

## **ABSTRACT**

*ISO 9001:2008 certification has used broadly by many companies all over the world in order to maintain the quality management system and to ensure the stakeholders about their system capability. Many researchers have proven that there are several critical success factors in the implementation of the ISO 9001:2008 standards. However, most of the approaches being conducted are in qualitative or descriptive method. The results were not statistically verified by numerical data so this paper's point is to explore the critical success factor of ISO 9001:2008 implementation using a quantitative method.*

*The study was taken in a manufacture located in Semarang named CV. Bartec Utama Mandiri. The company had been using ISO 9001 standards since 2007. There are total 65 respondents took a part to fill the questionnaires which consist of 33 questions. The exploratory factor analysis was used to analyse the data. This method allows the researcher to reduce and group many variables into smaller numbers.*

*The result shows there are 3 new factors formed from factor analysis output namely environmental issues, document issues, and quality system issues. Based on the outcome of IBM SPSS 23, those 3 factors can explain 73,832% of 33 variable variability so that indicated the result is reliable enough.*

*Keywords: critical success factor, quality management system, ISO 9001:2008, exploratory factor analysis.*