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UNIVERSITI  
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# INTERNATIONAL CONVENTION ON QC CIRCLES-ICQCC 2012

INTERNATIONAL CONVENTION ON  
QUALITY CONTROL CIRCLES (ICQCC) 2012  
NATIONAL IQC CONVENTION 2012 (NIQC 2012)

*"From Ideas to Reality"*

**14 - 17 October 2012**

**Kuala Lumpur Convention Centre (KLCC)**



GROUP **TITANIUM**  
TITLE PROJECT:  
**PROVIDING ADDITIONAL EASY-ACCESS  
SERVICE TO EXAMINATION PAPERS.**

# International Convention on QC Circles - ICQCC 2012 KUALA LUMPUR, MALAYSIA 15-16 okt 2012



PTAR  
"LIBRARY for ALL"



MPC

**Kuala Lumpur Convention Center,  
Malaysia**

**Title:  
PROVIDING ADDITIONAL EASY-ACCESS SERVICE  
TO EXAMINATION PAPERS**



**TITANIUM**

SYSTEM MANAGEMENT  
AND INFORMATION TECHNOLOGY DIVISION  
TUN ABDUL RAZAK LIBRARY  
UNIVERSITI TEKNOLOGI MARA

## BACKGROOUND OF PROJECT

### ABSTRACT

TITANIUM group innovation project is to overcome limited exam paper access service problem throughout the UiTM Library campuses in UiTM Malaysia. The problem of limited access has caused the library customers unable to access exam paper when its needed. This Project indirectly support the University Library Vision and Mission in providing conducive learning process, ensuring increased access of exam papers online at all times as well as supporting the quality objectives of UiTM Library. The suggestion solution is to create a system that can be accessed without limitation face by the customers at all times and at any location in around the world. This innovation is named **Electronic Question Paper System (EQPS)**. Among the benefits are it is cost effective as the expertise involves in the group members, time saving during the exam question paper searching process , improves staff productivity as well as simplifies the staff when generating the service statistics usage of EQPS throughout the UiTM university libraries. This Project saves cost amounting to MYR 73,000.00.

### PROBLEM MAIN CAUSE

Exam question paper can be downloaded from the Library website via a username and password. However, the service can be accessed by 100 customers at one time simultaneously. This situation almost caused the increase in customers complaints and feedback regards to service provided as access to online exam question paper often failed. This problems became complicated and time consuming if the problem happens after library operating hours as the staff need to restart server to neutralize the access limit during operating hours.

## **CREATIVE & INNOVATIVE SOLUTIONS IMPLEMENTATION**

TITANIUM group has established a system by using the expertise of the group member as the system can be accessed without any limitation or time frame by customers at any time and wherever they are. This innovation is named as Electronic Question Paper System (EQPS).

## **BENCHMARKING**

TITANIUM group has doing benchmarking with two IPTA libraries which Tun Sri Lanang Library, Universiti Kebangsaan Malaysia and Univerisity Malaya Library. The result of benchmarking shows the limitation access problems for their online examination question paper did not happened for both libraries. However the system that has been used has limitation where its difficult to customize from time to time base on users or department request and needs.

## **MONITORING AND STANDARDIZATION**

Since the system is web-based, the standardization of the system has been made through out the UiTM libraries in Malaysia. Statistics successfully generated for Malaysia in which the utilization indicates 71.16% which is the same as 1,082,993 hits while the total hits for January until September 2011 is 2,367,534 hits. The group has successfully proven that throughout the usage of the system, the access issue has been 100% resolved. Indirectly the EQPS project helped to improve the quality objectives achievements (for No.2 and 3) of UiTM Libraries. It has also increased library customer's satisfaction indicating utilization of the system up to 95%. Views and feedback received have proven that customers are satisfied over the exam question paper online service developed by the group. Branch campuses Library of UiTM all over Malaysia has given appreciation letter on the team initiative as the accessing of exam question paper has become easy, fast, accurate and effective.

ACHIEVEMENT & VALUE CREATION	
<p>Participated in <i>Mini Konvensyen Kumpulan Inovatif dan Kreatif (KIK) Zon Tengah Peringkat UiTM Shah Alam 2010</i> on 26 - 27 October 2010 at ILQAM Auditorium</p> <ul style="list-style-type: none"><li>• Champion for <i>Konvensyen Kumpulan Inovatif dan Kreatif (KIK) Zon Tengah</i></li><li>• Group Champion</li><li>• Award for Best Presentation</li><li>• Award for Best Documentation</li><li>• Award for Best Innovation of ICT</li><li>• Gold Award</li></ul>	
<p>Participated in <i>Konvensyen Kumpulan Inovatif dan Kreatif (KIK) Peringkat UiTM Kali Ke 15 2010</i> on 19 - 22 November 2010 at Hotel Goldcourse, Klang Selangor Darul Ehsan</p> <ul style="list-style-type: none"><li>• Second Runner Up</li><li>• Award for Best Documentation</li><li>• Award for Best Innovation of ICT</li><li>• Gold Award</li></ul>	
<p>Award of Vice Chancellor Quality (AKNC) on 21 December 2010 at Dewan Sri Budiman, UiTM Shah Alam.</p> <ul style="list-style-type: none"><li>• Award : Innovative &amp; Creative (KIK) Category Award Best ICT Innovation 2010.</li></ul>	