ISO 9000 registration in an effort to raise educational quality through a better-quality management system, joining the thousands of organizations that have already recognized the advantages of international quality standards and adopted them in the quest for competitiveness.

The ISO 9001 standard also makes sure that institutional processes adhere to a methodology. It is widely acknowledged that a quality management system (QMS) built on the ISO 9001

Correspondence:
Kevin V. Angay
City College of Calamba
Calamba Laguna, Philippines.

standard also makes sure that institutional processes adhere to a methodology. It is widely acknowledged that a quality management system (QMS) built on the ISO 9001 standard is an excellent methodology for enhancing performance, raising customer satisfaction, preserving regulatory compliance, and serving as a cost-saving tool.

This study determined inputs to institutional accreditation (ISO) through evaluation of City College of Calamba (CCC) college officials based on the ISO instrument. CCC is a local college funded by the local government of Calamba City founded in 2006. Its primary goal as stated in its vision and mission, is to provide and cater the financially-challenged youth of the city with free and quality education in line with the ideals, philosophies, and values of Gat. Jose Rizal.

Since 2006, City College of Calamba was able to deliver the best services to its clients and stakeholders in terms of academics. As one of the leading colleges in Calamba City, it continuously provides the best services to its clientele and one of the ways to prove this is by being ready for ISO quality management system.

The researcher is a regular employee of the college with a plantilla position of Instructor I and currently works as the Executive Assistant at the Office of the College President, and worked as Administrative Assistant at the Office of the Director of Department of Arts, Sciences, and Teacher Education (DASTE), CCC Library, Office of the Vice President for Administration and Office of the Vice President for Academic Affairs of CCC. Given his exposure and experiences in the different mentioned offices, his desire to conduct this study has inspired him to help the institution in this kind of endeavor. With the researcher's own initiative, the researcher undertook this study to help the institution to determine the Readiness of City College of Calamba (CCC) in the different aspect of the requirements of ISO 9001:2015 Quality Management System and will help the institution better their services and be at par with the standards dictated by the organization.

1.1. Statement of the Problem

The main thrust of this study was to assess the readiness of City College of Calamba for ISO 9001:2015 quality management systems.

Specifically, the study determined the answers to the following questions:

1. What is the assessment of the CCC college officials as to the extent to which the college observes readiness as to the ISO parameters in terms of "(i) Context of the Organization; (ii) Leadership; (iii) Planning; (iv) Support; (v) Operation; (vi) Performance Evaluation; and, (vii) Improvement"?
2. Based on the findings, what action plan can be proposed in preparation for ISO certification application?

1.2. Conceptual Framework

To better illustrate the flow of the study, the research paradigm is provided below:
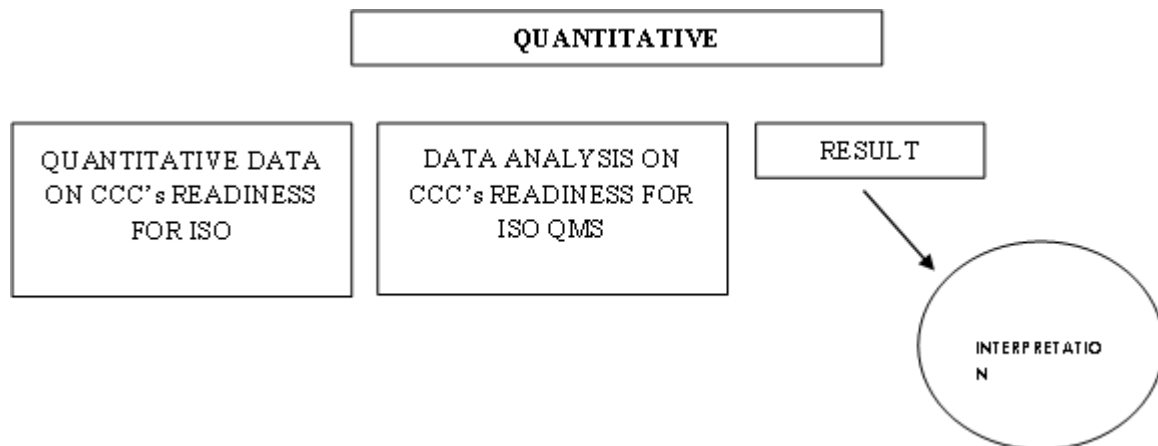
Fig. 1: The research paradigm.

