

EDITORS

ERRY YULIAN TRIBLAS ADESTA

MOHAMMAD YEAKUB ALI

AKM NURUL AMIN

DESIGN FOR MANUFACTURE

Towards Improved Manufacturability



IIUM Press

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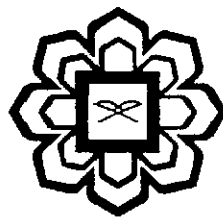
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CONTENTS

Preface

PART I: DESIGN

Chapter 1 - Design of a Simple and Affordable Electric Bicycle 04

Tasnim Firdaus Ariff¹, Goey Ewing² and Kam Yee Wah³
1 Faculty of Engineering – International Islamic University Malaysia
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Chapter 2 - Design of Bicycle Helmet Using FEA 10

Tasnim Firdaus Ariff¹ and Lau Ken Tick²
1 Faculty of Engineering – International Islamic University Malaysia
2 School of Technology, Tunku Abdul Rahman College
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Chapter 3 - Mould Design for Handphone Casing Using Moldflow 18

Tasnim Firdaus Ariff¹ and Law Siah Yong²
1 Faculty of Engineering – International Islamic University Malaysia
2 School of Technology, Tunku Abdul Rahman College
✉ : tasnim@iium.edu.my

Chapter 4 - Improvement of Typical Hip-Joint Design for Gripping and Fixing 26

Siti Norbadiyah Binti Mohamad Badari¹ and Erry Adesta²
1, 2. Faculty of Engineering – International Islamic University Malaysia
✉ : eadesta@iium.edu.my

Chapter 5 - A Surgical Training Model Manufacture Using Fused Deposition Modeling 44

Hasanudin Hafis Mohamad Ali, Md. Amir Hamzah Md. Shukri, WAY Yusoff
Faculty of Engineering – International Islamic University Malaysia
✉ : hasan.ma86@gmail.com; mdamirhamzah87@gmail.com

Chapter 6 - Reverse Engineering for Rapid Prototyping of Automotive Components 50

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✉ : yusmawiza@iium.edu.my; wan_ching05@yahoo.com.my; nuriliana@yahoo.com

Chapter 7 - Design and Fabrication of Industrial Welding Robotic Arm 58

Syed Idros Syed Abdullah¹, Mohamad Syatbi Mahamad Puzi², and WAY Yusoff³
1,2,3. Faculty of Engineering – International Islamic University Malaysia
✉ : yusmawiza@iium.edu.my

PART II: QUALITY

Chapter 8 - Application of Statistical Quality Control for Quality Improvement 66

Tasnim Firdaus Ariff¹ and Yap Yee Seng²
1 Faculty of Engineering – International Islamic University Malaysia
2 School of Technology, Tunku Abdul Rahman College
✉ : tasnim@iium.edu.my

Chapter 9 - The Development of Cost Estimation for Quality Assurance System in Die-Casting Processes 72

Nur Hanisah A Hamzah¹ Nurhafizah Azmi² and Erry Yulian Tribblas Adesta³
1, 2, 3 Faculty of Engineering, International Islamic University Malaysia
✉ : eadesta@iium.edu.my

Chapter 10 - Study the Adherence of the Values in The ISO 9001:2000 Certified Companies in Malaysia 84

Dr. Mohd Radzi Bin Haji Che Daud¹ and Rusdi Bin Mat Song²
1, 2. Faculty of Engineering – International Islamic University Malaysia

Chapter 11 - Cost Comparison Analysis between Strip to Coil for Support Brake Pedal at Suria Component (M) Sdn. Bhd 92

Dr. Mohd Radzi Bin Haji Che Daud¹, Shamin Asyrani Bt Alies², Norhayati Bt Saleh³
1,2,3. Faculty of Engineering – International Islamic University Malaysia

Chapter 12 - Performance Measurement of SMEs Manufacturing Sector in Malaysia 98

WAY Yusoff¹, Muhammad Fauzan Md Noraini² and Mohd Norazrul Ismail³
1, 2, 3 Faculty of Engineering - International Islamic University Malaysia
✉ : yusmawiza@iium.edu.my

Chapter 13 - The Introduction of Fit Manufacturing as a Performance Measuring Approach towards Sustainability of Selected Manufacturing Companies in Malaysia 105

WAY Yusoff¹, Aziatul Ashikin Mohd² and Siti Maznah Abdul Rahim³
1, 2, 3 Faculty of Engineering - International Islamic University Malaysia
✉ : yusmawiza@iium.edu.my

Chapter 14 - The Study of the Implementation of OHSAS: 18001 at Kulliyah of Engineering 113

WAY Yusoff¹, Muhammad Fakhrani Hayyun² and Mohd Fairus bin Abdullah³
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✉ : yusmawiza@iium.edu.my

Chapter 15 - Implementation of FMECA on Fixed Assembly Cell (FAC) 121

WAY Yusoff¹ and Paul Roberts²
1. Faculty of Engineering - International Islamic University Malaysia , 2. Warwick Manufacturing Group- Warwick University, United Kingdom
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Chapter 16 - Implementation of FMECA on Computer Integrated Manufacturing (CIM) 129

WAY Yusoff¹ and Azmil Soleh²
1,2 Faculty of Engineering – International Islamic University Malaysia
✉ : yusmawiza@iium.edu.my

PART III: MATERIALS

Chapter 17 - The Effect of Stucco System in Ceramic Shell Investment Casting 139

Siti Norbahiyah Binti Mohamad Badari¹ and Erry Adesta²
1, 2. Faculty of Engineering – International Islamic University Malaysia
✉ : eadesta@iium.edu.my

**Chapter 18 - Casting Investigation of Heat Treated Biocompatible Materials
for Total Hip Bone Replacement 151**

Siti Norbahiyah Binti Mohamad Badari¹ and Erry Adesta²
1, 2. Faculty of Engineering – International Islamic University Malaysia
✉ : eadesta@iium.edu.my

**Chapter 19 - Pultrusion of Pineapple Leaf Fibre (PALF)-reinforced Vinyl Ester
Composites: Water Absorption Property 162**

Mohamed Abd. Rahman, M. Kamarul Helmi M. Nawawi
Faculty of Engineering – International Islamic University Malaysia
✉ : mrahman@iium.edu.my

**Chapter 20 - Effects of Austempering Treatment on Mechanical Properties of
Ductile Iron 170**

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Chapter 21 - Microwave Sintering of Metallic Materials 179

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Chapter 22 - Microwave Sintering of Ceramic Materials 185

Tasnim Firdaus Ariff
Faculty of Engineering – International Islamic University Malaysia
✉ : tasnim@iium.edu.my

PART IV: MODELLING

**Chapter 23 - Numerical Analysis to Characterize Triaxiality Value of Adhesive Joint
due to Particular Load Configuration. Part 1: Butt Joint 194**

Irfan Hilmy
MME Dept., Faculty of Engineering – International Islamic University Malaysia
✉ : ihilmy@iium.edu.my

Chapter 24 - Numerical Analysis to Characterize Triaxiality Value of Adhesive Joint due to particular Load Configuration. Part 2: Cleavage and Scarf Joint 202

Irfan Hilmy
Faculty of Engineering – International Islamic University Malaysia
✉ : ihilmy@iium.edu.my

Chapter 25 - Metabolic Energy of Manual Lifting in Manufacturing Industry 213

Mohammad Iqbal¹
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✉ : mohammad_iqbal@iium.edu.my

PART V: MANAGEMENT

Chapter 26 - Value Stream Mapping: an Important Footstep for Value Analysis and Value Engineering 223

A. N. Mustafizul Karim and Nurul Husna Binti Azon
Faculty of Engineering, International Islamic University Malaysia
Email: mustafizul@iium.edu.my

Chapter 27 - The Project Management Challenges in Technology Innovation 231

Mahmood Hameed Mahmood¹ and Erry Yulian Triblas Adesta²
1, 2. Faculty of Engineering – International Islamic University Malaysia
✉ : mahmoodfattah@yahoo.com / ✉ : eadesta@iium.edu.my

Chapter 28 - Critical Chain in Project Management 239

Erry Yulian Triblas Adesta¹, Asfana Banu Mohamad Asharaf², Nur Atiqah Abdul Rahman Azmil³
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✉ : eadesta@iium.edu.my

PART VI: MACHINING

Chapter 29 - Engineering Project Management in Automotive Industry 247

Mohamed Konneh¹, and Abdul Halim
Faculty of Engineering - International Islamic University Malaysia

Chapter 30 - Surface Study when Finish Grinding Silicon using Resin Bonded Diamond Cup Wheel..... 257

Mohamed Konneh¹, and Muhammad Mukhtar
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Chapter 31 – Surface Roughness Studies in Die-sink EDM of Tungsten Carbide using Copper Tungsten Electrode 264

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Chapter 32 – Study of the Effect of different Electrodes on Material Removal Rate, Electrode Wear Rate and Surface Roughness in the EDM of S-STAR 272

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Chapter 33 – Kerf in Micro Wire Electro Discharge Machining 279

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Chapter 34 - The Effect of Deep Cryogenic Treatment on the Properties of AISI D2 Tool Steel 286

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Chapter 35 - Effect of Welding Process on Formability of Tailor Welded Blanks 294

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Chapter 30 Surface Roughness Studies in Die-sink EDM of Tungsten Carbide using Copper Tungsten Electrode 257

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Chapter 31 - Study of the Effect of different Electrodes on Material Removal Rate, Electrode Wear Rate and Surface Roughness in the EDM of S-STAR..... 264

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Chapter 33 - Engineering Project Management in Automotive Industry 279

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Performance Measurement of SMEs Manufacturing Sector in Malaysia

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1. Introduction

Malaysian SMEs can be grouped into three categories: Micro, Small, or Medium. These groupings are decided based on either the numbers of people a business employs or on the total sales or revenue generated by a business in a year. Malaysian SMEs are a vital component of the country's economic development. A small and medium enterprise (SME) in manufacturing and Manufacturing-Related Services (MRS) is an enterprise with full-time employees not exceeding 150 or with annual sales turnover not exceeding RM25 million.

2. Problem Statement

Currently, the SMEs in Malaysia are trying to improve their companies as to implement the aims of Malaysia's Government. The Government aims to improve the productivity in SMEs sector in Malaysia competitively with other countries over the world. This study aims to contribute to the TQM literature by assessing on the TQM practices and organizational performances of SMEs with and without ISO 9000 certification in the developing economy of Malaysia. The focus is to examine whether research models developed for industrialized countries are applicable in the Malaysian region. In addition, this study also develops a framework of quality measurements based on prescriptive, conceptual, practitioner, and empirical literatures to generically benchmark the quality measurements of TQM for the use SMEs manufacturing in Malaysia.

3. Methodology

The questionnaire is being prepared first. After the questionnaire is prepared, the next task is doing the survey and analyzing the answers. 80 surveys components were sent out to SME manufacturing