KUCHING: The state government should take heed and learn from successful organisations and countries to best assess and improve its service delivery systems.

Chief Minister Tan Sri Datuk Amar Adenan Satem said that though many quality initiatives had been introduced and numerous best practices had been presented both for production management and for effective and efficient administration of projects, this did not mean that the government should rest on its laurels as continuous measures must be taken to enhance the quality of the systems.

“I believe through greater and meticulous effort of deepening research in peculiar areas, this would certainly enhance the success rate of the implementation of various programmes and projects to achieve more value for money thus resulting in good developments that have come out from the proper strategies,” he said in his speech read by Land Development Minister Tan Sri Datuk Dr James Jemut Masing at the official opening of the 18th International Conference on ISO (International Organisation for Standardisation)9000 and TQM (Total Quality Management) (18-ICIT) at Riverside Majestic Hotel here yesterday.

Referring to the conference’s theme ‘Enhancing Growth and Productivity through Best Practices in TQM’, Adenan pointed out that sharing Best Practices can be an important adjunct to other improvement approaches, many of which focus on identifying and solving problems.

“At a minimum, a Best Practice must demonstrate evidence of success, affect something important such as contributing to the organisation’s mission or programme goals, and have the potential to be replicated or adapted to other settings.

“Initiatives that promote internal Best Practices focus on what people are doing right, raise moral and make achieving excellence seem possible and as such, much more can be accomplished if an organisation develops systematic processes to identify and share the practices that work best for them,” he remarked.

Adenan noted that with the number of ISO-certified companies experiencing phenomenal rise, the importance of the ISO series of standards and their close relationship with TQM would assist the government in establishing the impact of ISO Standards implementation on TQM towards innovation, sustainability and organisation development.

“The 18-ICIT is a valuable opportunity for us to reflect upon and review the role of TQM in nation-building, human resource development, the creation and advancement of new knowledge and the opening up of new frontiers that impact the world.”

He also expressed his hope that the insight and knowledge gained from this conference would be very beneficial and resourceful in the government’s pursuit to accelerate various development programmes and projects in the Sarawak Corridor of Renewable Energy (SCORE) for instance, with regards to quality management of such projects as well as adopting the best practices in the industries.

Organised by Asia Pacific Business Excellence Standard (Apbest) Academy in collaboration with Universiti Teknologi Mara (UITM) Sarawak and Sirim Berhad (Standards & Industrial Research Institute of Malaysia), the 18-ICIT will see distinguished speakers and delegates from Malaysia, Australia, New Zealand, Sweden, Canada, Spain, Turkey, Singapore, United Arab Emirates, Egypt, Hong Kong, India, Oman, Thailand and the Philippines participating in the three-day conference.

Among those present at the opening ceremony were UITM Sarawak rector Prof Datuk Dr Jamil Hamali and International Standards Organisation (ISO) founder and Apbest Academy chief executive officer Prof Sam Ho, both of whom served as co-chairmen of 18-ICIT.
Masirig striking the gong to officiate the 18-ICIT while Jamil (left) and Ho look on.