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**IMPLEMENTING QUALITY MANAGEMENT SYSTEMS AND
ITS BENEFITS IN LOCAL AUTHORITIES ADMINISTRATION
IN SARAWAK, MALAYSIA**

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IMPLEMENTING QUALITY MANAGEMENT SYSTEMS AND ITS BENEFITS IN LOCAL AUTHORITIES ADMINISTRATION IN SARAWAK, MALAYSIA

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ABSTRACTS

This article discusses the benefits of successful implementation of quality management systems in four local authorities in Sarawak. The four local authorities are the City Council of Kuching North (DBKU), Padawan Municipal Council (PMC), Serian District Council (SDC) and Bau District Council. These four local authorities have successfully implemented Total Quality Management (TQM) and the MS ISO 900. The discussion in this article is based on a research embarked by the author in 2003. The findings shows that local authorities which have implemented TQM and MS ISO 9000 have reaped some benefits from successful implementation of quality management systems. The benefits better work procedures and better quality feedback system have been developed. Internal customers are more efficient in rendering the services to the external customers of the local authorities and other intangible benefits such as job satisfaction, better teamwork, council employees have clearer objectives and goals for the organization; clear job descriptions and responsibilities; enhanced quality improvement processes and quality products as an on-going process; improved quality awareness; stressing effective ways to minimise wastage in all activities which will minimise costs; enhanced productivity; inculcating individual discipline.

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