

## Developing Internationally-Recognized Work Processes at the Police Station

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### Abstract

The Royal Thai Police (RTP) plays a crucial role in law enforcement, crime prevention, and maintaining public safety. However, to enhance public trust and operational efficiency, RTP must align its work processes with internationally recognized standards. This study aims to develop a framework for improving crime prevention and suppression processes at the police station level by integrating internationally accepted quality management principles, particularly ISO 9001.

The research employs document analysis and in-depth interviews with 21 police officers from stations across seven key regions in Thailand. Participants include superintendents (heads of police stations), deputy superintendents overseeing crime prevention and suppression, and patrol officers. Additionally, focus group discussions are conducted with 10 experts in policing and quality management. By assessing current policing practices, identifying challenges, and examining international best practices, this study proposes structured improvements to optimize processes, enhance service quality, and ensure transparency and accountability in police work.

The study's expected outcomes include standardized guidelines for police stations to implement internationally recognized quality management practices. The findings will be disseminated to law enforcement agencies and policymakers to support nationwide adoption and sustainable reform efforts. By bridging the gap between local law enforcement and global best practices, this study seeks to strengthen public confidence in policing, improve police service delivery, and contribute to broader police reform in Thailand. The recommendations will help establish a sustainable model for quality policing that aligns with international standards, ensuring more effective, transparent, and professional law enforcement services.

**Keywords:** Police Work Processes, Crime Prevention, Law Enforcement, Quality Management, ISO 9001.