

A STUDY ON THE BENEFITS OF ISO 9001:2000 IMPLEMENTATION IN  
MALAYSIAN QUANTITY SURVEYING FIRMS

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Laporan projek ini dikemukakan  
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## ABSTRAK

Standard ISO 9000 merupakan satu instrumen pengurusan yang digunakan untuk organisasi professional. Sebelum penggunaan ISO 9001:2000 dalam pengurusan firma jurukur bahan, terdapatnya banyak kriteria dimana pengurusan atasan perlu timbang untuk membuat keputusan. Salah satu criteria ialah kebaikan. Persoalannya, apakah kebaikan ISO 9001:2000 dapat bawa kepada firma jurukur bahan. Dengan ini, objektif kajian ini ialah untuk menentukan kebaikan-kebaikan diperolehi oleh firma jurukur bahan selepas pensijilan ISO. Skop penyelidikan ini fokus atas Malaysia ISO 9001:2000 firma jurukur bahan. 22 borang soal selidik daripada para responden telah dikumpulkan dan dianalisiskan. Cara analisis data yang digunakan dalam kajian ini termasuk Analisis Skil Pemeringkat Likert (*Likert Scaling*) yang berasaskan indeks berskala dan juga penentuan kedudukan (*ranking*). Hasil kajian menunjukkan bahawa lebih memahami proses dan tanggungjawab, memperbaiki produk dan kualiti servis, memperbaiki imej syarikat dalam pasaran dan menambah baik kepuasan pelanggan adalah kebaikan yang paling dipersetujui. Tambahan pula, memperbaiki sistem pentadbiran antara jabatan-jabatan, pengurangan peristiwa, penambahbikan produktiviti, menambah peluang partisipasi kakitangan dalam pentadbiran, penambahbaikan hubungan antara pengurusan dan kakitangan, pekerja menjadi lebih kesedaran kualiti, menambahbaik latihan pekerja, menjana motivasi pekerja, penambahbaikan suasana kerja, menambahbaik kepuasan dan moral pekerja, orientasi pelanggan dalam adalah kebaikan yang dipersetujui. Selain itu, kebaikan yang paling kurang dipersetujui oleh pengurusan atasan ialah pengurangan kertas kerja dengan pengawasan dokumentasi yang lebih baik. Tambahan pula, pengurusan atasan setuju ISO 9001:2000 dapat menambahbaik bilangan projek, nilai projek yang diperolehi, nilai projek tertinggi yang diperolehi, nilai projek terendah yang diperolehi, peratusan penambahan pekerja, projek antarabangsa dan pusing ganti perniagaan.

## ABSTRACT

The ISO 9000 standards are one of the management instruments that have been adopted by professional consulting organization over the last few years. Before adoption of ISO 9001:2000 into management of quantity surveying firm, there are several criteria that top management need to consider before make decision. One of the criteria is benefit. The issue is what are the benefits can ISO 9001:2000 brings to quantity surveying firm. Thus, the objective of this research is to determine the benefits obtained by quantity surveying firm after ISO certification. The scope of this research focused on Malaysian ISO 9001:2000 certified quantity surveying firm. 22 sets of questionnaires have been collected from respondents and analyzed. The data analysis method used in this research included Likert Scaling based on scale index and ranking method. The analysis from the collected data shows better understanding of processes and responsibility, improved product and service quality, improvement of company image in the market and improved customer satisfaction are the most agreed benefits. However, improved administrative system among differential department, reduction in incident, rejections and complaints, greater advantage of times and resources, increased productivity, reduced management attention required for routine matters and supervision, gaining new customer, increased employee participation in management, better relations management and employees, employees become more quality aware, improved employee training, increased workforce motivation, improvement of work environment, improved personal job satisfaction and morale and internal customer orientation are general agreed benefits. On the other hand, the least agreed benefit by top management is reduced the amount of paperwork with a better documentation control. Furthermore, top management agreed ISO 9001:2000 can improve amounts of projects, valued project obtained, highest valued project, lowest valued project, percentage staff increment, international projects and business turnover.