

ABSTRACT

This thesis presents how the Macao Water Supply Company Limited, a water utility company awarded with the concession contract by the Government of Macao Special Administration Region of the People's Republic of China, developed a quality management system according to the requirements of ISO 9001:2000. It also presents how the company implemented the management system, demonstrates the process on getting certification and describes the measures taken to maintain the system. Detailed discussion on how the company interpreted the standards is also presented. Staff perception over the quality management system issues regarding expectation, motivation, difficulties, benefits and drawbacks at the development phase, implementation phase and maintenance phase are compared with the literatures in various industries and are discussed in this thesis. Similar results are shown when compared among various industries, such as similar expectations regarding communication improvement and the increase of quality awareness, common motives on improving the company image, meeting customer expectation and preparing for contract renewal, similar difficulties encountered on understanding the ISO requirements, lack of resources and staff resisting to change, common benefits endeavored on improvement of documentation, company image and internal communication, and ISO working as a promotion tool, as well as common drawbacks encountered on the documentation increase and too much emphasis on improving company image. Meanwhile, to continually improve the management system is also the most difficult task for the company in the future.