

Title:

Roles of 5S Practice in MARA Ecosystem Quality Standard (MQS)—A Case Study

Journal:

Advanced Structures Materials, Volume 148, 2021

Document Type:

Book Chapter

Authors:

Rhaffor K.A.,
Mohamed A.S.,
Jamian R.,
Krishnan P.

Full text link:

<https://www.springerprofessional.de/en/roles-of-5s-practice-in-mara-ecosystem-quality-standard-mqs-a-ca/19151354>

Scopus preview

https://www.scopus.com/inward/record.uri?eid=2-s2.0-85105677587&doi=10.1007%2f978-3-030-67750-3_29&partnerID=40&md5=a4dacea2824abe6f1efabd0c68b87d81

Citation:

Rhaffor K.A., Mohamed A.S., Jamian R., Krishnan P.
Roles of 5S Practice in MARA Ecosystem Quality Standard (MQS)—A Case Study
(2021) Advanced Structured Materials, 148, pp. 345 - 355,
DOI: 10.1007/978-3-030-67750-3_29

Abstract:

The practice of 5S has been adopted by many organizations as a method to organize the workplace towards reducing waste and improving productivity. This study aims to explore the role of 5S practice in Majlis Amanah Rakyat (MARA) Ecosystem Quality Standard (MQS). MQS is a strategic MARA effort in ensuring the culture of quality and conducive working environment as practice in all MARA administration centres. In this study, a survey has been conducted through the distribution of the questionnaire to 100 employees of the selected university to identify the employees' perception on the role of 5S practice in MQS system, as well as the impact of the system to organization performance. The questionnaire was validated by a pilot test with an acceptable value of Cronbach's alpha. Data analysis was carried out using IBM SPSS and the Delphi technique conducted to get the feedback and comment from the panel of experts in this field for validation and evaluation. As the data being analysed, the structured interview with the representatives from management of the university also has been performed to support the preliminary data obtained from previous studies. The initial framework has been formed based on secondary data obtained from literatures and it has been improved according to the data gained in this study. Overall findings highlight there was a positive perception towards 5S practice among the respondents and there is also positive relationship between 5S practice in MQS system with organization performance.