AN AWARENESS STUDY ON THE MANAGEMENT OF FOOD QUALITY IN THE MALAYSIAN FOOD INDUSTRIES

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ABSTRACT

This study was conducted in order to obtain information on the Quality Systems practised in the local food industries. The data obtained from this study were then utilized to study the needs by the local food industries and potential students on the setting up of an Advanced Diploma (Degree) course in Food Quality Management at Institut Teknologi MARA. The surveys were conducted on the local food industries and related government agencies, and potential students.

The results obtained from the survey on the "Management of Food Quality in the Malaysian Food Industries" indicated that almost all the respondents applied Quality Systems in their daily operations. Among the Quality Systems, Good Manufacturing Practices or GMP and Hazards Analysis Critical Control Point or HACCP appeared to be the two major systems implemented, followed by ISO 9000s. For most of the respondents, these Quality Systems were being implemented at the processing line, raw material intake, packaging stage and product storage. Besides the production area, the respondents also practised Quality Systems in their management, marketing and distribution, and administration.

The survey on the "Feasibility Study on the setting up of an Advanced Diploma (Degree) course in Food Quality Management" indicated that almost all the respondents agreed with the setting up of such course. Most of the potential students

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1.0 INTRODUCTION

Quality is all features and characteristics which bear on a product's ability to satisfy needs. This definition of quality differs from the old concept of quality which meant goodness or excellence. Quality is best achieved when it is managed throughout the design, purchasing, receiving, processing operations, transporting, storing, retailing and use by consumers. High quality is then achieved when all these functions work properly together as quality is everyone's job (Kuhn, 1991).

As far as the food industries are concerned, the quest for quality has been recognized for many years. Prior to the 1960s, control of quality was mainly focused on finished product inspection. Between the 1960s and 1990s, some emphasis was given to raw material control in addition to finished product examination. The trends in the 1990s show a greater tendency to control food production at both the raw material and processing stages, giving less control at the finished product stage.

In order to achieve the objective of quality, food industries implement some of the available quality systems or practices such as: Good Manufacturing Practices (GMP), International Organization for Standardization (ISO) 9000, Total Quality Management (TQM), and Hazards Analysis Critical Control Point (HACCP).