



**UNIVERSITI KUALA LUMPUR
MALAYSIAN INSTITUTE OF INDUSTRIAL TECHNOLOGY**

**FINAL EXAMINATION
JANUARY 2016 SEMESTER**

COURSE CODE : JLD30403
COURSE TITLE : 5S AND WORK IMPROVEMENT TEAM
PROGRAMME LEVEL : DIPLOMA
DATE : 20 MAY 2016
TIME : 9.00 AM – 12.00 PM
DURATION : 3 HOURS

INSTRUCTIONS TO CANDIDATES

- 1. Please read the instructions given in the question paper CAREFULLY.**
- 2. This question paper is printed on both sides of the paper.**
- 3. This question paper consists of TWO (2) sections.**
- 4. Answer ALL questions in Section A. Choose TWO (2) questions in section B.**
- 5. Please write your answers on the answer booklet provided.**
- 6. Please answer all questions in English only.**

THERE ARE 3 PAGES OF QUESTIONS EXCLUDING THIS PAGE.

SECTION A (Total: 60 marks)

INSTRUCTION: Answer ALL questions.

Please use the answer booklet provided.

Question 1

“Anyone who has ever worked in an office has surely witnessed or been involve in one of the following situations: Customer service officer can't find an available meeting room as he towing prospective customer around the office. The officer searches 20 minute before she find the customer file she needs and the officer cannot find the pen to complete her task.”

5S is a method of creating a clean and orderly workplace that exposes waste and makes abnormalities immediately visible. Describe **FIVE (5)** importance's of 5S to office environment. (15 marks)

Question 2

Figure 1: 5S red tape

One of the steps in 5S activity is sort out. Red tape has been used to identify the area for unnecessary item. Clarify **FIVE (5)** steps in sort out activity. (15 marks)

Question 3

“SEITON can be defined as consists of putting everything’s in an assigned place so that it can be accessed or retrieved quickly as well as return in the same place quickly”.

Compute **FIVE (5)** from seven principles of SEITON at the workplace activity. (15 marks)

Question 4



Figure 2: 5S concept

“5S is a simple tool for organizing your workplace in a clean, efficient and safe manner to enhance your productivity, visual management and to ensure the introduction of standardized working”

Differentiate between SEISO, SEIKETSU and SHITSUKE in your explanation. (15 marks)

SECTION B (Total: 40 marks)

INSTRUCTION: Answer TWO (2) questions only

Question 1

Work Improvement Team (WIT) is a small team of staff that meets regularly to solve problems relating to their job or workplace. Most manufacturing company that implement 5S will have their WIT to ensure the culture is being adopted and adapted by the employee.

Describe the following:

- (a) Formation of Team (circles)
- (b) Team work function (20 marks)

Question 2

In implementing the 5S in an organization, the most crucial part is to sustain and ensure it as a continuous practice. As a new executive you are required to continue the 5S activities and culture in your company. Explain **FIVE (5)** key points to sustain 5S in your office environment. (20marks)

Question 3

5S is a workplace organizational method that uses a list of words to describe how to organize a work space. Those words are Sort, Straighten, Shine, Standardize and Sustain. 5S was originally developed in Japan as part of Just-in-Time manufacturing techniques. Now, 5S is being applied to a wide variety of industries. It has expanded from manufacturing to healthcare, education, government, and more

Your work as an executive in UniKL MITEC, your organization wants to apply for 5S certificate from MPC. As an executive who is responsible to apply for the certificate, design 5S step that you can implement at your workplace. (20marks)

END OF EXAMINATION PAPER