

UNIVERSITI TEKNOLOGI MARA

EVALUATING MANAGEMENT SUPPORT  
ELEMENTS IN RELATION TO THE SUCCESS OF  
LEAN IMPLEMENTATION IN INFORMATION  
TECHNOLOGY SERVICE MANAGEMENT

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Dissertation submitted in fulfillment of the requirements for the degree of

**Master of Science**

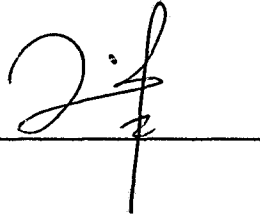
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May 2011

## DECLARATION

I, Sharifah Roziah Syed Hashim, hereby declare that the material and work contained in this research titled Evaluating Management Support Elements to The Success of Lean Implementation is submitted for the Degree Master of Information Technology, University Technology MARA (UiTM) is my own work. All the sources that I have used have been acknowledged as complete references.

Signature: \_\_\_\_\_

A handwritten signature in black ink, appearing to be 'S. Hashim', written over a horizontal line. The signature is stylized and cursive.

## ABSTRACT

The primary focus of the research is the evaluation of management support elements in relation to the success of lean implementation in ITSM reference to the new development of management support to lean success conceptual framework. The success of lean implementation in the organization is embarked by the management support as the major factor influencing the implementation stage.

The success of lean implementation in IT Service Management (ITSM) organizations is significant to improve the IT service management process and increased the quality of the IT service to achieve the customer satisfaction and demands. As a result, it will encourage the IT service provider to compete with others competitors in the global IT service business environment as the objective of ITSM processes is to contribute the quality of the IT service. From the literature of management support elements, a conceptual framework is established for lean success implementation.

The management support to lean success conceptual framework consist of six management support elements which are quality leadership and ownership, group problem solving, training, worker empowerment, communications, and establish strategy and plan. The evaluation has shown that there is strong positive relation between management support elements and lean success implementation. Conclusively, the management support to lean success conceptual framework can be used as a guideline for the new information technology organization that wishes to implement the lean approach as one of the business management philosophy into their company. As for future study, it is possible to enhance the generalize ability of these management support elements in deep by individually and verify the transportability of the findings.

**Keywords:** Continuous improvement, IT service management, Lean, Management Support.

## ACKNOWLEDGEMENT

My first acknowledgement goes to Malaysia Airports Holding Berhad (MAHB) and Malaysia Airports Technologies (MA Tech) for allowing me to perform this research and supporting me through the process of interviews and data collection. My second acknowledgement is to Associate Professor Mardziah Hashim for her support and encouragement during the dissertation process. My third acknowledgement goes to the members of my cohort for their ideas and support during the last year. A special dedication goes to my parents for their understanding and patience with my late nights for the last 2 years.

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