As illustrated in the figure, the study applied the descriptive perception survey method. The researcher conducted a quantitative in data gathering. Data were collected, analyzed, compared the results, and then interpreted if the City College of Calamba was ready for ISO 9001:2015 Quality Management System Certification. The initial quantitative data results were explained further with the its weak areas.

2. Research Methodology

2.1. Research Design

This study used Descriptive Perception Survey Research to explore the degree of Readiness of the City College of Calamba to undergo ISO Quality Management certification. Specifically, it incorporated the use of Survey Questionnaire to answer the specific questions for this study. Through this strategy, quantitative data was obtained through the result of the evaluation instrument for ISO quality management system 9001:2015, (Creswell, 2003 as cited in Sarino, 2016).

2.2. Population and Sampling

The study utilized responses from a pre-selected group of research participants which was obtained through total enumeration sampling in gathering primary data or first-hand data. Total enumeration sampling pertains to a non-probability sampling which was selected based on the given characteristics of the targeted population as well as the objective of the investigation. This type of sampling may be very significant and useful in the instance when it was needed to reach a targeted sample of the study very quickly. For this study, the respondents where be the City College of Calamba (CCC) college officials.

2.3. Data Gathering Procedure

A letter asking permission from the College President of CCC was sent. After getting his permission, the researcher proceeded to the administration of the survey instrument to the eight respondents who were also the college officials of the City College of Calamba. When the college officials were done with the instrument, they sent them back to the researcher. After careful analysis of the responses particularly zeroing the weak and strong indicators per subareas were highlighted from the City College of Calamba respondents.

2.4. Data Analysis

The study utilized weighted mean to measure the perceived assessment of ISO readiness where strong and weak areas were highlighted for proper improvement and recommendations for future preparations.

3. Results & Discussion

3.1. The assessment of the CCC college officials as to the extent to which the college observes readiness as to the ISO parameters in terms of Context of the Organization.

Table 1: Extent of Readiness of City College of Calamba as to ISO 9001:2015 Parameters
in terms of Context of the Organization.

CONTEXT OF THE ORGANIZATION The academic offices...	$\bar{X}$	VI
1. monitor and review information about external and internal issues.	2.13	HE
2. understand the needs and expectations of interested parties (stakeholders).	2.25	HE
3. determine the scope of the quality management system (QMS).	2.50	HE
4. determine the inputs required and the outputs expected from the QMS processes.	2.38	HE
5. determine the sequence and interaction of the QMS processes.	2.38	HE
6. determine the sequence and apply the criteria and methods (including monitoring, measurements and related performance indicators) needed to ensure the effective operation and control of the QMS processes.	2.88	CE
7. determine the resources needed for the QMS processes and ensure their availability.	2.63	CE
8. assign the responsibilities and authorities for the QMS processes.	2.75	CE
8. address the risks and opportunities as determined in accordance with the requirements of effective operation and control of the QMS processes.	2.50	HE
9. evaluate the QMS processes and implement any changes needed to ensure that these processes achieve their intended results.	2.63	CE
10. improve the processes and the quality management system.	2.13	HE
General Assessment	**2.50**	**HE**

Legend: 1:00– 1.80 – Very High Extent (VHE); 1.81 – 2.60 – High Extent (HE); 2.61 – 3.40 – Certain Extent (CE); 3.41 – 4.20 – Small Extent (SE); 4.21 – 5.00 – Not Observed (NO)

The degree to which City College of Calamba complied with ISO 9001:2015's organizational context standards was shown in Table 1. The indicator with the highest computed mean of 2.88 and a verbal interpretation of "to a Certain Extent" was "determine the sequence and apply the criteria and methods (including monitoring, measurements, and related performance indicators) needed to ensure the effective operation and control of the QMS processes." In contrast, the indicators "monitor and review information about e-business processes," which were verbally translated as "to a Low Extent," were "monitor and review information about e-business processes."

