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**INSTITUTIONALIZATION OF
ISO 9000 SYSTEM IMPLEMENTATION IN
MECOMB MALAYSIA SDN BHD**

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Executive Summary

Technology, globalization and competition are new force that challenge Mecomb Engineering Sdn Bhd core business activity in providing world class engineering solution and service for major engineering project.

As the need to respond rapidly towards changes in the environment, the study is aimed to determined that a change has been implemented and is effective, attention is directed at institutionalizing the change, making them a permanent part of the organization normal functioning.

The study used the survey approach encompassing the population of the employees of the eight main divisions in Mecomb Malaysia Sdn Bhd. The data obtained through the survey was analysed by using SPSS.

From the study

The management should exploit the findings which identified the drawbacks in the change process. Some of the improvements recommend are revision of reward allocation system, continuous commitment from employee and management and diffusion of the change program. Furthermore, it is also suggested that future study should be done on a longer interval period and wider scope as it will produce more useful result that can help the whole organization of Sime Darby Berhad.

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