



**THE INTERNAL FACTORS AFFECTING THE SUCCESSFUL OF
ISO9001 QUALITY SYSTEM IMPLEMENTATION IN SIEGWERK
MALAYSIA SDN BHD**

NURUL FATIAH BINTI HASMUNI

2009214216

**BACHELOR OF BUSINESS ADMINISTRATION
WITH HONOURS (INTERNATIONAL BUSINESS)
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITY TECHNOLOGY MARA
BANDARAYAMELAKA**

JANUARY 2013

DECLARATION OF ORIGINAL WORK



**BACHELOR OF BUSINESS ADMINISTRATION WITH
HONOURS (INTERNATIONAL BUSINESS)
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
BANDARAYA MELAKA
“ DECLARATION OF ORIGINAL WORK ”**

I, Nurul Fatimah binti Hasmuni, (I/C Number : 890818-01-5282)

Hereby, 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 have been distinguished by quotation marks and sources of my information have been specifically acknowledge.

Signature : _____

Date : _____

LETTER OF SUBMISSION

January 2013

Tuan Haji Sharifudin Ismail
Faculty of Business Management
Universiti Teknologi MARA
Alor Gajah
Melaka

Dear Mr,

SUBMISSION OF PROJECT PAPER

Attached is the project paper titled “THE INTERNAL FACTORS AFFECTING THE SUCCESSFUL OF ISO 9001 QUALITY SYSTEM IMPLEMENTATION IS SIEGWERK MALAYSIA SDN BHD” to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA.

Thank you.
Your sincerely,

.....

NURUL FATIHAH BT HASMUNI

2009214216

Bachelor of Business Administration (Hons.) International Business

ABSTRACT

This research studies is about the internal factors which is including employee and the company's environment that affecting the successful of ISO9001 quality system implementation in Siegwark Malaysia Sdn Bhd. The aim of this study is to identify the significant correlation relationship between the four factors which is commitment, following documented working procedure, awareness and working environment with the succesfull of ISO 9001 implementation in Siegwark (M). The successful implemtation of ISO9001 quality system will give benefit to the company in term of financial profit efficient work quality and enhance customer trust. Data is collected through questionnaire distributed to 60 respondents in Siegwark Malaysia. The survey method employed was quantitive data to describe the respondent's profile in Section A of the questionnaire such as gender, age, length of service, and education level. Reliability test was used to to fin out if the questionnaire was reliable or not. The correlation test was used investigate relationship of dependent variable and independent variable to satisfied the objective of the research. This study is said to be beneficial to the company especially as they are currently facing internal problem in maintaining ISO9001 quality system implementation. It will help them to gain understand the employees feedback on the implementation of ISO9001 quality system and consider the recommendations that having been discussed.

TABLE OF CONTENT

CONTENT	PAGE
TITLE PAGE	
LETTER OF DECLARATION	i
LETTER OF SUBMISSION	ii
ACKNOWLEDGEMENT	iii
TABLE OF CONTENT	iv
LIST OF TABLES	v
ABSTRACT	vi
CHAPTER 1 : INTRODUCTION	1
1.1. Background of Study	1
1.2. Background of the Company	2
1.3. Problem Statement	3
1.4. Research Questions	4
1.5. Research Objectives	4
1.6. Hypothesis Statement	5
1.7. Significance of Study	6
1.8. Scope of study	7