EDITORS
ERRY YULIAN TRIBLAS ADESTA
MOHAMMAD YEAKUB ALI
AKM NURUL AMIN

DESIGN FOR MANUFACTURE
Towards Improved Manufacturability

IIUM Press
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Chapter 12

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