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**THE PRACTICES OF 5S:  
CASE STUDY OF TABUNG BAITULMAL SARAWAK**

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## **ABSTRACT**

This paper presents the findings of a survey on the use of the Japanese practice of 5S for workplace organization at Tabung Baitulmal Sarawak. The research methodology was to review the literature, conduct a survey using a questionnaire, follow-up the questionnaire with a series of interviews and critique findings with the literature. The conclusions of the research are that practice and theory are closely related and any differences in the implementation of 5S can be attributed mainly to the improvement of the 5S programs.

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# CHAPTER 1

## INTRODUCTION

### 1.1 Introduction

Developing countries are gradually restructuring and improving their efficiency and quality in order to produce quality product or provide good services to the public. Most of the agencies either public agencies or private agencies have attempted to implement quality improvement programs without altering basic structure or organization. Nowadays, many agencies interested to implement and practice the concept of 5S to ensure their organization become more quality and effective enough when performing their services.

Basically, the 5S practices are a technique used to establish and maintain a quality environment in organization. The 5S's are group of techniques to promote workplace organization, ensure adherence to standards and foster the spirit of continuous improvement. In order to have successfully message of 5s across the organization, there must be total participation, systematically implement the practice and establishing effective quality processes as an attributes for good products and services.

The 5S framework was originally developed by just-in-time expert and international consultant Hiroyuki Hirano. The 5S framework is an extension of