



اُونِيُوَرْسِيْتِي تِيكْنُولُوْجِي مَارَا  
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**SABAH CAMPUS**

**RESEARCH METHODOLOGY (ADS554)**

***THE IMPACT OF ISO ON THE EMPLOYEES JOB  
PERFORMANCE AT C.S RUDY ELECTRIC SDN BHD***

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## **ABSTRACT**

ISO 9000 has emerged as a universally accepted quality management system. This study examined whether ISO certification results in significant in employees performance improvement for organizations. My results indicate that there is evidence where ISO have positive impact on employees' performance. The purpose of this research is to obtain feedback from employees at C.S Rudy Electric Sdn. Bhd who are responsible for making the implementation of ISO 9001:2000 standards in their companies successfully achieve its target. 30 respondents from the company which had recently implemented the ISO 9001:2000 standards in their work performance agreed to participate in this study. The aim of the research was to study whether years of employment can influence the understanding on the ISO concept, to compare the understanding of the ISO concept between genders and to study whether understanding on the ISO concept influence employees' commitment towards ISO implementation. The objective of the study has been successfully achieved through the research.

## DECLARATION

I hereby declare that the thesis is based on my original work except for quotations and citations which have been duly acknowledged.

Signed

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