

WELCOME TO MAMPU

*(Malaysian Administrative Modernisation and
Management Planning Unit,
Prime Minister's Department)*

18 APRIL 2000



ADMINISTRATIVE MODERNISATION IN MALAYSIA

*Focus on the Implementation
of MS ISO 9000 in the Malaysian Civil Service*

QUALITY MANAGEMENT

Journey towards developing a Quality Culture in the Civil Service

- ◆ Implementation of 7Q Programmes
- ◆ Establishment of a Quality and Productivity Management Structure
- ◆ Implementation of Total Quality Management Programme
- ◆ Client's Charter and Service Recovery Mechanism
- ◆ Implementation of ISO 9000

The Drive for Quality in the Civil Service

ISO 9000 should not be for factories of the private sector alone. Government administration must also vie for the coveted award. A good Government administration cannot be of a lower quality than its clients - largely the private sector.

Dato' Seri Dr. Mahathir

Implementation of MS ISO 9000 in the Civil service

- ◆ In November 1995, the Cabinet directed the Civil Service to study the possibility of the Implementation of ISO 9000 in the Civil Service

THE OBJECTIVE OF IMPLEMENTING ISO 9000 IN THE CIVIL SERVICE

- **To develop an efficient and effective quality management system in order to provide the best service consistently to the public**

THE ISO 9000 CONCEPT

Need for quality

CUSTOMER

QUALITY ASSURANCE

Organisation

QUALITY SYSTEM
based on ISO 9000 series

DOCUMENTATION

- Quality Manual
- Procedures
- Work Instructions
- Support Documents
- Responsibilities
- Authorities

