



**THE CASE OF PROTON TANJUNG MALIM SDN. BHD:  
QUALITY SYSTEMS, AUDITS AND AWARDS IN ACHIEVING THE  
INTERNATIONAL ORGANIZATION FOR STANDARDIZATION (ISO)**

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**“DECLARATION OF ORIGINAL WORK”**

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Here by, declare that:

- This work has not previously been accepted in substance for any degree, locally or overseas and is not being concurrently submitted for this degree or any other degrees.
- This project paper is the result of my independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

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Dear Miss,

**SUBMISSION OF PROJECT PAPER (IBM 662)**

Here with I enclosed my project paper entitled “**The Case of PROTON Tanjung Malim Sdn. Bhd: Quality Systems, Audits and Awards in achieving the International Organization for Standardization(ISO)**” to fulfill the requirement as needed by the Bachelor of Administration (Hons) International Business to be awarded by Universiti Teknologi MARA.

I hope this project paper will meet the subject requirement and anticipation of the faculty.

Thank you,

Yours faithfully,

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## **ABSTRACT**

Quality of the products is absolutely vital to keep customers, sustain in the competitive areas and sustain profitability. Thus, Internal Quality Audit is the important tool or practices to meet the standard of quality products. This study identifies how the internal quality audit involves and being practices by this organization in achieving the requirement standard in order to gain and fulfill the International Standard Organization (ISO) certification. Therefore, this study was to determine the gap or differences between previous lessons that being taught and the organization practices. This study was determine the Internal Quality Audit procedure, the problems that occurred or raised during Internal auditing, and effective monitoring ways of non compliances during Internal Quality Audit. This study was found that efficient Internal Quality Audit Procedure will give good performance in implementing audit process. Here, through this study, it can be conclude that the efficient Internal Quality Audit procedure or quality auditing is important. Furthermore, the clearly identify that in implementing internal auditing may help to avoid any nonconformance and re occur the same non conformance as well as to improve the quality standard requirement undertaken by the company. In realizing it's, as a recommendation we should maintain and implement the internal auditing and alertness to all company staffs about the important in maintaining quality certification.

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