This implied that the extent of readiness of City College of Calamba observing the ISO 9001:2015 parameters in terms of Context of the Organization was to a high extent. This meant that the academic office was fully ready when it came to the observance of the parameters on the context of organization. The result of this parameter would serve as basis to better the quality of services and would help the college in gearing towards ISO certification.

This is corroborated by Unido (2012), who notes that each organization's emphasis on quality issues may differ depending on the industries and environments in which it operates as well as, of course, the organization's own strategies. Added by Lanuza, M.H. Rizal AG, Aligam NP & Uy R. (2020) that a contextualized programs may show that it can consistently offer products that both meet customer requests and legal and regulatory standards in order to satisfy the requirement of a quality management system. Additionally, in order to meet the standards, a business should increase customer satisfaction through successful system implementation, ongoing system improvement, and adherence to customers' needs and relevant legal requirements.

3.2. The assessment of the CCC college officials as to the extent to which the college observes readiness as to the ISO parameters in terms of Context of the Leadership.

Table 2: Extent of Readiness of City College of Calamba as to ISO 9001:2015 Parameters in terms of Leadership.

LEADERSHIP The academic offices...	$\bar{X}$	VI
1. ensure that the quality policy and quality objectives are established for the quality management system and are compatible with the context and strategic direction of the organization.	2.00	HE
2. ensure the integration of the quality management system requirements into the organization's business processes.	2.13	HE
3. promote the use of the process approach and risk-based thinking.	2.13	HE
4. ensure that the resources needed for the quality management system are available.	2.25	HE
5. communicate the importance of effective quality management and conforming to the quality management system requirements.	2.00	HE
6. engage, direct, and support persons to contribute to the effectiveness of the quality management system.	2.13	HE
7. promote improvement.	1.88	HE
8. support other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.	2.00	HE
General Assessment	**2.06**	**HE**

Legend: 1:00– 1.80 – Very High Extent (VHE); 1.81 – 2.60 – High Extent (HE); 2.61 – 3.40 – Certain Extent (CE); 3.41 – 4.20 – Small Extent (SE); 4.21 – 5.00 – Not Observed (NO)

As shown in Table 2, the general assessment on the extent of readiness of the City College of Calamba as to the ISO 9001:2015 parameters in terms of Leadership was 2.06 and was verbally interpreted as "to a High Extent". Furthermore, the indicator "ensure that the resources needed for the quality management system are available" had the highest computed mean of 2.25 while the indicator "promote improvement" had the lowest computed mean of 1.88. Both indicators were verbally interpreted as "to a High Extent".

As can be gleaned in the findings, City College of Calamba had a strong leadership. It is also supported by the result of the ALCUCOA in its previous accreditation when they passed Area 1 which is Governance and Administration. This implied that the extent of readiness of City College of Calamba observing the ISO 9001:2015 parameters in terms of Leadership was to a high extent. This meant that the academic office was fully ready when it came to the observance of the parameters on the Leadership. The result of this parameter would serve as basis to better the quality of leadership and would help the college in gearing towards ISO certification.

Managers should always think about how to thoroughly please customers, claims Fapohunda (2012). Additionally, they want to foster an environment that enables the company to implement a whole quality management strategy with democratic leadership philosophies. Total Quality Management (TQM), according to the study, is a crucial strategy for achieving high quality. TQM is a management approach that focuses on optimizing customer happiness, implementing ongoing changes, and heavily relying on worker input to improve performance across an organization. According to Mangula, top management should be dedicated to and active in carrying out the demands indicated in the ISO 9000 certification, routine training, and adherence to the collaboration approach (2013).

3.3. The assessment of the CCC college officials as to the extent to which the college observes readiness as to the ISO parameters in terms of Context of the Planning.

Table 3: Extent of Readiness of City College of Calamba as to ISO 9001:2015
Parameters in terms of Planning.

