

TABLE OF CONTENTS

TITLE PAGE.....	i	
PAGE OF APPROVAL.....	ii	
PAGE OF STATEMENT.....	iii	
ACKNOWLEDGEMENT.....	iv	
TABLE OF CONTENTS.....	vi	
LIST OF TABLES.....	ix	
LIST OF FIGURES.....	x	
LIST OF APPENDIX.....	xi	
ABSTRACT.....	xii	
CHAPTER I	INTRODUCTION.....	1
A.	Background	1
	1. Environmental Management System (EMS)	1
	2. International Organization for Standardization (ISO) 14001.....	2
	3. Servicekontoret.....	3
	3.1. Construction/Park and Recreation Area..	7
	3.2 Building / Property Maintenance Service	10
	3.3 Workshop/Stores/Renting out.....	12
	3.4 Printing Works.....	15
	3.5 Vehicle.....	16
B.	The Case Formulation.....	18
C.	The Benefits of Research	18
D.	Authenticity of Research.....	19
E.	Objectives of Research	19

CHAPTER II	LITERATURE REVIEW	20
A.	ISO 14001 - Based Environmental Management System (EMS).....	20
B.	Implementation of ISO 14001.....	21
CHAPTER III	METHODOLOGY OF RESEARCH.....	27
A	The Detail Research Steps Are Described.....	27
B	Methods of Case Study.....	28
	1. Interview	29
	2. Instrument	30
	3. Site visits	31
	4. Data Analysis	31
	4.1. Energy consumption.....	32
	4.2. Transportation.....	34
	4.3. Waste and recycling.....	39
	4.4. Impact on the surrounding area.....	42
CHAPTER IV	THE RESULT AND DISCUSSION.....	46
A.	Environmental Issues of All Servicekontoret	46
	1. Energy consumption.....	46
	2. Transportation.....	48
CHAPTER V	CONCLUTION AND SUGGESTION.....	50
A.	Conclusions.....	50
B.	Suggestions.....	51
REFERENCES	52