



**UNIVERSITI TEKNOLOGI MARA**

**APPLIED BUSINESS RESEARCH PAPER**

**A STUDY ON ISO9001: 2000 QUALITY  
MANAGEMENT SYSTEM (QMS) IN MAHKAMAH  
RENDAH SYARIAH, IPOH, PERAK: ADDRESSING  
THE EFFECTIVENESS OF QUALITY  
MANAGEMENT SYSTEM (ON THE  
ORGANIZATION), CONFORMITY TO  
CUSTOMERS' AND APPLICATION OF  
REGULATORY REQUIREMENT**

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## **ABSTRACT**

ISO 9000 standards help to ensure the organization follow and implement specific rules and well documented procedures and objectives which will describe how operations in an organization must be conducted. By doing so, these procedures are meant to guarantee that the products or services of an organization are in accordance with customer satisfaction.

ISO benefit can be divided into internal benefit which comprise of processes and structure of the organization and external benefit which concerning the organization in relation to its environment. The idea of introduction of quality management services is to promote the best quality services which ultimately lead to satisfaction of customer. The nature and intensity of motivations behind a decision to adopt the ISO 9000 standard play a key role in the success of the implementation process and the degree of customer's satisfaction.

This study examines the relationship between ISO 9001:2000 effectiveness on application of regulatory requirement and conformity to customer satisfaction. It intends to look for possible answer and give solid evidence to the idea of introduction of quality management services in public sector particularly in judiciary department to promote the best quality services which ultimately lead to customer's satisfaction.

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# CHAPTER ONE

## INTRODUCTION

### 1.0 Overview

The service Quality Management System Standard was first implemented in the nuclear industry where all instruments had to be 100% faultless. A set of good management principle which is defined in the ISO9000 series of documents provide a level of confidence to the users of the product and service. Traditionally this system was implemented only in manufacturing and production industry. However its usage has been extended to service industry.

This Applied Business Research paper will discuss about the importance of quality management system especially the implementation of ISO9001:2000 in defining a method of management activities which influence the organization's service quality. Such method and management activities will provide opportunity for the organization to increase its service performance which in return would improve company effectiveness, productivity and efficiency as well as increasing their customer satisfaction.

ISO 9001:2000 offers a basic quality management system focused on meeting customer requirement. Using this standard requirement, organization can build more robust system to improve organization effectiveness. There are basically three strategies that an organization can adopt to improve quality and excellence to their business.

- a) Aligning quality and business objectives
- b) Integrating continual improvement activities
- c) Using process management techniques