PLANNING The academic offices...	$\bar{X}$	VI
1. When planning for the quality management system, they consider the issues and requirements, and determine the risks and opportunities that need to be addressed to give assurance that the quality management system can achieve its intended result(s), enhance desirable effects, prevent, or reduce, undesired effects, and achieve improvement.	2.25	HE
2 The academic and non-academic offices establish quality objectives at relevant functions, level and processes needed for the quality management system.	2.13	HE
3. When planning how to achieve its quality objectives, the academic and non-academic offices determine what will be done, what resources will be required, who will be responsible, when it will be completed, and how the results will be evaluated.	1.88	HE
4. When planning for changes the academic and non-academic offices plans for the purpose of the changes and their potential consequences, integrity of the quality management system, availability of resources, and allocation or reallocation of responsibilities and authorities.	2.00	HE
General Assessment	**2.06**	**HE**

Legend: 1:00– 1.80 – Very High Extent (VHE); 1.81 – 2.60 – High Extent (HE); 2.61 – 3.40 – Certain Extent (CE); 3.41 – 4.20 – Small Extent (SE); 4.21 – 5.00 – Not Observed (NO)

Table 3 showed the degree of the City College of Calamba's readiness for the ISO 9001:2015 planning requirements. The indicator with the highest computed mean of 2.25 was "When planning for the quality management system, the consider the issues and requirements, and determine the risks and opportunities that need to be addressed to give assurance that the quality management system can achieve its intended result(s), enhance desirable effects, prevent, or reduce, undesired effects, and achieve improvement." The overall rating of 2.06 was orally translated as "to a High Extent." "When selecting how to achieve its quality objectives, the academic and non-academic offices choose what will be done, what resources will be required, who will be responsible, when it will be completed, and how the results will be evaluated. The computed mean for this region was the lowest at 1.88. Both indicators were verbally interpreted as meaning "to a High Extent."

As revealed, the City College of Calamba observing the ISO 9001:2015 parameters in terms of Planning was to a high extent. This meant that the academic office was fully ready when it came to the observance of the parameters on the Planning. It was evidently stated that the college determined the risks and opportunities to meet its main objective through a lot of planning so as to produce globally competitive graduates with the light of ideals, philosophies, and values of Dr. Jose Rizal.

When Ul-Hassan et al. (2012) empirically examined the association between total quality management (TQM) practices and performance, i.e., quality, business, and organizational performance, all the factors attributed to the success of the Quality Management System point to the thoroughness of planning as one of the management functions. In the context of institutional planning, the decision to take part in a QMS evaluation must be made.

3.4. The assessment of the CCC college officials as to the extent to which the college observes readiness as to the ISO parameters in terms of Context of the Support.

Table 4: Extent of Readiness of City College of Calamba as to ISO 9001:2015 Parameters in terms of Support.

SUPPORT The academic offices...	$\bar{X}$	VI
1. determine and provide the resources needed for the establishment, implementation, maintenance and continual improvement of the quality management system.	2.13	HE
2. determine, provide and maintain the infrastructure necessary for the operation of QMS and to achieve conformity of products and services.	2.25	HE
3. infrastructure includes buildings and associated utilities, equipment, including hardware and software, transportation resources, and information and communication technology.	2.50	HE
4. determine, provide and maintain the environment necessary for the operation of QMS and to achieve conformity of products and services.	2.13	HE
5. determine and provide the resources needed to ensure valid and reliable results when monitoring or measuring is used to verify the conformity of products and services to requirements.	2.13	HE
6. ensure that the resources provided are suitable for the specific type of monitoring and measurement activities being undertaken.	2.25	HE
7. ensure that the resources provided are maintained to ensure their continuing fitness for their purpose.	2.63	CE
8. When measurement traceability is a requirement, or is considered by the academic and non-academic offices to be an essential part of providing confidence in the validity of measurement results, measuring equipment is calibrated or verified, or both, at specific intervals, or prior to use, against measurement standards traceable to international or national measurement standards; when no such standards exist, the basis used for calibration or verification shall be retrained as documented information.	2.25	HE
9. measuring equipment is identified in order to determine their status.	2.38	HE
10. measuring equipment is safeguard from adjustments, damage or deterioration that would invalidate the calibration status and subsequent measurement results.	2.63	CE
11. determine the internal and external resources necessary for the operation of QMS and to achieve conformity of products and services.	2.25	HE

