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Standard

EIGHT MEASURES FOR CIVIL SERVICE TO ATTAIN ISO 9000

KUALA LUMPUR, Jan 6 (Bernama) -- The Malaysian Administrative Modernisation and Manpower Planning Unit (MAMPU) has proposed eight measures for the country's civil service to attain the ISO 9000 standard by the year 2000.

Mampu Director Datuk Dr Muhammad Rais Abdul Karim said today the measures were commitment at higher management level, identifying the main process for implementing the ISO 9000, giving skills training to the implementation force, preparing ISO 9000 documents, training officers and staff on the procedures for documentation, implementing the ISO 9000 and attaining recognition and certification.

"The proposed measures represent the stepping stone, and there should be monitoring and the effectiveness assessed by all government agencies with full involvement by the top management," he said.

Muhammad Rais said this in his working paper on "Measures Proposed for the Attainment of MS ISO 9000 at all government agencies" tabled at the two-day "National MS ISO 9000 Symposium" opened by Prime Minister Datuk Seri Dr Mahathir Mohamad.

He said in achieving the ISO 9000 standard, management's responsibility was the first element and in this respect top management should not delegate its responsibility to subordinate officers.

Top management should provide the necessary resources to achieve the ISO 9000 policy and objectives, he said.

He said every government agency should select at least one main process to attain the ISO 9000 standard from Jan 8 onwards and then determine the scope for implementing the standard in other selected processes.

It was envisaged that by the year 2000, every government agency would implement the ISO 9000 standard for at least one main process.

"It is projected that the ISO 9000 standard will be implemented in about 781 main processes of ministries, federal and state departments, federal and state statutory bodies, state secretariats and district offices," he said.

He said the attainment of ISO 9000 standard should not be considered as the end of the story but rather as the beginning to further enhance efficiency and effectiveness of the civil service.

-- BERNAMA

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