TABLE OF CONTENTS

DECLARATION ii
ACKNOWLEDGEMENT iii
ABSTRACT iv
LIST OF CONTENTS v - ix
LIST OF TABLE x - xvi
LIST OF FIGURE xii - xiii
LIST OF ABBREVIATION xiii - xvi
GLOSSARY OF TERMS xvi- xvii

CHAPTER 1 – INTRODUCTION

Logistics 1 - 1
Definition 1 - 1
Logistics in the Royal Malaysian Navy (RMN) 1 - 3
RMN Strategic Plan 1 - 4
RMN Maritime Operations 1 - 5

Background of Research Project 1 - 6
Research Focus 1 - 6
Problem Statement 1 - 6

Scope of The Study 1 - 7
Research Objectives 1 - 7
Research Design 1 - 7
Sample Design 1 - 9
Data Gathering 1 - 9
Data Processing and Analysis 1 - 9
CHAPTER 2 - LITERATURE REVIEW

Introduction

RMN Fleet Readiness
Maintenance Support
Life Cycle Costs
Maintainability Factors

Quality

Organizational Excellence Framework
Top Management Leadership
The Importance of Quality
RMN Approach to Quality
Principles of Quality Management

The Cycle of Failure

Summary

CHAPTER 3 - MANAGEMENT OF MAINTENANCE AND SUPPLY IN THE RMN

Introduction

RMN Direction Statement
RMN Maintenance Philosophy

The RMN Fleet Maintenance Depot (FMD)

Roles and Responsibilities
Organizational Structure
FMD People
Restructuring of FMD
Current Work Policies
Current Work Practice

Fleet Supply Depot (FSD)
FSD Mission and Objective
FSD Organisational Structure
FSD Management Concept
FSD Achievement

RMN's Capability Enhancement
Revolutionising Naval Maintenance with RCM
Asset Performance Management

Integrated Logistics Support Policy In RMN
The Logistic Support Model
Policy
Maintenance and Support Planning
Supply Support
Maintenance and Support Personnel
RMN Planning and Implementation
Training and Training Support
RMN Training and Education
Test, Measurement, Handling and Support
Equipment
Packaging, Handling, Storage/Warehousing and Transportation
Maintenance Facilities
RMN Support Centres
Computer Resource (hardware and software)
CHAPTER 4 – ANALYSIS

Introduction 4 - 1
Demographic of Respondents 4 - 3
ILS As The Benchmark 4 - 5
Awareness of Respondents 4 - 6
Total Awareness Relationship with Years of Service with the Fleet 4 - 8
Area of Concern 4 - 9
Customers’ Satisfaction in Defect Rectification 4 - 11
Efficiency in Defect Rectification 4 - 12
Satisfaction On Hull Defect Rectification 4 - 13
Satisfaction On Electrical Defect Rectification 4 - 15
CHAPTER 5 – DISCUSSION AND RECOMMENDATIONS

Introduction

Identifying the Failure
The ILS Benchmarking
Total Quality Management
Breaking the Cycles of Failure

CHAPTER 6 - CONCLUSION