

THE STUDY OF RELATIVE IMPORTANCE FACTORS OF THE ISO 9001-2015 STANDARDS CLAUSE BASED ON CERTIFICATION BODIES' AUDITOR VIEWPOINT

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ABSTRACT

This study is evaluating the relative importance of factors of the ISO 9001-2015 standard clause based on certification body's auditor viewpoint. Specifically, this study applied the fuzzy analytic hierarchy process (FAHP) method to select the most appropriate factors on ISO 9001-2015 standard clause. The key research approaches involved the FAHP method and corresponding questionnaires distributed to experts on the certification bodies auditor.

In the evaluation process, the consistency index (C. I) and consistency ratio (C.R) values for both objects and criteria were lower than 0.1, indicating satisfactory consistency. According to the overall weights assigned to the objects and criteria, the following top three factors most strongly indicated the relative importance factors of the ISO 9001-2015 standard clause on the certification body's auditor viewpoint: Leadership (weight: 27.12%), Context of the organization (weight: 22.33%), and Planning (weight: 21.89%). According to the results, the FAHP method facilitates evaluating, determining, and ranking factors influencing the certification body's auditor viewpoint of the ISO 9001-2015 standard clause according to their weights.

This study provides practical findings regarding the provision of audit service by certification bodies. Furthermore, the current findings can serve as a reference for future research.

KEYWORDS: ISO9001, Quality Management system, Fuzzy Analytic Hierarchy Process (FAHP), Importance Factors, Certification Body