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Porim, co-op, firm win PM awards

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THE dedication and commitment shown by the staff of the Palm Oil Research Institute of Malaysia (Porim) as well as the efficient and effective role played by its management in improving quality services paid off when it was announced as one of the three recipients of the 1996 Prime Minister's Quality Award.

Porim was announced the winner of the award in the public service category.

The Koperasi Anggota Kerajaan Ipoh Bhd was named the winner of the award in the social-economy category and Penang-based Solectron Technology Sdn Bhd in the private sector category.

Prime Minister Datuk Seri Dr Mahathir Mohamad presented the awards to the winners in conjunction with a two-day national symposium on ISO 9000 in Kuala Lumpur yesterday.

Each winner received RM30,000 besides a trophy and certificate of appreciation.

Porim director-general Dr Yusof Basiron received the award from the Prime Minister, while Koperasi Anggota Kerajaan Ipoh was represented by its secretary Mohd Rosli Basri and Solectron Technology by its managing director and vice-president Joe Tang.

Chief Secretary to the Government Datuk Abdul Halim Ali said a total of 73 organisations participated in last year's programme, of which 36 were from public agencies, 18 companies from the private sector and 19 organisations from the social-economy sector.

"Since the Prime Minister's Quality Award was introduced in 1990, the organisers had received a total of 159 candidates from the public sector, 120 from the private sector and 102 from the social-economy sector," he added.

He said the three successful agencies and organisations were considered to have succeeded in every aspect of management.

"I believe that their successes were not attained within a short period but through a longer process. It also involved a substantial amount of investment in terms of upgrading the efforts and efficiency of their respective work force," he said at the ceremony.

Bernama reports: 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 the measures are 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 only the stepping stone, and there should be constant monitoring and the effectiveness assessments by all government agencies with full involvement by their respective 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 yesterday.

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 January 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.

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