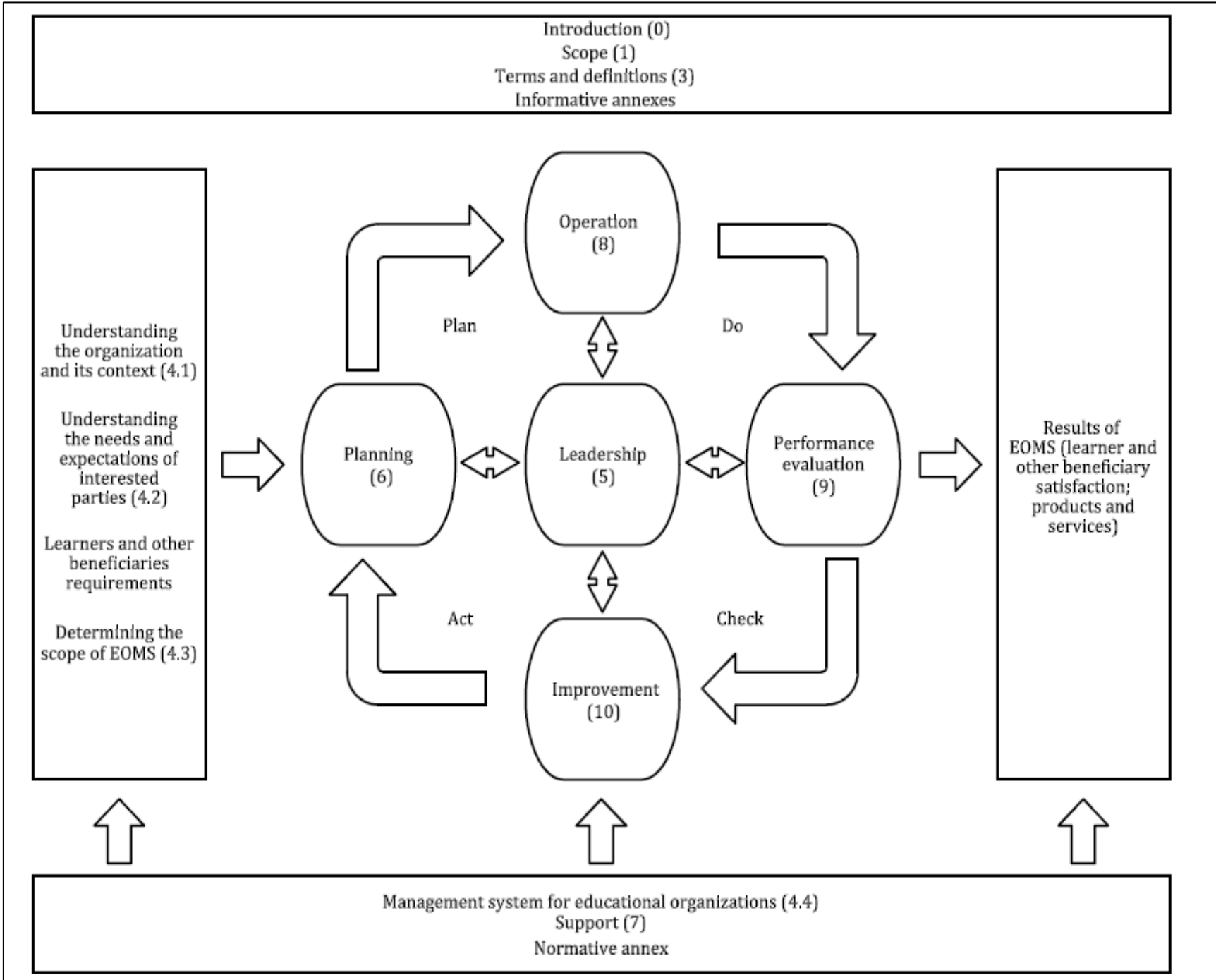




Abstract

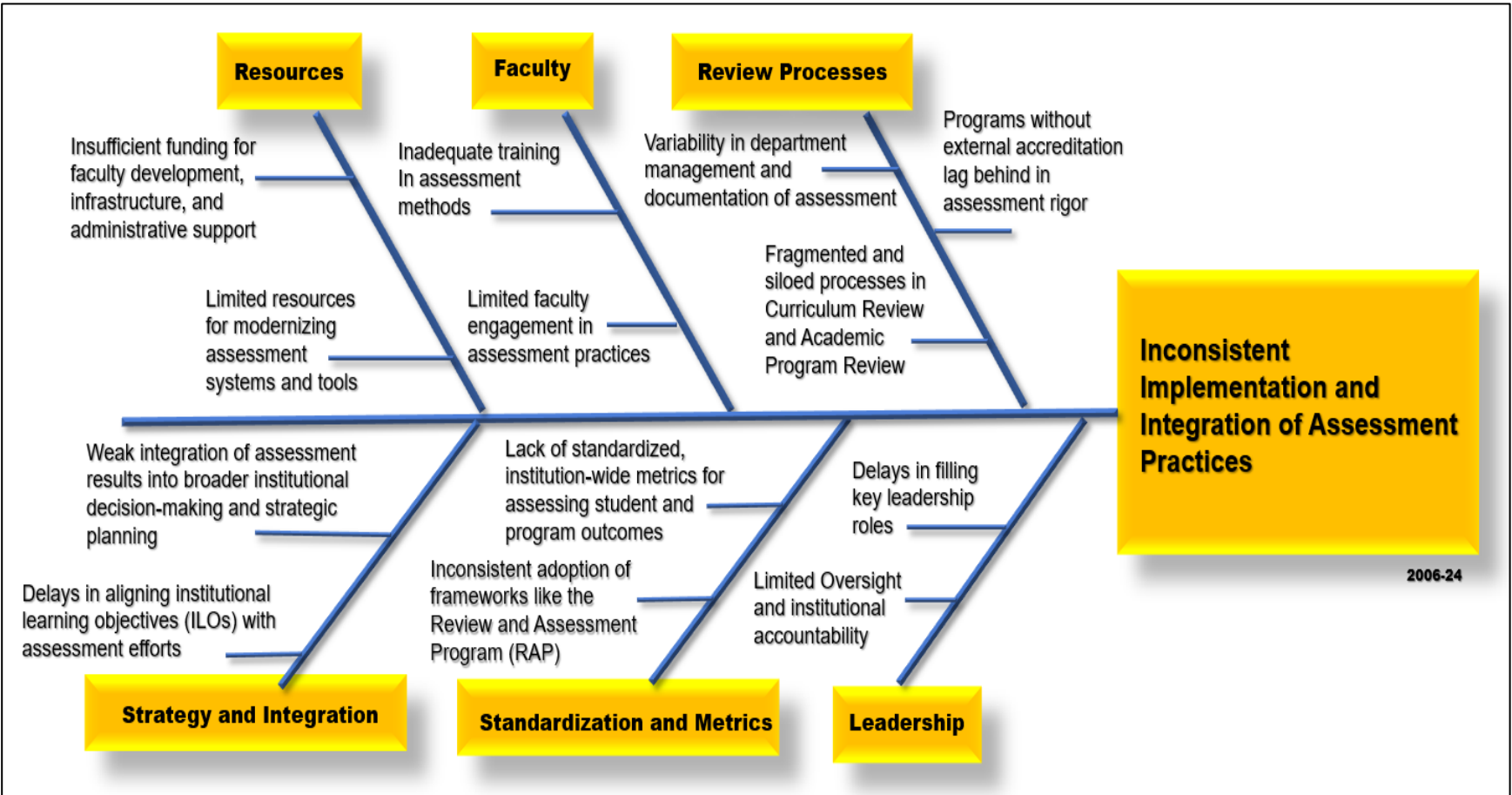
NPS faces the critical challenge of aligning its educational quality management systems with globally recognized standards to maintain and enhance its educational effectiveness and student satisfaction. This thesis evaluates the potential benefits and challenges of adopting ISO certifications within a DOD-governed academic institution. Through a comprehensive analysis of ISO standards and a review of NPS’s current accreditation program, this research explores whether adopting these standards could enhance NPS’s ability to meet existing accreditation standards and improve educational effectiveness. The study addresses inconsistencies in assessments and documentation to implement a unified framework for education management, ensuring continuous improvement, embedding feedback loops, and aligning assessments with strategic objectives. These steps will enhance educational quality, improve student satisfaction, and ensure NPS exceeds accreditation standards, securing its position as a premier institution in defense education.



ISO 21001:2018 EOMS Framework

Methods

The primary research question investigates whether NPS should pursue ISO certification, while the secondary analysis determines which ISO standard—ISO 9001:2015 or ISO 21001:2018—would be most suitable for the institution. The methodology includes root cause analysis of identified issues, comparative analysis of NPS’s current education management systems and ISO standards, and lastly a comparative analysis of ISO 9001:2015 and ISO 21001:2018.



