THE IMPLEMENTATION OF TOTAL QUALITY MANAGEMENT (TQM) IN OIL AND GAS INDUSTRY IN INDONESIA

WAKHID SLAMET CIPTONO

THESIS SUBMITTED IN FULFILLMENT OF THE REQUIREMENTS FOR THE DEGREE OF DOCTOR OF PHILOSOPHY

FACULTY OF BUSINESS AND ACCOUNTANCY UNIVERSITY OF MALAYA KUALA LUMPUR

APRIL 2011
UNIVERSITY OF MALAYA

ORIGINAL LITERARY WORK DECLARATION

Name of Candidate: Wakhid Slamet Ciptono  (I.C/Passport No: W 208880)

Registration/Matric No: CHAQ01008 / G154294

Name of Degree: Ph.D.

Title of Thesis (“this Work”):

“The Implementation of Total Quality Management (TQM) In Oil and Gas Industry In Indonesia”

Field of Study: Total Quality Management (TQM)

I do solemnly and sincerely declare that:

(1) I am the sole author/writer of this work;
(2) This work is original;
(3) Any use of any work in which copyright exists was done by way of fair dealing and for permitted purposes and any excerpt or extract from, or reference to or reproduction of any copyright work has been disclosed expressly and sufficiently and the title of the Work and its authorship have been acknowledged in this Work;
(4) I do not have any actual knowledge nor do I ought reasonably to know that the making of this work constitutes an infringement of any copyright work;
(5) I hereby assign all and every rights in the copyright to this Work to the University of Malaya (“UM”), who henceforth shall be owner of the copyright in this Work and that any reproduction or use in any form or by any means whatsoever is prohibited without declared the written consent of UM having been first had and obtained;
(6) I am fully aware that if in the course of making this Work I have infringed any copyright whether intentionally or otherwise, I may be subject to legal action or any other action as may be determined by UM.

Candidate’s Signature

Date

Subscribed and solemnly declared before,

Witness’s Signature

Date

Name:

Designation: