

IMPACT OF QUALITY MANAGEMENT PRACTICES ON MALAYSIAN AUTOMOTIVE INDUSTRY: AN EMPIRICAL REVIEW

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Abstract

Quality management practices are important agenda to be implemented by the automotive industry for their survival. Different sector of industries has different element of quality management practices, this study it concern varying constructs of quality practices are required to be implemented according to their field. This study also is to examine the relationship of quality management practices and organizational performance in the Malaysian automotive industry. For the purpose of study, a questionnaire was developed and distributed among the automotive vendors based on sample random sampling. A research was carried out in 91 SMEs automotive suppliers in throughout Malaysia. The analyzed using SPSS version 23 has been proposed on causal relationships. The result found that there are positive relationship between quality management practices and organizational performance in the Malaysian automotive industry.

Biography

Include author bio(s) of 200 words or less.

Hj Mohd Akhir Hj Ahmad is a Senior Lecture of School Technology Management and Logistics at the University Utara Malaysia (UUM), Sintok, Kedah, Malaysia. He earned B.S. Electrical Engineering from University Technology Malaysia (UTM), Masters in Business Administration from University Utara Malaysia (UUM) and PhD in Quality Management and Sustainable Product Development from University Utara Malaysia (UUM). He has published journal and conference papers. Dr Hj Mohd Akhir currently conduct research projects with Majlis Bandaraya Alor Setar, Kedah (MBAS), a case study at MODENAS. His research interests include quality management, LEAN, manufacturing process, DFMEA, supply chain, product innovation. He is a member of MIM, BEM, IEM.