SUPPORT The academic offices...	$\bar{X}$	VI
12 determine the necessary competence of person(s) doing work under its control that affects the performance and effectiveness of the quality management system.	2.25	HE
13. ensure that academic and non-academic personnel are competent on the basis of appropriate education, training, or experience.	2.13	HE
14. where applicable, take actions to acquire the necessary competence, and evaluate the effectiveness of the actions taken.	2.00	HE
15. retain appropriate documented information as evidence of competence.	2.25	HE
16. ensure that the persons doing work under organization's control are aware of the quality policy, relevant quality objectives, their contribution to the effectiveness of the quality management system, including the benefits of improved performance, and the implications of not conforming with the quality management system requirements.	2.00	HE
17. determine the internal and external communications relevant to the quality management system, including on what it will communicate, when to communicate, with whom to communicate, how to communicate, and who communicates.	2.13	HE
18. academic and non-academic offices quality management includes documented information required by this International Standards and documented information determined by the organization as being necessary for the effectiveness of the quality management system.	2.00	HE
19. When creating and updating documented information, academic and non-academic offices ensures appropriate identification and description (e.g. a title, date, author, or reference number), format (e.g. language, software version, graphics) and media (e.g. paper, electronic), and review and approval for suitability and adequacy.	2.00	HE
20. Documented information required by the quality management system and by this International Standard shall be controlled to ensure it is available and suitable for use, where and when it is needed, and it is adequately protected (e.g. from loss of confidentiality, improper use, or loss of integrity).	2.13	HE
21. For the control of documented information, the academic and non-academic offices address the following activities, as applicable: distribution, access, retrieval and use, storage and preservation, including preservation of legibility, control of changes (e.g. version control), and retention and disposition.	2.25	HE
General Assessment	**2.22**	**HE**

Legend: 1:00– 1.80 – Very High Extent (VHE); 1.81 – 2.60 – High Extent (HE); 2.61 – 3.40 – Certain Extent (CE); 3.41 – 4.20 – Small Extent (SE); 4.21 – 5.00 – Not Observed (NO)

The results as shown in Table 4 connoted that City College of Calamba observing the ISO 9001:2015 parameters in terms of Support was to a high extent. This meant that the academic office was fully ready when it came to the observance of the parameters on the Support. The office also prioritized providing the resources needed by the college since these were needed for the successful delivery of services to the stakeholders. The result of this parameter would serve as their basis in gearing towards ISO certification.

As it is, the form of support which the institution could extend is to make sure that the tools needed for any innovation like QMS are in place. Ul-Hassan et al. (2012) reiterated that successful adoption and implementation of practices results in improving the performance of organization.

3.5. The assessment of the CCC college officials as to the extent to which the college observes readiness as to the ISO parameters in terms of Context of the Operation.

Table 5: Extent of Readiness of City College of Calamba as to ISO 9001:2015 Parameters in terms of Operation.

OPERATION	$\bar{X}$	VI
A. Operational Planning and Control	2.33	HE
B. Requirements for products and services	2.06	HE
C. Requirements for products and services	2.13	HE
D. Control of externally provided processes, products and services	1.98	HE
E. Production and service provision	2.13	HE
F. Release of products and services	1.94	HE
G. Control of nonconforming outputs	2.09	HE
Composite Mean	2.09	HE

Legend: 1:00– 1.80 – Very High Extent (VHE); 1.81 – 2.60 – High Extent (HE); 2.61 – 3.40 – Certain Extent (CE); 3.41 – 4.20 – Small Extent (SE); 4.21 – 5.00 – Not Observed (NO)

The results revealed that City College of Calamba observed the ISO 9001:2015 parameters in terms of Operation to a high extent. This meant that the academic office was fully ready when it came to the observance of the parameters on Operation. The office was serious with planning and implementing quality policies and guidelines for the college that would also generate client-centered and efficient products and services. The result of this parameter would serve as their basis in gearing towards ISO certification.

