

UNIVERSITI TEKNOLOGI MARA

APPRAISAL OF MANAGEMENT

IN

**KOPERASI PERMODALAN MELAYU KUALA
MUDA/SIK KEDAH BERHAD (KEMUDIK)**

BASED ON

MALCOLM BALDRIGE ASSESSMENT MODEL

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AUTHOR'S DECLARATION

We declare that the work in this thesis / dissertation was carried out in accordance with the regulations of Universiti Teknologi MARA. It is original and is the result of our own work, unless otherwise indicated or acknowledges as referenced work. This thesis has not been submitted to any other academic institution or non-academic institution for any degree or qualification.

We, hereby, acknowledge that we have been supplied with the Academic Rules and Regulations for Post Graduate, Universiti Teknologi MARA, regulating the conduct of our study and research.

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ABSTRACT

This study is about the role of quality management practices on the success of cooperative management. The assessment model, Malcolm Baldrige Assessment Model assess the quality management of the Koperasi Permodalan Melayu Kuala Muda/Sik Kedah Berhad (KEMUDIK) for the solutions to improve. While previous research on quality management has been focused on the implementation of quality management within an organization, by assessing the quality management itself, this study takes a new approach toward quality management implementation outside the traditional view toward quality.

Customer satisfaction and process management have emerged as critical factors that affect the success of cooperative organization. The four perspectives integrates elements of performance for quality management and strategic link, determines cooperative success and profitability. Several propositions have been developed to address the relationship between different perspectives in the recommendations. The cause and effect of findings from the assessment of KEMUDIK management has been discussed, and key areas for research have been identified.

Key Words: Quality Management, Cooperative, MBNQA, Perspectives