

UNIVERSITI TEKNOLOGI MARA

**PRACTICE MANAGEMENT
SYSTEM IN SMALL MEDIUM
ENTERPRISE: IMPROVEMENT
BASED ON QUALITY
MANAGEMENT SYSTEM**

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Academic Writing submitted partial fulfillment of the
requirements for the degree of
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AUTHOR'S DECLARATION

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

I, hereby, acknowledge that I have been supplied with the Academic Rules and Regulations for Under Graduate, Universiti Teknologi MARA, regulating the conduct of my study and research.

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ABSTRACT

A quality management system is one of formalized system in document processes, procedures and responsibilities for achieving quality policies and objectives. It is very important to all companies including small medium enterprise. These qualities in management are very crucial in achieving group goals, reduce costs, optimize utilization of resources and increase the profit of the company. This research is analyzing the management practices in small medium enterprise, based on quality management system. The research is using qualitative method. There are two ways of qualitative method such as interview and contextual analysis on previous studies related to quality management. The respondent are among staff and manager from once of company as a sample of the research. As the result, the researcher comes out with an idea and guidelines as an improvement to small medium enterprise.

Keyword: *Quality Management System, Improvement, SME*

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