In support, Kibe and Wanjau (2014) discovered a strong positive association between an organization's competitive success and its quality management techniques. These quality practices—which include top management support, capacity expansion, adoption and exploitation of

information technology, and control measures—are essential to achieving and maintaining this competitive performance. The success and efficacy of the operation are described by these practices, it should be highlighted.

Corollary to this, the selected responses by the respondents as shown below jibe with the ideas of Kibe and Wanjau in translating the institutional provisions for planning and control to an efficient and operation. Apparently, Quality Management System is achievable when this is insured.

3.6. The assessment of the CCC college officials as to the extent to which the college observes readiness as to the ISO parameters in terms of Context of the Performance Evaluation

Table 6: Extent of Readiness of City College of Calamba as to ISO 9001:2015 Parameters in terms of Performance Evaluation.

PERFORMANCE EVALUATION	$\bar{X}$	VI
The academic offices...		
1. determine what needs to be monitored and measured, the methods for monitoring, measurement, analysis and evaluation needed to ensure valid results, when the monitoring and measuring shall be performed, and when the results from monitoring and measurement be analysed and evaluated.	2.00	HE
3. determine the methods for obtaining, monitoring and reviewing this information.	2.00	HE
4. analyze and evaluate appropriate data and information arising from	2.25	HE

5. conduct internal audits at planned intervals to provide information on whether the quality management system conforms to the academic and non-academic offices own requirements for its quality management system, and the requirements of this International Standard.	2.38	HE
6. plan, establish, implement and maintain audit programme(s) including the frequency, methods, responsibilities, planning requirements and reporting, which take into consideration the importance of the processes concerned, changes affecting the academic and non-academic offices, and the results of previous audits.	2.38	HE
7. define the audit criteria and scope for audit.	2.63	CE
8. select auditors and conduct audits to ensure objectivity and the impartiality of the audit process.	2.88	CE
9. ensure that the results of the audits are reported to relevant management.	2.88	CE
10. take appropriate correction and corrective actions without undue delay.	2.88	CE
11. retain documented information as evidence of the implementation of the audit program and the audit results.	2.88	CE
12. Top Management review the academic and non-academic offices quality management system, at planned intervals, to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction of the organization.	2.38	HE
13. The top management review planned and carried out taking into consideration A. the status of actions from previous management reviews.	2.25	HE
B. changes in external and internal issues that are relevant to the quality management system.	2.13	HE
C. information on the performance and effectiveness of the quality management system, including trends in customer satisfaction and feedback from relevant interested parties, the extent to which quality objectives have been met, process performance and conformity of products and services, nonconformities and corrective actions, monitoring and measurement results, audit results, the performance of external providers, the adequacy of resources, the effectiveness of actions taken to address risks and opportunities, and opportunities for improvement.	2.38	HE
14. outputs of the management review include decisions and actions related to opportunities for improvement, any need for changes to the quality management system, and resource needs.	2.25	HE
General Assessment	**2.43**	**HE**

Legend: 1:00– 1.80 – Very High Extent (VHE); 1.81 – 2.60 – High Extent (HE); 2.61 – 3.40 – Certain Extent (CE); 3.41 – 4.20 – Small Extent (SE); 4.21 – 5.00 – Not Observed (NO)

The results indicated that City College of Calamba observing the ISO 9001:2015 parameters in terms of Performance Evaluation was to a high extent. This performance evaluation can be the stepping stone to improve services and to achieve college improvement. They set high expectations, monitoring and evaluating the effectiveness of the services provided both by the teachers and staff. This meant that the academic office was fully ready when it came to the observance of the parameters on the Performance Evaluation. The indicators mentioned under Performance were practiced by the college. The result of this parameter would serve as their basis in gearing towards ISO certification.

