

ABSTRACT

This paper examines the overall RMN logistics support system that involved organisations within RMN namely the Navy Headquarters, Fleet Operations Command, Fleet System Command, Fleet Maintenance Depot and Fleet Supply Depot. The study addressed RMN policy on Total Quality Management and benchmarked on the Integrated Logistics Support purportedly being implemented. The researchers were called upon to undertake this study as it significantly addressed RMN's current problem with respect to fleet support and maintenance. The evaluation looked into the awareness, involvement, satisfaction and respondents recommendations with the objectives to assess the effectiveness of the RMN logistic support system, determine the RMN fleet officers' awareness and recommend changes to the RMN Logistics Support System. The study was conducted through a survey method, using questionnaires and interviews. Respondents from RMN ships totalling 62 officers (20 percent of the fleet officer population) had provided data for this study. The study sample is non-random samplings focussed on Commanding Officers, Technical Officers and Supply Officers who are considered sufficient and appropriate to both represent the whole fleet population and provide professional feedback based on their respective responsibility onboard ships. Standard editing, coding and simple tabulation and cross-tabulations has been utilised to analyse the data. The result of the study came as a surprise as the officers' awareness and satisfaction were so low and numerous rooms for improvement were found. The current practice worked but not to the level of the fleet officers' expectation. There are issues that need serious attention by RMN top management that includes policy review (including the RMN Direction Statement) and work processes improvements which are not impossible to achieve as it is in line with RMN goals.