

LIST OF CONTENTS

CHAPTER I Introduction	1
I.1 Introduction.....	1
I.2 Problem Formulation	3
I.3 Research Aim.....	3
I.4 Research Objective and Benefits	3
I.5 Project Profile	3
CHAPTER II Literature Review	5
II. 1 Construction Project Management	5
II.2 Construction Logistics.....	5
II.3 ISO 9001:2015.....	6
II.3.1 ISO 9001:2015 Clause	7
II.3.2 Variables of ISO 9001 QMS Implemntation	25
CHAPTER III Research Methodology	33
III.1 Research Objects and Subjects.....	33
III.2 Research Design.....	33
III.3 Research Stages.....	34
III.4 Data Type	35
III.5 Data Gathering	36
III.5.1 Study of Literature.....	36
III.5.2 Interview.....	36
III.5.3 Observation	40
III.6 Archive Analysis.....	40
III.7 Data Analysis	41
CHAPTER IV Data Collection and Processing	42
IV.I Qualitative Data Collection Instrument.....	42
IV.2 Archive Analysis.....	42
IV.3 Observation	42
IV.4 Interview	43
CHAPTER V Result Analysis	53
V.1 Interview	55
V.2 Observation Result	55
V.3 Results of Interviews.....	55
V.3.1 Results of InterviewsControl of a nonconforming product.....	55
V.3.2 Process control	57
V.3.3 Contract Review	59
V.3.4 Control Of Quality Records	61
V.3.5 Control of inspection measuring and test equipment.....	63
V.3.6 Inspection and Testing	65

V.3.7 Corrective and preventive action	68
V.3.8 Internal Quality Audits.....	70
V.3.9 Inspection and Test Status.....	72
V.3.10 Handling, storage, packaging, preservation and delivery	74
V.3.11 Purchasing	76
V.3.12 Design Control	78
V.3.13 Document and data control	80
V.3.14 Product identification and traceability	82
V.3.15 Servicing	83
V.3.16 Quality System	85
V.3.17 Training	87
V.3.18 Management Responsibility	89
V.3.19 Statistical Technique	91
V.4 Discussion	96
V.4.1 Fully Implemented Variables.....	96
V.4.2 Partial Implementation and Recommendations for Improvement	99
V.4.3 ISO 9001 Implementation in Road Preservation Project	102
CHAPTER VI Conclusion & Suggestion	102
VI.1 Conclusion.....	104
VI.2 Suggestion.....	105
BIBLIOGRAPHY	106
APPENDIX.....	108