



**FACTORS IMPLEMENTING SIX SIGMA PROGRAM:
A CASE STUDY OF SIME DARBY INDUSTRIAL ACADEMY**

**FARHANA BINTI ZUL KAFLEE
2009474594**

**BACHELOR OF BUSINESS ADMINISTRATION
(HONS) INTERNATIONAL BUSINESS
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
KAMPUS BANDARAYA MELAKA**

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Farhana Binti Zul Kaflee

Bachelor of Business Administration

(Hons) International Business

University Technology of MARA

Malacca, City Campus

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ABSTRACT

Six Sigma program in many organizations simply means a program and a measure of quality that strives for near perfection. The purpose of the study is to identify the factors in implementing Six Sigma program in Sime Darby Industrial Academy. The respondents are the staffs working at Human Resources Development department which consist 30 respondents.

The first objective is to examine the factors implementing Six Sigma program in Sime Darby Industrial Academy. The second objective is to examine the most dominant factors affecting the Six Sigma program in Sime Darby Industrial Academy. Follow by the third objective which is to give the recommendations in implementing Six Sigma program in Sime Darby Industrial Academy.

The research methodology for this study, the researcher used Descriptive Research. The population involved in this study is the employees working at Sime Darby Industrial Academy. In this study, the researcher will use probability sampling methods which the simple random sampling (SRS) techniques in order to obtain data from the element in the population has equal chance of being selected. The researcher will use primary data and secondary data to gather the information by distributing questionnaire to the respondents. Data obtain will be compute by using Statistical Package for the Social Science (SPSS) for Windows. The techniques will be uses are the Reliability Test and the Regression Linear. The finding for this research is to identify the most dominant factors in implementing Six Sigma program which is the cultural changes is the major factors affecting in implementing Six Sigma program in Sime Darby Industrial Academy.

1.0 INTRODUCTION

This research title is “Factors Implementing Six Sigma program, A Case Study of Sime Darby Industrial Academy”. The purpose of this research is to identify the factors of implementing of Six Sigma in Sime Darby Industrial Academy.

1.1 Background of company

William Sime and Henry Darby, the founder of Sime, Darby & Co., a newcomer in the profitable rubber industry in the state of Malacca in Malaysia. They established the company in 1910. Its business divisions seek to create positive benefits in the economy, environment and society where it has presence.

Sime Darby Berhad set up headquarters in Kuala Lumpur with a workforce of over 10,000 employees in over 20 countries.

The company has six divisions which are shown in the diagram below:

