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Quality management system and sustainability : A Malaysian perspective (Article)

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Abstract

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Recently numerous studies have examined the interrelationships among quality management system (QMS) and sustainable performance (SP) of organisations, but none of the approaches addressed the issues in a holistic manner. Moreover, there is a very little empirical evidence concerning sustainability initiatives and how the QMS affects SP. This paper aims at investigating the linkage among QMS and SP of manufacturing sector of Malaysia applying techniques from SPSS and structural equation modelling (SEM). The developed model is examined in 329 industries in two phases. The first phase includes semi-structured interviews with Malaysian managers to examine the model's applicability. While in the second phase structured questionnaire is designed for gathering quantitative data. From the interviews with 12 managers, it implies that practices by local manufacturers are consistent with the developed model. Subsequently, the PCA and CFA were conducted to validate the hypothesis which reveals that SP is not affected by QMS. © 2018 Inderscience Enterprises Ltd.

Author keywords

[Interview](#) [Malaysia](#) [Manufacturing](#) [QMS](#) [Quality management system](#) [Questionnaire](#) [Sustainability](#)

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A.N.M. Karim is working as a Professor in the Department of Manufacturing and Materials Engineering, Faculty of Engineering at International Islamic University Malaysia. He obtained his BSc Eng and MEng degrees from BUET, Dhaka, Bangladesh. He received his PhD in Manufacturing Engineering from Dublin City University, Ireland. He has many publications in international journals and conferences covering various facets of manufacturing. His current research interests are on lean manufacturing, materials processing optimisation, engineering economics, supply chain management. He has co-authored a book on Machining Cost in Conventional and Hot Machining: Comparison and Modeling and acted as a co-Editor in Advanced Materials Research (Vol. 576, 2012), Trans Tech Switzerland. He is a member of Institute of Operations Research and Management Science (INFORMS).

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