

**INTERNATIONAL BUSINESS & MANAGEMENT
ACADEMIC COLLOQUIUM 2018**

A collaborative effort between

**FACULTY OF BUSINESS AND MANAGEMENT, UiTM KEDAH
&
HATYAI BUSINESS SCHOOL, HATYAI UNIVERSITY**

Copyright © 2018 by the Universiti Teknologi MARA Cawangan Kedah

Published by the Faculty of Business & Management

All rights reserved. No part of this publication may be reproduced, copied, stored in any retrieval system or transmitted in any form or by any means, electronic, mechanical, photocopying, recording or otherwise, without the prior permission from the Rector, Universiti Teknologi MARA Cawangan Kedah, 08400 Merbok, Kedah, Malaysia.

EDITORIAL

Patron

Associate Professor Dr Shaiful Annuar Khalid
Associate Professor Dr Wittawat Didyasarini Sattayarak

Chair

Dr Kamarudin Othman

Co-Chair

Dr Siriluck Thongpoon

Colloquium Committees

Associate Professor Dr Nik Ramli Nik Abdul Rashid
Dr Norhidayah Ali
Dr Yanti Aspha Ameira Mustapha
Dr Law Kuan Kheng
Roseamilda Mansor
Azim Izzuddin Muhamad
Jamilah Laidin
Mohd Firdaus Ruslan
Nur Zainie Abd Hamid
Mohd Shafiz bin Saharan

Abstract Reviewers

Associate Professor Dr Nik Ramli Nik Abdul Rashid
Dr Mahadzir Ismail
Dr Dahlia Ibrahim
Dr Hafizah Hammad Ahmad Khan
Dr Yanti Aspha Ameira Mustapha
Dr Norhidayah Ali
Dr Law Kuan Kheng
Dr Mohd Rizaimy Shahrudin
Dr Siti Meriam Ali
Dr. Patcharee Scheb – Buenner
Dr. Chutima Wangbenmad
Dr. Siriluck Thongpoon

Language Editors

Dr Wan Irham Ishak
Nor Aslah Adzmi
Bawani A/P Selvaraj

Formatting

Nor Ananiza Azhar
Nur Diana Hassan

Director of Design

Syahmi Harudin

eISBN: 978-967-0314-56-3

Printed by: Perpustakaan Sultan Badlishah
Universiti Teknologi MARA (UiTM) Cawangan Kedah

FACTORS INFLUENCING THE SUCCESSFUL IMPLEMENTATION OF ISO9001 IN UiTM KEDAH

Hadzli Ishak¹, Muhammad Hanif Abdul Gafar², Nor Ananiza Azhar³

Email:

hadzli@kedah.uitm.edu.my

ABSTRACT

Practically, ISO standards are required by the most companies around the world. In fact, there are over one million companies and organizations in over 170 countries certified to ISO 9001. Additionally, ISO is based on two important reasons which are internal and external whereby internal reason are mainly related to the goal of achieving organizational improvement, meanwhile promotional and marketing issues are the two causes of external reasons to be certified. As for sharing, ISO 9001 can be used by any organizations, large or small, regardless of its field of activity. A list of motivations for companies to implements quality management systems based on the standard ISO 9001 has been established. Currently, there are many studies which have been done by researchers in discussing on the effect of implementation of ISO 9001 toward business practices. By using ISO 9001 standard, it will help to ensure that customers get consistent, good quality products and services. Thus, the purpose of this research is to identify which factors have a significant relationship towards the successful of its implementation (ISO 9001) and to identify the effect of ISO 9001 toward transparency, consistency and efficiency of activities done in the workplace. This research involves only 150 of academic and non-academic staff of UiTM Kedah to obtain information. Furthermore, the finding of this study will contribute to the benefit of organization considering that quality on work plan is an important role in a company's activities today. A great awareness toward quality management system which can help organization to continually monitor and manage quality across all operations, and outline ways to achieve, as well as benchmark, consistent performance and services justifies the need of ISO 9001 implementation in business practices. This paper only focus on UiTM Kedah and the outcome of this study will be based on the implementation of ISO in UiTM Kedah.

Keywords: UiTM, Quality, ISO, transparency, consistency, productivity