Enhancing productivity through ISO and TQM

BY NG KIANG CHIEW

KUCHING: The 18th International Conference on ISO 9000 and TQM began at the Riverside Majestic Hotel here yesterday morning.

UITM Sarawak Rector Professor Dato’ Dr. Jamil Hamali, in his welcoming speech on behalf of UITM Malaysia Vice Chancellor, Tan Sri Professor Dr. Sahoi Hamid, thanked Professor Sam Ho, founder chair of International SS Organisation (IS5O) and International Conference on ISO and TQM (ICIT).

Professor Ho is also the chairman of Asia Pacific Business Excellence Standard (APBEST) Academy, HKSAR for the trust accorded to MARA University of Technology (UITM) Sarawak Campus and SIRIM Berhad to organise the 18th conference.

Dr Jamali pointed out the distinguished speakers and delegates came from countries such as Australia, New Zealand, Sweden, Canada, Spain, Turkey, Singapore, UAE, Egypt, Hong Kong, India, Oman, Thailand and the Philippines.

“ICIT is a world leading conference on ISO and TQM (Total Quality Management). The inaugural conference organised in Leicester Business School, De Montfort University, UK in 1996, was participated by about 80 people involving 10 countries.

“Over the years, the conference has attracted an increased number of participants and countries while the number of International Organising Committee Members has also increased to 23 to date.

“It is also supported by more than 15 world renowned universities, international organisations and academy promoting quality, among them Said Business School in the University of Oxford, UK.

“The theme for this conference ‘Enhancing Growth and Productivity through Best Practices in TQM’ was chosen to reflect on the importance of adopting best industry practices, deliberating on the latest research theories and findings as well as sharing of rich industry experiences by invited distinguished speakers who are experts in their respective fields,” Dr Jamali explained.

Dr. Jamali disclosed that some fifty papers would be presented over the three-day conference ranging from ISO and TQM for productivity and growth to best practices in core economic sectors.

Participants will be offered greater insights on how best practices in ISO portfolio of standards and TQM affect quality trends in the new economy.

“Sharing best practices is a good way to improve performance by replicating successes throughout an organisation.

“It has since been proven in many industries by adopting best practices can raise the overall quality of services while benefiting from cost savings through increase in productivity and efficiency.

“In the same vein, International Standards Organisation (ISO) series sets out the methods that can be implemented in an organisation to assure that the customers’ requirements are fully met.

The most important standard in the ISO Series is obviously ISO 9000 which has been the focus over the past 14 ICITs.

“However, with the advancement of time there is a pressing need for other equally important standards for organisations to develop and compete such as ISO 14000 – Environmental Management System, ISO 14064 – Green House Gases, ISO 22000 – Food Safety Management System and ISO 50000 – Energy Management System.

“Because of the significance of the ISO Series of standards and its close relationship to TQM, the major objective of this conference is to consider the impact of ISO implementation on TQM,” said Dr Jamali.

The conference is expected to offer participants an opportunity to benefit at first hand from the expertise and experience of eminent speakers who are senior executives of many leading edge organisations and distinguished academics contributing to the research and development of ISO and TQM.

Minister of Land Development Tan Sri Datuk Amar Dr James Jemut Masing officiated at the opening yesterday on behalf of Chief Minister Tan Sri Datuk Amar Haji Adenan Satem.

The main sponsors of the conference are Sarawak Energy Berhad and the Sarawak Convention Bureau.