The study by Thilakarathne and Chithrangani (2014), which found that the main advantages of implementing ISO 9001: 2008 by certified companies are customer satisfaction, increased quality awareness, and decreased production time, currently supports this finding because it came to the conclusion that there is an impact towards ISO 9001: 2008 quality management systems by certified organizations. After certification, ISO-certified factories grow more quickly, and this expansion is unrelated to improvements in operational efficiency. A performance evaluation blatantly presents itself as being essential to keeping the business running. The QMS would act as a crucial framework for determining the benefits and

drawbacks of the entire process.

3.7. The assessment of the CCC college officials as to the

extent to which the college observes readiness as to the ISO parameters in terms of Context of the Improvement

Table 7: Extent of Readiness of City College of Calamba as to ISO 9001:2015 Parameters in terms of Improvement.

IMPROVEMENT The academic offices...	$\bar{X}$	VI
1. determine and select opportunities for improvement and implement any necessary actions to meet customer requirements and enhance customer satisfaction.	2.00	HE
2. When a nonconformity occurs, including any arising from complaints, the academic and non-academic offices:		
A. react to the nonconformity and as applicable: take action to control and correct it, and deal with the consequences.	2.00	HE
B. evaluate the need for action to eliminate the cause(s) of the nonconformity, in order that it does not recur or occur elsewhere, by reviewing and analysing the nonconformity, determining the causes of the nonconformity, and determining if similar nonconformities exist, or could potentially occur.	2.00	HE
C. implement any action needed.	2.13	HE
D. review the effectiveness of any corrective action taken.	2.00	HE
E. update risks and opportunities determined during planning, if necessary.	2.25	HE
F. make changes to the quality management system, if necessary.	2.25	HE
3. retain documented information as evidence of the nature of the nonconformities and any subsequent actions taken, and the results of any corrective action.	2.13	HE
4. continually improve the suitability, adequacy, and effectiveness of the quality management system.	2.00	HE
General Assessment	**2.08**	**HE**

Legend: 1:00– 1.80 – Very High Extent (VHE); 1.81 – 2.60 – High Extent (HE); 2.61 – 3.40 – Certain Extent (CE); 3.41 – 4.20 – Small Extent (SE); 4.21 – 5.00 – Not Observed (NO)

The results revealed that City College of Calamba observing the ISO 9001:2015 parameters in terms of Improvement was to a high extent. It implied that the administrators advocated continuous improvement of the college as they met the standards set by CHED, ALCUCOA and ISO. For CCC, continuous improvement was a part and parcel of how quality was delivered. This also meant that the academic office was fully ready when it came to the observance of the parameters on Improvement. The result of this parameter would serve as their basis in gearing towards ISO certification.

The ISO certification was linked to an increase in sales revenues, a drop in cost of products sold/sales revenue, and an improvement in the asset turnover ratios of the certified enterprises, according to Starke et al. (2012) and Al-Refaie et al. (2012). This increase could be viewed as a turning point for the better. Notwithstanding, Lanuza, MH., Gonzales, RA, Barrion, LO. & N.Lacerna (2020) strengthens partnership through an extension project the provisions that contribute to further improvement of an organization's functioning are those that were evaluated as High Extent and highly manifested.

4. Conclusion and Recommendations
4.1. Conclusion
The researcher came to the conclusion that the college officials shared the study's findings that the college could pursue ISO certification given the extent of its readiness in light of the ISO 9001:2015 standards' operational, performance evaluation, and improvement criteria as well

as the organization's context and leadership. According to the findings, every parameter received a High Extent rating, proving that the local college is really prepared for ISO accreditation. However, there is still room for improvement in each parameter, including but not limited to: figuring out the order in which to apply the criteria and methods (including monitoring, measurements, and related performance indicators needed to ensure the efficient operation and control of the QMS processes); ensuring that the resources required for the quality management system are available; taking into account the problems and demands, and figuring out the risks and opportunities that still exist. In terms of operations, programs and innovations should generally be more systematized and contextualized, while also ensuring objectivity, impartiality, relevance, corrective actions, and meticulous filing of documents for evidence in future audits. Additionally, risks and opportunities identified during planning should be updated, and changes to the quality management system should be made. This paper moves forward the body of knowledge by acknowledging the weaknesses and translating and transforming them into strengths of the institution while reinforcing and sustaining the strong areas. Hence, quality assurance is in place to local colleges and universities despite budget limitations, politics, and threats surrounding the locale. The researchers deemed this paper to be of great help not only to the college where it was conducted but also to other local colleges and universities that wishes to apply and be accredited by the ISO.