NPS Accreditation History Root Cause Analysis

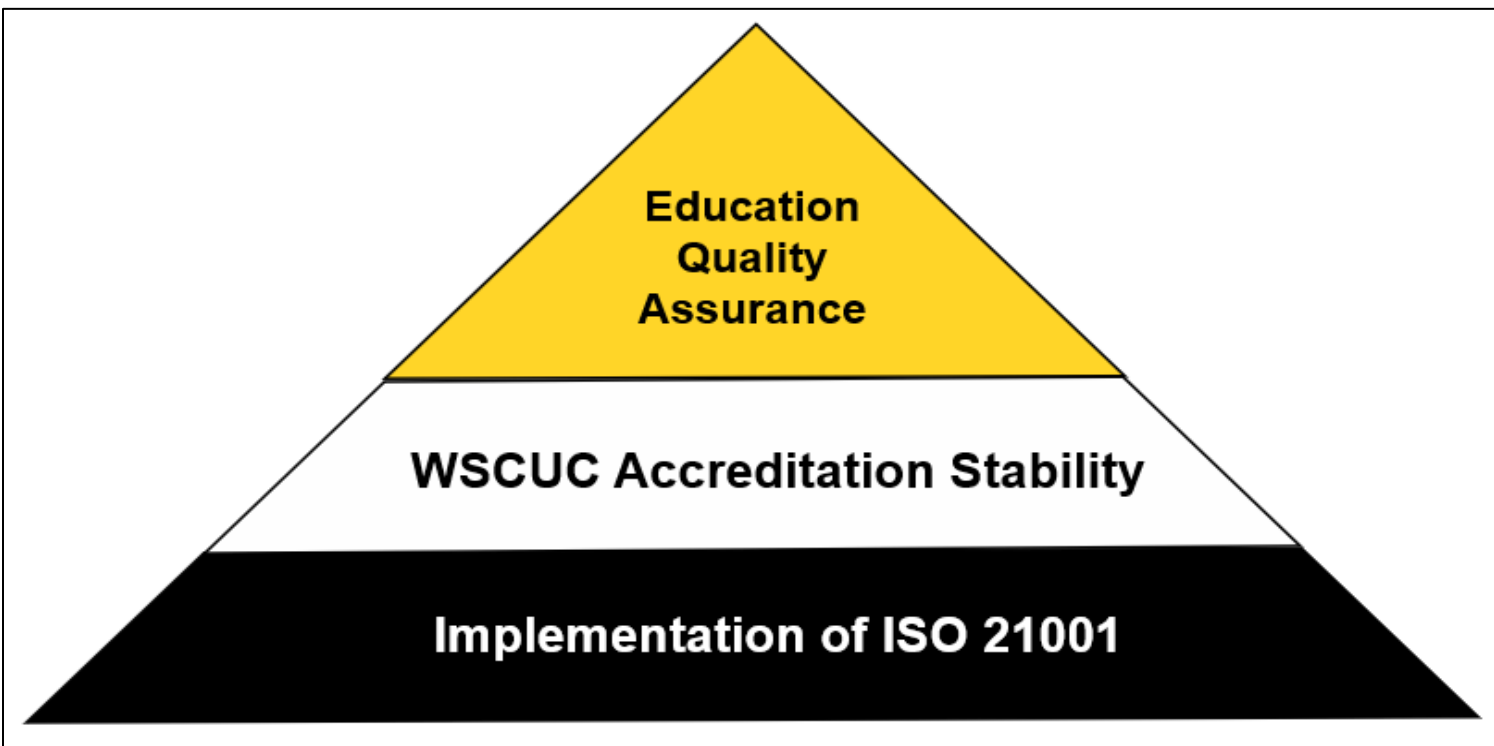


Comparison of ISO 9001:2015 & ISO 21001:2018

ISO certification offers significant benefits in streamlining quality management, enhancing educational outcomes, and ensuring compliance with international standards. ISO 9001:2015’s principles, such as leadership and process improvement, align with ISO 21001:2018’s focus on social responsibility and equity, creating opportunities for a unified framework. However, implementation challenges, including costs and administrative complexities, require careful evaluation to ensure the benefits justify the effort.

Results & Their Impact

The study concludes that the standards and principles within ISO 21001:2018 are best suited to improve NPS’s administrative and instructional processes, student satisfaction, and overall efficiency, while gaining alignment with global best practices. Recommendations include a one-year assessment led by the Office of Institutional Effectiveness to align the institutional strategy with department objectives followed by a leader-driven transformation period for developing a comprehensive strategy.



Conceptual Alignment of ISO 21001 to enhance Education Quality Assurance

