

도서관 서비스 품질 제고를 위한 ISO 9000 인증 도입에 관한 연구

A Study on the ISO 9000 Family Certification to Improve of Services Quality for Library

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초 록

도서관 및 정보센터에서 고객의 요구사항을 분석하고 고객이 기대하는 정보서비스 수준에 이르도록 상호 유기적인 프로세스를 시스템 경영을 통해 접근하는 방법이 품질경영시스템이다. 본 연구는 국제적인 품질경영시스템인 ISO 9000 인증제도의 이론적 고찰과 ISO 9000 인증제도의 변천과 인증 추이를 조사하였다. 아울러 이를 국내 도서관 및 정보센터에 효율적으로 적용할 수 있도록 ISO 9000 패밀리 규격을 검토하여 도서관 및 정보센터에서 품질경영시스템 인증을 위한 절차와 요구사항을 제시하였고, 도서관 및 정보센터에서의 품질경영시스템 모형을 제시하였다.

ABSTRACTS

The Quality Management System is based on a system approach method. The Library and information center analyze the requirement of the customer, and manage to be interactive process so that we reach an information service level which the customer expects. This study accomplished theoretical review of ISO 9000 as International Quality Management System, investigated the trend for change of ISO 9000 certification systems. We reviewed ISO 9000 family which the Library and Information center possible apply and presented the requirement in the library and information center with the process to need for a Quality Management System certification.

키워드: 품질경영시스템, ISO 9000, 서비스 품질, 도서관 경영, 품질인증제도

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