

## ABSTRAK

Dewasa kini, perbincangan tentang sistem pengurusan kualiti berasaskan persijilan MS ISO 9000 menjadi suatu budaya dalam masyarakat. Ini berlaku kerana terdapat usaha-usaha untuk meningkatkan tahap kecekapan dan menonjolkan budaya kerja cemerlang dalam mengurus sesebuah organisasi sama ada sektor awam mahupun sektor swasta. Dalam konteks ini, Islam juga mempunyai pendekatan yang tersendiri dalam mengutarakan sistem pengurusan kualiti Islam (SPKI) sama ada sudut konsep, teori, sumber, prinsip dan aplikasinya yang semestinya terdapat sedikit perbezaan dengan sistem kualiti berasaskan persijilan MS ISO 9000. Kemungkinan terdapat keraguan tentang keperkasaaan SPKI untuk membentuk standard persijilan tersendiri. Hakikatnya SPKI telah berjaya diaplikasikan dengan efektif dalam dunia Islam melalui model yang telah dipraktikkan oleh Sayyidinā ‘Umar Ibn al- Khaṭṭāb. Namun begitu, disertasi ini akan membincangkan tentang MS ISO 9000 dan perkaitannya dengan SPKI. Selain itu, diskusi lebih menjurus kepada analisis pelaksanaan MS ISO 9000 terutamanya pada klausa Tanggungjawab Pengurusan di INTAN menurut perspektif Islam. Analisis akan dilakukan dengan cara membandingkan segala pernyataan yang terdapat dalam borang soal selidik melibatkan pengurusan atasan dan kumpulan sokongan. Soal selidik yang dikemukakan menyentuh faktor latar belakang responden seperti jantina, bangsa, umur, tahap pendidikan dan sebagainya telah mempengaruhi persepsi responden terhadap langkah pelaksanaan MS ISO 9000 dan tanggapan mereka dalam aspek penekanan pengurusan atasan terhadap aplikasi klausa Tanggungjawab Pengurusan di INTAN menurut perspektif Islam. Manakala di akhir penulisan, penulis akan mempersembahkan hasil penyelidikan yang dijalankan di mana pelaksanaan MS ISO 9000 di INTAN menepati piawaian spesifikasi SPKI. Manakala pihak pengurusan atasan memberi komitmen terhadap aplikasi klausa tersebut bagi menjayakan program pengurusan kualiti di INTAN. Penulis juga mengemukakan beberapa cadangan yang difikirkan relevan untuk memperbaiki keberkesanan sistem pengurusan kualiti seperti membina komitmen pengurusan atasan, mewujudkan sistem dokumentasi dan prosedur pelanggan yang sistematik ke arah mengekalkan pengiktirafan persijilan MS ISO 9000 di INTAN.

## ABSTRACT

Nowadays the discussion about the quality management system based on MS ISO 9000 certification has become a culture in our society. This occurs because there are many efforts taken by the government to enhance efficiency and also to pioneer work culture excellency in the organization management either public or private sector. In this context, Islam itself also has an approach to clarify Islamic Quality Management System (IQMS) whether from the concepts, theories, sources, principles and implementations but it is few contrasts ideas with the conventional quality management system based on MS ISO 9000 certification. There be a doubt about the strengthen of IQMS to certification standards but actually IQMS was practiced succeed in Islamic world through the Sayyidinā 'Umar Ibn al-Khaṭṭāb Caliph module in quality management. Although in this dissertation, the writer will elaborate a few aspects about MS ISO 9000 and it's relation with IQMS. Beside that, the discussion will focus on the analysis of application MS ISO 9000 especially to Management Responsibility Clause in the INTAN from the Islamic perspectives. The analysis also have been implemented by using a comparative method which refer to all the statement in the questionnaire forms that involve the top management and support group's. The questionnaire will touch on the background factors such as genders, races, ages, education levels and other factors that influence response perceptions about MS ISO 9000 implementation and their view or assumption for emphasize of top management to apply Management Responsibility Clause in the INTAN from the Islamic perspectives. In the end of the research, the writer will perform research finding have been applied before which the implementation MS ISO 9000 in the INTAN which accurate with IQMS specification standards. While the top management perform their commitment applied that clause to success the quality management programmed in the INTAN. The writer also will propose a few of suggestions which are relevant to improve the effectiveness of quality management system such as to build top management commitment, generate documentation system and systematic client procedure in order to maintain MS ISO 9000 certificate verification in the INTAN.