4.2. Recommendations

The following are the recommendations offered by the researcher based on the above-mentioned findings and conclusions.

1. College officials may comprehensively assess the records management system and the overall facilities of the college since most of the college officials stated that the college is capable in gearing towards ISO 9001:2015 Quality Management Systems Certification.

2. CCC may apply for ISO 9001:2015 Quality Management Systems Certification for it can help to improve processes and services beneficial to its main clients. ISO Certification will also serve as a remarkable milestone of the college as it plans to meet international standards and improve its image as the leading higher education institution in CALABARZON offering Bachelor of Secondary Education and Bachelor of Elementary Education. The certification might encourage more students to enroll in the school.

3. The proposed action plan necessary in the preparation of CCC for ISO certification application may be utilized.

References

1. Al-Refaie, A., Ghnaimat, O & Lic, M. (2012). Effects of ISO 9001 Certification and KAAE on Performance of Jordanian Firms. Jordan Journal of Mechanical and Industrial Engineering, 6 (1), 45 – 53

2. Fapohunda (2012). In Mohammad Nassor, F. (2015). The Impacts of ISO 9001 Quality Management System Implementation On Employees' Performance Of Pension Funds In Tanzania: A Case Of National Social Security Fund (NSSF). A Dissertation. University Of Tanzania.

3. ISO (2009). Selection and use of the ISO 9000 family of standards. ISO Central Secretariat. Accessed online on 05/12/2018 from www.iso.org

4. ISO Annual Report (2011). ISO Annual Report 2011. ISO Central Secretariat. Accessed online on 05/12/2018 from www.iso.org

5. ISO. (2011). ISO 9000-Quality management. Retrieved on 05/12/2018 from http://www.iso.org/iso/iso

6. ISO (2015). ISO 9001:2015 Requirements for a Quality Management System. Retrieved on 11/22/2019 from https://the9000store.com/iso-9001-2015-requirements/

7. Kibe, E. N., and Wanjau, K, (2014). The Effect of Quality Management System on the Performance of Food Processing Firms in Kenya. IOSR Journal of Business and Management. (IOSR-JBM). Vol16.

8. Lanuza, MH, AG. Rizal, NP. Aligam, & R. Uy (2020) Contextualize Program of Strengthening Academic Resilience Level of The Secondary Education Students. An article on Journal of Critical Reviews., Vol 7, Issue 11, 2020. ISSN- 2394-5125.

9. Lanuza, MH, RA. Gonzales, LO. Barrion, &NA. Lacerna (2020). Strengthening A Local College and Community Partnership Through Sagip-Lawa, Iwas Baha Extension Project. A Research and Education Journal Article. Volume 15, pp. 75-83 by Asian Intellect for Academic Organization and Development Inc.

10. Mangula, M. S (2013). Effect of Quality Management Systems (ISO 9001) Certification on Organizational Performance in Tanzania: A Case of Manufacturing Industries in Morogoro. International Journal of Technology Enhancements and Emerging Research. Vol1, Issue 1.

11. Thilakarathne, P. M. C. & Chithrangani. S. K. C. (2014). A Study on Analysis of Managerial Attitudes towards ISO 9001: 2008 Quality Management System Introduction and Implementation Process in Sri Lanka. International Journal of Economics, Finance and Management Sciences, 2(2), 123-131

12. Ul-Hassan et al (2012). In Mohammad Nassor, F. (2015). The Impacts Of ISO 9001 Quality Management System Implementation On Employees' Performance Of Pension Funds In Tanzania: A Case Of National Social Security Fund (NSSF). A Dissertation. University Of Tanzania.

13. UNIDO. (2012). ISO 9001 - Its relevance and impact in Asian Developing Economies. Based on Project TE/RAS/09/003. United Nations Industrial Development Organization.