



**A STUDY ON THE ELEMENTS THAT AFFECTING THE QUALITY MANAGEMENT
PROCESS IN THE PRODUCTION LINE AT SUNEDISON IPOH SDN BHD**

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DECLARATION OF ORIGINAL WORK



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“DECLARATION OF ORIGINAL WORK”**

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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 extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature: _____ Date: _____

ACKNOWLEDGEMENT

"In the Name of Allah, the Most Gracious, the Most Merciful"

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ABSTRACT

The applied research paper is a Study on the Elements that Affecting the Quality Management Process in the Production Line at SunEdison Ipoh Sdn Bhd. The problem is SunEdison have a quality issues in the production line due to the lack of standard work instruction (SWI) and training.

The purpose of this research paper is to determine the relationship of elements that affecting the quality management process (QMP) in the production line and what recommendation should apply by this company for improvement of product and quality.

The research questions are:

- i) Is there a positive relationship between Standard Work Instruction (SWI) and Quality Management Process in the production line at SunEdison Ipoh Sdn Bhd?
- ii) Is there a positive relationship between training and Quality Management Process in the production line at SunEdison Ipoh Sdn Bhd?

A literature review was conducted on the history, benefits, culture and issues of both standard work instruction and training in the production line. Interviews were conducted to get information that related to this topic. A questionnaire was distributed line by three departments to the operators in the production. Data was collected and interpreted using Statistical Package for Social Science (SPSS). The results demonstrated that there was no relationship between independent variables and dependent variable. Recommendation was provided to help the company to solve the problem of quality management process in the production line.