



**THE QUALITY MANAGEMENT PRACTICE OF NCM METER IN
DELTAPRIMA METERING SDN BHD**

NUR AIN NATASHA BINTI KAMARULZAMAN

2015429994

**BACHELOR BUSINESS ADMINISTRATION (HONS) IN
MARKETING**

**FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA (UiTM)**

JOHOR

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DECLARATION OF ORIGINAL WORK



BACHELOR OF BUSINESS ADMINISTRATION
WITH (HONOURS) MARKETING
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- ✓ 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.
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28/6/2018

LETTER OF TRANSMITTAL

28th June 2018

Mardziyana Mohamad Malom
Ketua Pusat Pengajian (Ijazah)
Fakulti Pengurusan Perniagaan
Universiti Teknologi MARA,
85009 Segamat
JOHOR DARUL TAKZIM

Dear Madam,

SUBMISSION OF PROJECT PAPER

Attached is the research report title "The Quality Management of NCM Meter in DeltaPrima Metering Sdn Bhd" to fulfil the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA.

Thank you.

Yours sincerely



Nur Ain Natasha Bt Kamarulzaman
(2015429994)
Bachelor of Business Administration (Hons) Marketing

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ABSTRACT

In recent years, it was highlighted that companies face with rapidly changing environment and global economic changes where the role of quality management practice led to the survival and performance of an organization. The purpose of this study is to understand more about the quality management practice and the importance of those practice made by DeltaPrima Metering on the Single Phase NCM Meter. The method that will be used to collect the data and to achieved objective are by using a qualitative method, observation, interview and secondary data which can be collected from the previous case study. The research will be conducted by interviewing 3 staffs of different position from DeltaPrima Metering Sdn Bhd. The finding shows DeltaPrima is fully understand on the process and how the company maintain quality management of NCM Meter. They also lack in having knowledge about why they need to care about NCM Meter's quality management as the workers who work on production cannot explained well when being asked yet the employer can explained. Besides, only the employer know what factors that threaten the quality of NCM Meter meanwhile employees still have to learned more about factors that may harm the NCM Meter's quality in order to deliver a good quality product to client.