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**A CASE STUDY ON THE SUCCESSFUL
IMPLEMENTATION OF TQM IN
HARRIS ADVANCE TECHNOLOGY (M) SDN BHD
CLOSED STACKS**

By

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ABSTRACT

This study attempts to provide some insight and findings on how Harris Advance Technology (M) Sdn Bhd can implement TQM successfully. The analysis of the case is based on primary data. Personal interviews to gather primary data from concerned parties who are involved in the implementation of TQM in Harris Malaysia have been conducted.

The findings of this study show that Harris Malaysia approach to TQM is a comprehensive example of the involvement of people in a high-tech production environment. The programme is actually led by management and has delivered significant improvement for the customer satisfaction, employee involvement and continuous improvement in the whole company. This in turn has improved the overall effectiveness and efficiency of Harris Malaysia business.

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