

**IMPACT ON THE PRODUCTIVITY OF IT EMPLOYEES BY
IMPLEMENTING ISO PROCESSES AT BRANDIX I3: CASE
STUDY**

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DECLARATION

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ABSTRACT

For a startup organization employees are the key on their path to success. Innovativeness of employees will be the key factor for their products or services, which cannot be measured. With the growth of startup organizations, standardizing of the work processes is vital to reach to the global market. When the work processes is changing from ad-hoc processes to standardized processes, there is a significant impact to employee productivity with the human nature of resistant to change.

Brandix i3 is a startup organization which was started in 2012 and now it is growing fast. With the fast growing and with the pressure from its customers Brandix i3 obtained ISO 9001:2008 and ISO 27001 certificates and it was recertified in ISO 9001:2015 as the first organization in the world.

Employee productivity is the key to success for a startup organization like Brandix i3 and it can be measured using several factors such as timeliness, autonomy, efficiency, quality, effectiveness, customer satisfaction, innovation and project success. This research is focused on how ISO implementation was affected to knowledge workers at Brandix i3 and it was measured using above mentioned factors.

The outcome of the research is there is a minimal effect on employee productivity by implementing ISO processes at Brandix i3. It had a negative impact only to customer satisfaction factor. Effectiveness, innovation, project success and efficiency had zero impact by the implementation of ISO processes.

Key Words: Knowledge worker productivity, Startup organization, ISO process implementation, Brandix i3

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LIST OF ABBREVIATIONS

ERP	Enterprise Resource Planning
FPA	Function Point Analysis
IBU	Industry Business Units
IEC	International Electrotechnical Commission
ISACA	Systems and Audit Control Association
ISMS	Information Security Management System
ISO	International Standards Organization
IT	Information Technology
ITGI	Information Technology Governance Institute
KPI	Key Performance Indicators
KW	Knowledge Worker
OFA	Operation Function Analysis
PDCA	Plan-Do-Check-Act
PMF	Product Market Fit
QMS	Quality Management Systems
SME	Small and Medium scale Enterprises
SOP	Standard Operating Procedures