CONTROL

CONTROL

VERIFY

INPUT

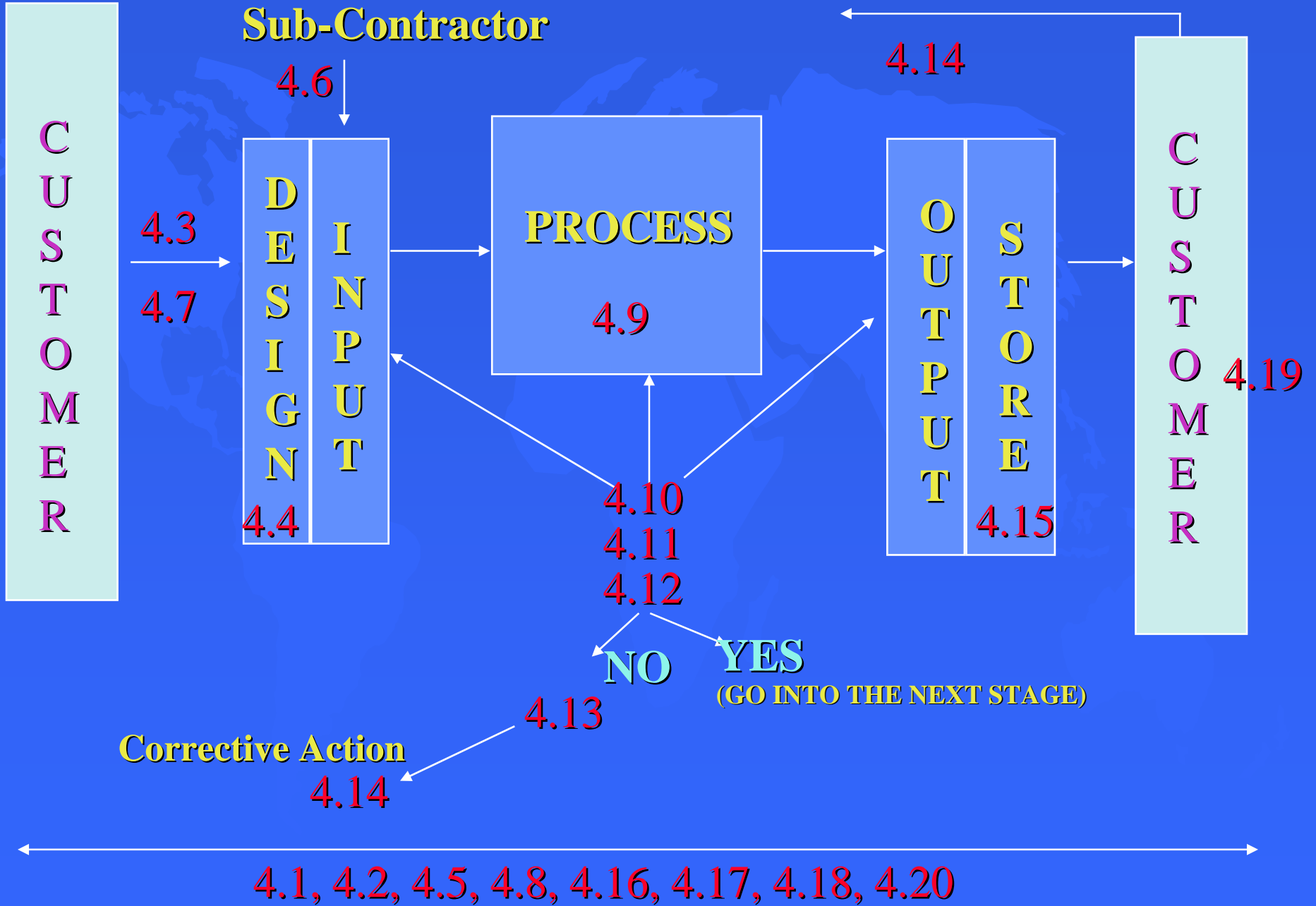
PROCESS

OUTPUT

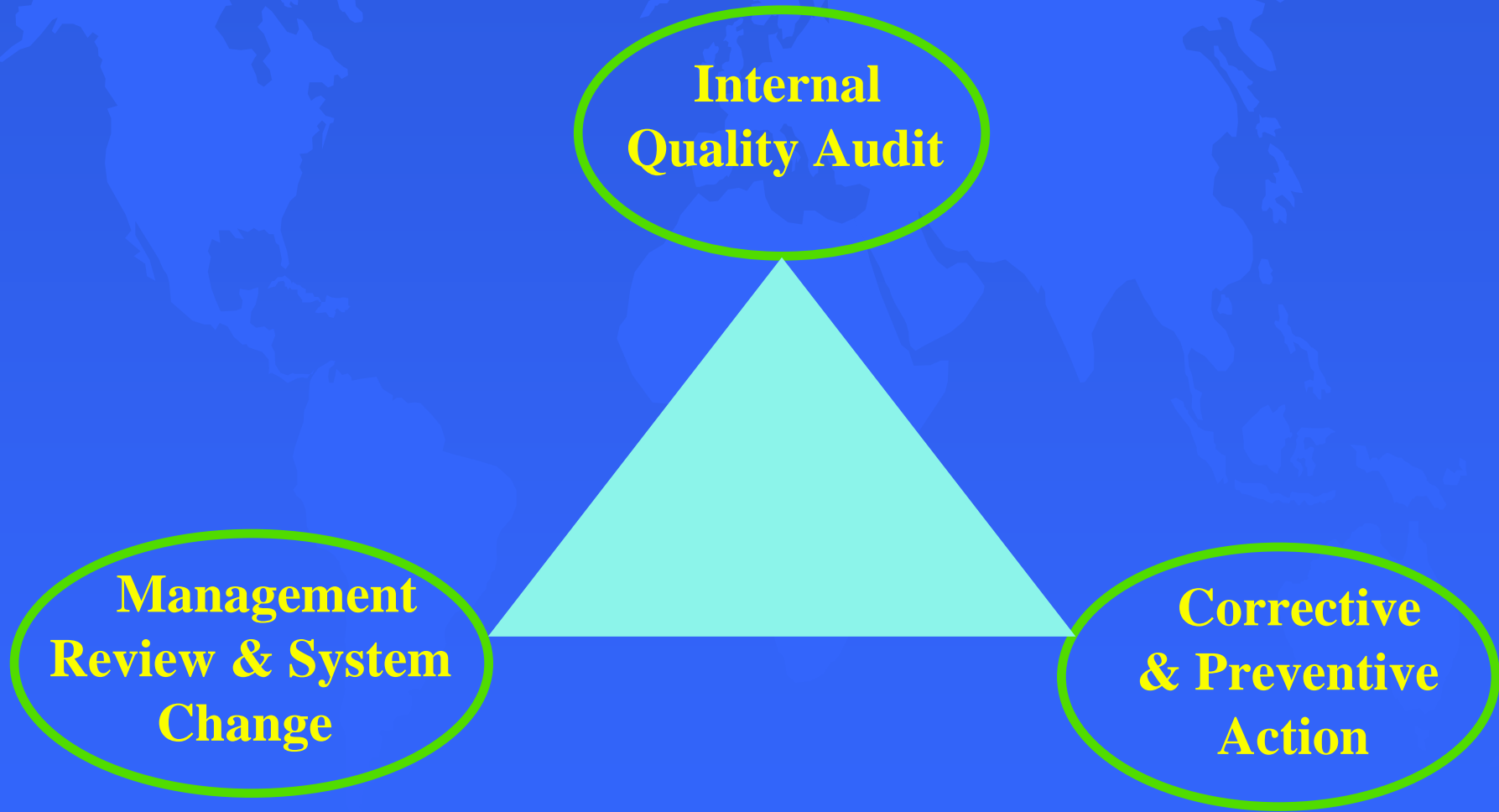
20 ELEMENTS OF ISO 9001

MAMPU

- 4.1 MANAGEMENT RESPONSIBILITY
- 4.2 QUALITY SYSTEM
- 4.3 CONTRACT REVIEW
- 4.4 DESIGN CONTROL
- 4.5 DOCUMENT AND DATA CONTROL
- 4.6 PURCHASING
- 4.7 CONTROL OF CUSTOMER-SUPPLIED PRODUCT
- 4.8 PRODUCT IDENTIFICATION AND TRACEABILITY
- 4.9 PROCESS CONTROL
- 4.10 INSPECTION AND TESTING
- 4.11 CONTROL OF INSPECTION, MEASURING AND TEST EQUIPMENT
- 4.12 INSPECTION AND TEST STATUS
- 4.13 CONTROL OF NONCONFORMING PRODUCT
- 4.14 CORRECTIVE AND PREVENTIVE ACTION
- 4.15 HANDLING, STORAGE, PACKAGING, PRESERVATION AND DELIVERY
- 4.16 CONTROL OF QUALITY RECORDS
- 4.17 INTERNAL QUALITY AUDITS
- 4.18 TRAINING
- 4.19 SERVICING
- 4.20 STATISTICAL TECHNIQUES



THE QUALITY MANAGEMENT TRIANGLE



1. MAMPU'S ROLE:

- * Consultancy Service
- * Auditing (Certification)

2. INTAN'S ROLE:

- * Awareness
- * Documentation Skills
Training
- * Internal Audit Training

The strategy and plan for implementing MS ISO 9000 in the Malaysian public service may be divided into four groups of activities as follows:

- **Promotion of MS ISO 9000**
- **Developing and upgrading skills in consulting, auditing and documentation training for MAMPU and INTAN officers**
- **Training for Government agencies**
- **Implementation in to Government agencies**

PROMOTION OF MS ISO 9000



Steps taken
include :

Preparation of guidelines embodied in Development Administration Circular No. 2 of 1996 entitled “Guidelines for Implementing MS ISO 9000 in the Public Service”

Publication of a tri-monthly newsletter entitled ‘Forum MS ISO 9000’

Contents of The Guidelines:

- ◆ Terminologies in ISO 9000;
- ◆ What is ISO 9000;
- ◆ ISO 9000 and Quality;
- ◆ The ISO 9000 Series and Elements;
- ◆ Documentation in ISO 9000; and
- ◆ Steps to implement ISO 9000

DEVELOPING & UPGRADING SKILLS IN MS ISO 9000 CONSULTANCY AND AUDITING



**Steps taken
include :**

Provision of training and exposure to MAMPU and INTAN officers to enable them to function effectively as MS ISO 9000 consultants, auditors and trainers

Setting up of MS ISO 9000 Consultancy and Auditing Units within MAMPU

TRAINING FOR GOVERNMENT AGENCIES



Steps taken
include :









Provide awareness training to top and middle management. Duration - 1 day

Provide documentation skills training to the core groups responsible for implementation in each agency. Duration - 5 days

Provide internal quality audit training for officers responsible for conducting internal quality audits in their respective agencies. Duration - 3 days

IMPLEMENTATION IN GOVERNMENT AGENCIES

Road map suggested for implementation encompasses the following stages:

Stage I	Build top management commitment		11.7.96 - 7.1.97
Stage II	Identify core process for certification		8.1.97 - 30.6.97
Stage III	Provide skills training to implementation teams		1.3.97 - 31.10.98
Stage IV	Conduct 'gap analysis''		1.5.97 - 31.12.98
Stage V	Prepare MS ISO 9000 documentation		1.8.97 - 31.3.99
Stage VI	Train staff on the documented procedures		1.2.98 - 30.9.99
Stage VII	Implement documented MS ISO 9000 system		1.5.98 - 31.3.2000
Stage VIII	Certification		1.9.98 - 31.8.2000

**IMPLEMENTATION STATUS OF THE MS ISO 9000 PROGRAMME IN
THE MALAYSIAN PUBLIC SERVICE AS OF 31 DECEMBER 1999**

	Core process not identified	Core process identified but not commenced documentation	Document preparation	Applied For Adequacy Audit	Passed Adequacy Audit	Applied For Compliance Audit	Passed and Certified	Total
MINISTRIES	0	5	12	4	1	1	1	24
FEDERAL DEPARTMENTS	0	7	65	7	18	7	10	114
FEDERAL STATUTORY BODIES	0	8	27	9	8	2	19	73
STATE SECRETARIATS	0	2	6	1	1	0	3	13
LAND & DISTRICT OFFICES	0	1	117	8	1	0	0	127
LOCAL AUTHORITIES	0	16	106	5	8	3	7	145
STATE DEPARTMENTS	0	35	125	18	27	3	11	219
STATE STATUTORY BODIES	0	18	33	1	2	1	11	66
TOTAL	0	92	491	53	66	17	62	781

Implementation Approach

- 1. Formation of Steering Committee and Work groups**
- 2. Identification of Core Process**
- 3. Appointment of Management representative**
- 4. Documentation template**
- 5. Training of internal consultants**

The Certification Process

Submission to MAMPU



Adequacy Audit



Compliance Audit



Recommendation to the Panel
on Administrative Reforms



Certification



Surveillance

IMPLEMENTATION CHALLENGES :

The implementation challenges may be summarised as follows:

- Interpretation of MS ISO 9000 for Public Service Organisations
- Management commitment
- Personnel constraints
- Integrating MS ISO 9000 documentation requirements with existing documentation
- Management of change

ALTERNATIVE APPROACH

1. **Phased approach**
2. **Dateline for respective phases**
3. **Identification of central agencies to be responsible for training, consultancy and auditing**

CONCLUSION

- The implementation of MS ISO 9000 represents **the next step forward** in the continuing process of creating a quality public service for the Malaysian Public
- To consistently provide quality public service, the Malaysian Public Service will augment the quality management system based on the **requirements of MS ISO 9000 with TQM tools and good management practices.**



THANK YOU