



UNIVERSITI TEKNOLOGI MARA

## **ISO 9001:2000 : CASE STUDY IN UITM**

### **SAMARAHAN CAMPUS**

**PREPARED BY:**

<b>MAWAR BINTI IDRIS</b>	<b>( 2001137868 )</b>
<b>NOOR HIDAYAH BINTI MOHD ALI</b>	<b>( 2001178840 )</b>
<b>SHAIRA ADIKA BINTI HUSSAINI</b>	<b>( 2001137909 )</b>
<b>SITI NOR NADIRAH BINTI BAHSAN</b>	<b>( 2001178865 )</b>
<b>ZUARIAH BINTI MOHD SAYUTI</b>	<b>( 2001178746 )</b>

**This project paper is submitted in partial fulfillment of the requirement of Diploma in Public Administration, FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY, MARA UNIVERSITY OF TECHNOLOGY, SARAWAK, SAMARAHAN CAMPUS**

**OCTOBER 2004**

## ACKNOWLEDGEMENT

First of all, we are grateful to God for giving strength and blessing in completing this project paper.

In this opportunity, we would like to appreciate those individual and group who have given us their cooperation in completing our research in searching over the opinion of our respondent towards the implementation of ISO in UITMCS. Otherwise, we may face difficulties in completing our research. We would like to express a million of appreciation to :

- 👉 Mr. Kuldip Singh as our research lecturer as well as our advisor; who has help us by giving the motivation, support, guidance, direction, useful information and his kindness in reviewed and examine the entire draft until our project paper completed.
- 👉 Madam Susana Narawi who is willingly gives us the information regarding our research.
- 👉 All of our respondent including the Academic Office Affairs (HEA), Students Office Affairs (HEP), College Unit, Library and the student who involves comprising student from Diploma In Public Administration's program, Diploma In Electrical and Electronic and Diploma In Civil Engineering for their cooperation.

Last but not least, a special thank to our fellow friends who are willing to cooperate and within hand in hand completing our research. Our special gratitude also goes to our families for their patience, understanding and support to us. Without those individual and

## ABSTRACT

*An ISO standard is a documented agreement that serves as the guidelines, specifications or definitions to ensure that a particular product, service or process fits its intended purpose. International standardization ensures a set of industry-wide criteria that apply consistently to material classification, product manufacture and service provision. International Standards provide a common reference point to facilitate trade and transfer of technology between suppliers and their customers. This standard mostly related with quality. Quality is defined by the customers. The organization is relying heavily on their customers. The customer will assess whether the product or services given by the organization achieved the quality or not. In other words, quality can be defined as achieving conformance to the requirement of the customers towards the products and services given by the organization. After UiTMCS have been certified by ISO 9001:2000, the customers are complacent with the services delivered to them because it fulfills their requirement. In addition UiTMCS can reduce the operation cost because waste is eliminated. Due to that, the efficiency can be improved. Moreover UiTMCS can improve the competitiveness among the University as well as increase the profit because the operating cost is reduced. But from time to time, UiTMCS may face difficulties with the certification of ISO 9001:2000. This is because, once they have certified with ISO 9001:2000 they have duty and obligation to maintain the quality and the standard of the management.*

## TABLE OF CONTENTS

Submission Letter	i-ii
Declaration of Original Work	iii-iv
Acknowledgement	v-vi
List of Tables	vii-viii
List of Charts	ix-x
Abstract	xi
Contents	xii-xv

### **Chapter 1 : Research Introduction**

1.1	Introduction	1-2
1.2	Problem Statement	3
1.3	Objectives	4
1.4	Scope of the Study	5
1.5	Hypothesis	6
1.6	Significance of the Study	7-8
1.7	Limitation of the Study	9-10

### **Chapter 2 : Literature Review**

2.1	History of ISO	11
2.2	The benefit of the ISO Standards to the society	12-13
2.3	Types of ISO	14-16

# CHAPTER 1

## RESEARCH INTRODUCTION

### 1.1 INTRODUCTON

In 1994, the Quality Movement firstly introduced in ITM under the leadership of Dato' Ir. Dr. Hj. Ahmad Zaidee Laidin, the former vice chancellor. The first phase of The Quality Movement being implemented from 1994-1998. During that phase, there were no proper infrastructure and no specific set goals to be achieve.

In 1999, UiTMCS began its active involvement in the Quality Movement by setting up the TQE Unit which known as the Quality Unit. The Quality initiatives and programs were introduced in the campus and being carried out actively. The programmes and activities such as Benchmarking, workshops and retreats, KMK Conventions, 5's Practise and Environmental Competitions, taking part in the UiTMCS Quality Awards and visits to local and foreign organizations have been successfully implemented.

International standardization began in the electro technical field: the International Electro Technical Commission (IEC) was establishing in 1906. The International Federation of the National Standardization Associations (ISA), which was set up in 1926, carried out pioneering work in other fields. The emphasis within ISA was laid heavily on mechanical engineering. ISA's activities ended in 1942.