

THE ACCEPTANCE OF TOTAL QUALITY MANAGEMENT  
( TQM ) : A CASE STUDY IN ITEM INDUSTRIAL  
ENGINEERING SDN. BHD. SELANGOR.

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## LETTER OF TRANSMITTAL

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## TABLE OF CONTENTS

	PAGE
<b>LETTER OF TRANSMITTAL</b> ... ..	i
<b>ACKNOWLEDGEMENT</b> ... ..	ii
<b>TABLE OF CONTENTS</b> ... ..	iii
<b>ABSTRACT</b> ... ..	vii
<b>DEFINITION OF TERMS</b> ... ..	viii
 <b>CHAPTERS</b>	
<b>1.0 INTRODUCTION</b> ... ..	1
1.1 Acceptance of TQM ... ..	5
1.2 Company Background ... ..	8
1.2.1 Ownership and Management ... ..	9
1.2.2 International Collaboration ... ..	10
1.2.3 ISO-9000 ... ..	11
1.2.3.1 ISO Certificate ... ..	11
1.3 Problem Statement ... ..	12
1.3.1 The statement ... ..	12
1.3.2 Research Objective ... ..	13
1.3.2.1 General objective ... ..	13
1.3.2.2 Specific Objective ... ..	13
1.4 Hypotesis ... ..	14
1.4.1 Hypotesis 1 ... ..	14
1.4.2 Hypotesis 2 ... ..	14
1.5 Study Limitation ... ..	15
1.6 Conclusion ... ..	16
 <b>2.0 LITERATURE REVIEW</b>	
Introduction ... ..	17
2.1 Total Quality ... ..	18
2.2 TQM ... ..	19
2.3 ISO-9000 ... ..	20
2.3.1 ISO Certification ... ..	21
2.4 Perception ... ..	22
2.5 Reviewing the past Study ... ..	23
2.5.1 LAM Soon (M) Sdn. Bhd. ... ..	25
2.5.2 Tecpak Industries ... ..	26
2.5.3 Accom Industries ... ..	28
2.6 The Quality Gurus ... ..	30
2.6.1 W. Edward Deming ... ..	31
2.6.2 Philip Crosby ... ..	32
2.6.3 Josph M. Juran ... ..	33
2.6.4 Amand V. Feigenbaum ... ..	33

### ***Abstract***

*The objective of the study is to clarify the acceptance of TQM in ITEM Industrial Engineering Sdn. Bhd. Using the measures devised by Stattler, William M & Miller, N. Edd (1968) on Discussion and Conference it was found that, majorities of the ITEM employees comprised by 80% for maturity task and 75% for maturity psychology get the score on a rating of 3.1-5.0. It shows that individual or group is ready for regular participation in regular participation in Total Quality teamwork. There are 50 form of questionnaires has been distributed but only 40 form was returned. In this study two method were used to analyze the data, frequency and crosstabulation. Most of the employees gave a good perception towards the implementation of TQM. Two hyphotesis have been tested and the results show that both of the hyphotesis were rejected because the result proves that there is no gap for the level of readiness stage between all the departments. The result also indicates that 57.5% understand about quality. The demographic factor such as qualification does not give an impact to the level of readiness stage among the ITEM employees. All of the employees are ready to implement the Quality policy in their daily operations at this time.*