Universiti Teknologi MARA

Preventive, Corrective and Improvement Action System of UiTM Terengganu (ST3P)

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STUDENT DECLARATION

I certify that this thesis and the project to which it refers is the product of my own work and that any idea or quotation from the work of other people, published or otherwise are fully acknowledged in accordance with the standard referring practices of the discipline.

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ABSTRACT

This project describes the Preventive, Corrective and Improvement Action System of UiTMT (ST3P) to improve the process of existing procedures of preventive action, corrective action and customer complaint. The problem with the current process is that the relevant records are not updated, no relevant forms and less knowledgeable about file preparation. The element implemented in the system is quality planning, quality control and quality improvement of the Quality Trilogy created by Juran (1986). It is design and developed by using the waterfall model as the methodology of the system. The system has been tested by conducting system testing, expert evaluation and user evaluation. As the result, the suggestion among the experts is to improve the interface of the system to become more user-friendly. Highest mean of system capabilities structure is 4.40 with the mode of 5 has been achieved. This mean value proves that ST3P is capable to be use by all users. Nevertheless, the system need to link with the Online Staff Information System (OSIS) database of UiTMT. It is hoped that ST3P will provide the best solution to organize the process of taking the needed action.

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