



IMPLEMENTATION OF THE INTERNATIONAL  
ORGANIZATION FOR STANDARDIZATION  
ISO 9002 AT MIRI PORT AUTHORITY

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## **CHAPTER 1:**

### **RESEARCH INTRODUCTION**

#### **1.1 INTRODUCTION OF THE STUDY**

The International Organization for Standardization (ISO) is an international standard for a basic management system of quality assurance. It focuses on how the management system assures the quality of goods and services a company produces. The purpose of a quality system is to ensure that products and services of an organization are consistent to quality. This is done through understanding of customer requirements, planning of process, control of equipment, materials and training. Activities carried out within the system are based on documented procedures and policies, and to demonstrate that activities are carried out as planned, quality records are maintained as evidence.

Today's competitive global business environment means that organizations must continuously improve their business processes in order to maintain and improve productivity and market position.

The management of Miri Port Authority (MPA) has been very serious about the quality assurance, recognizing that quality has become a key factor in marketing of goods and services. For that reason, MPA has initiated some quality programs to ensure that MPA would provide quality port services to their valued customer.

## CHAPTER 2: LITERATURE REVIEW

### 2.1 INTRODUCTION TO THE ISO 9000

The term ISO 9000 refers to a set of quality management standards. ISO 9000 currently includes three quality standards: ISO 9001:2000 presents requirements, while ISO:2000 and ISO 9004:2000 present guidelines. All of these are process standards (not product standards)

ISO first published its quality standards in 1987, revised them in 1994, and then republished an updated version in 2000. These new standards are referred to as the "ISO 9000 2000 standards".

ISO's purpose is to facilitate international trade by providing a single set of standards that people everywhere would recognize and respect.

### 2.2 ISO IN MALAYSIA

In Malaysia, the standard is recognized as the MS ISO 9000 standard which is issued by SIRIM (the Scientific and Industrial Research Institute of Malaysia). MS ISO 9000 has gained widespread acceptance among companies in the Malaysia private sector. Currently, more than 1000 Malaysia companies have secured

**CHAPTER 3:**  
**RESEARCH METHODOLOGY**

**3.1 INTRODUCTION**

In carrying out the research study on the topic selected, we have used few types of research design, populations' sample, sampling techniques, and data analysis to assist us explore further and how to conduct the research effectively.

**3.2 RESEARCH DESIGN**

In carrying out the study, we have used the three common types of the research design. There are exploratory research, descriptive research, and casual research.

**3.3 EXPLORATORY RESEARCH.**

Through exploratory research, we have finalized topic that is achievable or measurable, and most important is to assist our organization to identify area for improvement in order to improve service to customer.