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## ABSTRACT

This report reviews the current thinking and trend of quality management, ISO 9000 and Total Quality Management. Total Quality Management (TQM) has been a subject of growing interests in both industrialised and newly industrialise countries. An attempt is being made to establish Total Quality Management via ISO 9000.

This study examines a local company's approach of establishing total quality management system by attaining ISO 9002 certification. The factors for a successful ISO 9000 quality system implementation and the degree of establishment of TQM are analyzed. While ISO 9002 ensures that the company maintains a certain level of quality, it is like a wedge that prevents quality from sliding down. The ISO 9002 Certification is not the ultimate goals in quality management effort. ISO 9002 certification is definitely an important step to bring the company to the next level of quality.

The need for cultural change is emphasized without reducing the important of control drive quality system. Details of total quality management implementation and plan, the Company's approach and quality organisation structure are presented.

The report concludes with some recommendations for the company to sustain quality improvement and suggestions for future studies are also given.

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## ABBREVIATION

<b>TQM</b>	Total Quality Management
<b>QMS</b>	Quality Management System
<b>ISO</b>	International Standard Organization
<b>MBQA</b>	Malcolm Baldrige Quality Award
<b>BS</b>	British Standard
<b>EC</b>	European Community
<b>EN</b>	European Standard
<b>OE</b>	Original Equipment
<b>4M</b>	Machine, Man, Material and Method
<b>4S</b>	Seiri, Seiton, Seiso and Seiketsu
<b>2G</b>	Genze Genbutsu
<b>SIRIM</b>	Standard and Industry Research Institute of Malaysia
<b>TBC</b>	Team Building Course
<b>PDCA</b>	Plan, Do, Action and Check
<b>SPC</b>	Statistical Process Control
<b>SGA</b>	Small Group Activities
<b>TPM</b>	Total Preventive Maintenance
<b>kg</b>	Kilogram
<b>JIT</b>	Just In Time