

07/01/1997

Porim, co-op, firm win PM's Quality Award

THE Palm Oil Research Institute of Malaysia, Ipoh Government Servants Cooperative Bhd and Solectron Technology Sdn Bhd were proud winners of the Prime Minister's Quality Award 1996.

They received their trophies, certificates and RM30,000 in prize money from Prime Minister Datuk Seri Dr Mahathir Mohamad yesterday.

Organised by the Malaysian Administrative Modernisation and Management Planning Unit, the annual award was introduced in 1990 to recognise quality management in public, private and socio-economic organisations.

The award was launched by the Government to enhance quality in the three sectors.

Porim emerged winner in the public services category, while the Ipoh Government Servants Cooperative Berhad won in the socio-economic category and Solectron Technology Sdn Bhd came top in the private sector category.

Porim, emerged top in its category due to its quality management, utilisation and management of information, strategic planning processes, human resources, quality output, customer satisfaction and innovations.

Private sector companies, such as Solectron Technolgy, were judged based on their management's leadership, quality management, the use of data, human resource development, customer satisfaction, handling of customer complaints and corporate responsibility.

Organisations in the socio-economic sector, including the cooperatives, were judged based on leadership, strategic planning, information and human resource management, service excellence, innovations, independence and openness.

Despite fulfilling all the requirements in their respective categories, the winners singled out team spirit and sound quality management planning as reasons for their success.

Porim director-general Datuk Dr Yusuf Basiron said the institute had aimed to win the award since it was first introduced.

He said the institute had planned that it would be able to compete this year and was proud that it had been able to attain that goal.

"This shows that through proper planning and targeting, many things can be achieved.

"As long as there is an overall quality management system in place, the concepts and ideas that pervade the organisation will be of good quality," he said.

Yusuf added that Porim's task would now be to maintain that culture of quality in the organisation for the benefit of the palm oil industry.

He also said that the institute was in the midst of preparations for other quality certifications such as the ISO 9000 which it planned to achieve by the end of the year.

The institute was established in 1979 under the Malaysian Agricultural Research and Development Institute.

It was also a proud moment for the Ipoh Government Servants Cooperative, winners in the socio-economic organisation category.

Chairman Ahmad Bakary Ashaari said he felt honoured that the co-operative's efforts to help members had been given such recognition by the Government.

"This is a happy moment for us at the co-operative particularly because the people who work here are volunteers.

"The award is a testimony to the dedication of all our staff."

He said the co-operative would expand its business activities from selling electrical items, furniture and group insurance to real estate.

Established in 1923 as the Government Servants Cooperative Thrift and Loan Society Ltd, it has been noted for the various activities it has conducted over the years.

Solectron Technology's director of quality and engineering Riwat Mansor the company's Total Quality Management plan would not have worked if not for the "Selectron Boleh!" spirit of its management and workforce.

The company, based in Penang, even brought down 70 of its operators to celebrate the company's achievement.

Riwat said Solectron Technology's TQM system ensured the quality of all aspects of the company including products, services and organisation of the establishment.

"The plan also means extending quality beyond consumer expectations, not just meeting them."

He said the company viewed the award as recognition by the Government that the company was on the right track.

He added, however, the award was just the beginning of a long journey for the company towards meeting its goals.

Solectron Technology is an electronics manufacturing service provider and is a subsidiary of Solectron Corporation, a United States-based company.

(END)