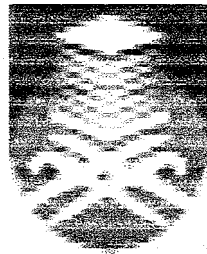


**A STUDY ON EMPLOYEE PERSPECTIVE TOWARDS ISO 9001  
STANDARD IN SINMAH MULTIFEED**



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Sir

SUBMISSION OF PROJECT PAPER

I hereby would like to submit my Project Paper entitled "Employees Perspective towards ISO 9001 Standard in Sinmah Multifeed". This project is about the report that I want to do this semester during my practical training.

I do hope this report will meet the requirements and expectation of the university.

I thank you for all the guidance and support you have generously rendered for the completion of this report.

Yours truly,

---

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Thank you everyone,

Mohd Ezuwan Bin Haris

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## **1.0 Introduction**

### **1.0.1 Background of study**

ISO refers to the International Organization for Standardization is a series of international standards for establishing global requirements for quality. The standards were developed to harmonize many national and international standards for quality management systems. ISO is well known for an organization as their work standard to being reorganized by the others especially from consumers and competitors. In America and most of the company around the world ISO is very popular among themselves as stepping-stones to be competitive advantages. For example in military manufacturing standards implemented during World War 2 and as late as 1995 97% of united companies with ISO registration were in manufacturing sector.

### **1.0.2 What Are Standards?**

Standards are documented agreements containing technical specifications or other precise criteria to be used consistently as rules, guidelines, or definitions of characteristics, to ensure that materials, products, processes and services are fit for their purpose. For example, the format of the credit cards, phone cards and “Smart cards” that have become common place is derived from an ISO international standard. Adhering to the standard, which defines such features as an optimal thickness (0.76mm), means that the cards can be used worldwide. International Standards thus contribute to making life simpler, and to increasing the reliability and effectiveness of the goods and services we use.

<b>NO</b>	<b>TITLE</b>	<b>PAGE</b>
<b>1</b>	<b><i>CHAPTER 1 INTRODUCTION</i></b>	
	1.1 Background and Scope of Study	<b><i>1-5</i></b>
	1.2 Problem Statement	<b><i>6</i></b>
	1.3 Research Question	<b><i>7</i></b>
	1.4 Research Objective	<b><i>8</i></b>
	1.5 Significant of the Study	<b><i>9-10</i></b>
	1.6 Limitation of Study	<b><i>11</i></b>
<b>2</b>	<b><i>CHAPTER 2 LITERATURE REVIEW</i></b>	
	2.1 Why standards matter	<b><i>12-13</i></b>
	2.2 Who ISO is?	<b><i>13-14</i></b>
	2.3 What ISO's name means	<b><i>14</i></b>
	2.4 How it all Started	<b><i>14-15</i></b>
	2.5 What International Standardization Means	<b><i>15</i></b>
	2.6 How ISO Standard Benefit Society	<b><i>15-17</i></b>
	2.7 Hallmark of ISO Brand Name	<b><i>17-19</i></b>
	2.8 ISO and Developing country	<b><i>19</i></b>
	2.9 Example of ISO 9000 Standard in Use.	<b><i>19-21</i></b>
	2.10 Quality Management	<b><i>21</i></b>
	2.11 Quality Management Principle	<b><i>22-23</i></b>
	2.12 ISO 9000 Series	<b><i>23-25</i></b>
	2.13 ISO 9001 QMS: Requirement	<b><i>26-27</i></b>
	2.14 Implementing ISO 9001:2000 Quality Management System	<b><i>27-32</i></b>