

## **Challenges and benefits of implementation of ISO 9001: 2015: The case of Department of Finance, University of Kelaniya, Sri Lanka**

**Chathurika H. L. D. J.<sup>1\*</sup>, Abeysekera R., Perera L. A. S., Premarathne W. G. I. D.,  
Chathurika H. L. D. J.**

Today, higher educational institutions are developing at a rapid pace by adopting new processes and technology. Further, they are subject to intense competition. Given this backdrop, higher educational institutions, in particular universities, are concerned about quality assurance. University Grant Commission, through Quality Assurance Council, gives the direction to maintain quality in Sri Lankan Universities. There has been a growing interest in adopting internationally reputed ISO 9001: 2015 by state universities in Sri Lanka that complement other quality measures. The Department of Finance (Dfin), University of Kelaniya, implemented ISO 9001: 2015 successfully recently. The objective of this study is to examine the challenges and benefits of the implementation of ISO by Dfin. A qualitative research approach using a single case study method was adapted to carry out the study. The findings of this study show that DFin implemented the ISO to gain a competitive advantage and reputation, and to establish a proper filing system. The study also reveals that lack of resources, resistance to change, and the existence of other quality measures challenged the implementation of ISO. The findings of this study contribute to knowledge and practice domains.

**Keywords:** Quality assurance, ISO 9001: 2015, Case study method

---

<sup>1</sup> University of Kelaniya, Sri Lanka  
\*jayanic@kln.ac.lk