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Mahathir-ISO 9000

MALAYSIA'S CIVIL SERVICE TO ATTAIN WORLD STANDARD BY 2000, SAYS DR M

KUALA LUMPUR, Jan 6 (Bernama) -- Datuk Seri Dr Mahathir Mohamad said today he was confident that Malaysia's civil service will achieve the ISO 9000 quality standard by the year 2000 in tandem with the country's rapid growth.

"I am confident with their (government departments) pro-active measures, they can achieve it...we did not start bit by bit, on the broad front, we advance)," the Prime Minister told reporters after presenting the Prime Minister's Quality Award '96 and opening MS ISO 9000 National Symposium here.

He said the government had implemented the programme to achieve the MS ISO 9000 standard and some departments had attained the quality standards in stages.

The main strategy to achieve the standard was motivation, the will and dedication as well as getting information and guidance from the Malaysian Administrative Modernisation and Manpower Planning Unit (Mampu), National Institute of Public Administration (Intan) and Sirim Berhad.

Asked on the lagging behind of the public sector as compared to the private sector, Dr Mahathir said the private sector stressed on quality as they sold their services and products while the public sector did not.

He noted that government departments sometimes had no links whatsoever with the public except for departments offering counter services, the performance of which could be evaluated and standards determined.

In his speech, Dr Mahathir said being a trading country, Malaysia had to face competition throughout and from various aspects.

To face the competition, Malaysian companies must produce better quality products and services which were accepted by the international community, he said.

"For private companies, attaining the ISO 9000 quality certification is very valuable as it proves their quality management system for their products and services," he said.

He said the ISO 9000 series which was popular among the private sector and now being introduced in the public sector is a universal quality standard.

Countries like Britain, the United States, Finland, Belgium, Switzerland, Canada and New Zealand had adopted the standard in certain departments and agencies.

"This proved that the ISO 9000 standard can be adjusted to be used in all government departments," he said.

In this regard, he said Malaysia's civil service should adopt a quality management system based on the stipulated quality standards to ensure efficiency in the public sector.

Dr Mahathir presented the Prime Minister's Quality Award '96 to Datuk Dr Yusof Basiron, the Director-General of the Palm Oil Research Institute of Malaysia (Porim), which emerged top in the public sector, Chairman of Koperasi Anggota Kerajaan Ipoh Berhad Haji Ahmad Bakri Ashaari (socio-economic sector) and Managing Director of Solectron Technology Sdn Bhd Joe Tang Abdullah (private sector).

Each of them received RM30,000, a trophy and commendation certificate.

The agencies would be allowed to use the symbol "Q" and print the phrase "Pemenang Anugerah Kualiti Perdana Menteri Tahun 1996" at the top or bottom of their letter head for three years. -- BERNAMA

HS/NHD TS