The Problem and Its Setting

Introduction

The world of education is constantly changing today, with even great chances in the future. This is due to the fact that technological evaluation, infrastructure availability, and technology are all vital and beneficial to universities. Universities, being dynamic institutions, are supportive of adopting a new strategy in order to maintain a constant level of adaptability. Universities are expected to become more involved in societal issues and to collaborate with other institutions and commercial businesses to find a solution (Bibi and Dr. Aurangzeb, 2021). In response to these conditions, educational organizations are implementing and certifying their quality management systems (QMS) in accordance with the international standard ISO 9001:2015 requirements, as well as the numerous benefits it may bring to an organization. A quality management system (QMS) is defined by the American Society for Quality as a formalized system that documents processes, procedures, and responsibilities for achieving quality policies and objectives, while ISO 9001:2015, the international standard specifying requirements for quality management systems, is the most prominent approach to quality management systems. ISO 9001 is a set of rules that allow enterprises to manage their quality-related procedures consistently (Magana et al, 2020).

Quality education has become a demand and need that must be fulfilled by every institution (Firdaus et al., 2022), and effective application of QMS standards in universities is becoming a significant concern. The realization of these demands and needs must correspond to the accepted quality standards. In 2006, the President of the Philippines issued Executive Order No. 605, which institutionalized the structure, mechanism, and criteria for implementing the government Quality Management Program, as well as revising the purpose of Administrative Order No. 161 S 2006. The EO seeks to promote and improve public sector performance through the implementation of ISO 9001:2000 Quality Management Systems in all government agencies. Concerning this order, institutions including the educational institutions are encouraged to provide quality services to the community.

Universities and institutions generate and use a vast number of papers of various types, so producing, distributing, replicating, and preserving documents is a critical concern. In most organizations, a document is essential. It is used as proof in transactions and as a record of written contracts. It exists to guarantee certain functions and procedures, and it must be correctly implemented. These functions and processes include file tracking, transfer, and monitoring. It becomes a problem if the task is not appropriately managed. Most institutions and colleges execute these responsibilities manually or semi-automatically; nonetheless, there are several issues in practice due to the lack of an effective document management system. Because of these circumstances, institutions must create document management system applications based on QMS ISO 9001 requirements. A Document Management System (DMS) was proposed to automate the tasks of document tracking and monitoring. A typical application of Document Management in the corporate environment and as well in the educational institutions is a Document Management System that supports the ISO 9001 Quality Management System. To be effective and sustainable, it must be applied while taking into account the organization's particular environment and culture.

Theoretical Framework

Document management and control are critical components of a quality management system. Document control procedures, which covers the life cycle of documents, are needed by all standards, laws, rules, and regulations. Document review, approval, and registration all start at the beginning. Documents are disseminated to the appropriate personnel for work, edited, reviewed, reapproved, edited, saved, backed up, and destroyed.

Diagram

Description automatically generated

Conceptual Framework

Graphical user interface, text, application

Description automatically generated

Text

Description automatically generated with medium confidence

Statement of the Problem

PUP is still utilizing manual transactions of its offices’ auditing. The university has different offices and has large number of employees, manual transactions would consume much time creating, checking, approving, monitoring, and distributing different papers that would result for the employees to have less time to do more important work and lessen productivity level. Another challenge of this transaction is that physical papers are much vulnerable being misplaced, damaged, or worst cased being lost that when happened, employees need to redo their work. This would also require having many and different copies in each office to avoid that scenario, but it is costly for the university. Manual document transactions lack security and are prone to being placed in the wrong hands, whereas university documents should be accessed only by authorized personnel.

Hypothesis

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Scope and Limitation of the Study

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Significance of the Study

The primary goal of this research is to effectively establish a Document Management System based on the ISO 9001:2015 QMS at the Polytechnic University of the Philippines. A DMS that allows for the management of all activities associated with educational and administrative processes, ensuring data integrity and accessibility, providing convenient networks for its distribution, effective storage, and information security. The study also benefits the following sectors:

The University.  The university no longer requires a paper copy, which saves filing space and eliminates the risk of damage and theft.

The University’s personnel. The documents can only be accessed by the appropriate individuals with the appropriate permissions, and there is a comprehensive audit history of who has viewed what and what they have done with the document every time the documents are accessed.

The students. Students will have quick and easy access to their information, which will enhance their entire university experience.

Future researchers. This study will act as a guide on how other universities can implement and/or improve their own DMS that supports the standards of ISO 9001:2015 QMS and improve efficiency and performance of their processes.

Definition of Terms

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