

**RELATIONSHIP BETWEEN 5S PRACTICES AND  
ORGANIZATIONAL PERFORMANCE AT  
FABER MEDI-SERVE SDN. BHD.**

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**UNIVERSITI UTARA MALAYSIA**

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**RELATIONSHIP BETWEEN 5S PRACTICES AND  
ORGANIZATIONAL PERFORMANCE AT  
FABER MEDI-SERVE SDN. BHD.**

**By**

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## **ABSTRACT**

Based on the Japanese words Seiri, Seiton, Seiso, Seiketsu and Shitsuke, the 5S philosophy focuses on effective workplace organization and standardized work procedures. Once fully implemented, the 5S practices can increase moral, create positive impressions on customer, increase efficiency and organization. Not only employee will feel better about where they work, but the continuous improvement of 5S leads to less waste, better quality and faster lead time. 5S practice is one of the techniques to improve quality environment, health and safety at the workplace. This study is carried out to identify the relationship between 5S implementation and performance at Faber Medi-Serve Sdn. Bhd. This study intends to identify whether the practice had improved the performance of the company and this is important as to extend the government (MOH) contract. The scope of study covers the area of six locations ie. FMS Kuala Nerang Tuanku Fauziah, Jitra, Yan, Sik, Baling and Sungai Bakap. A total of 140 sets of questionnaires were distributed. Out of 122 sets were returned and it takes about two weeks to complete the questionnaires by respondents. The data analyzed by using SPSS version 12. This study also explains the process of 5S implementation at the company.

## **ABSTRAK**

Berdasarkan kepada perkataan Jepun iaitu Seiri, Seiton, Seiso, Seiketsu dan Shitsuke, ia merupakan prinsip asas 5S yang memberi kesan kepada tempat kerja dan keseragaman peraturan kerja di dalam sesebuah organisasi. Dengan mengamalkan 5S, ia boleh meningkatkan moral, perilaku yang positif terhadap pelanggan syarikat, meningkatkan kecekapan dan organisasi. Bukan sahaja pekerja akan merasa selesa walau di mana mereka bekerja, tetapi peningkatan secara berterusan dari perlaksanaan 5S boleh membawa kepada kurangnya pembaziran, kualiti lebih baik serta kepantasan masa. Amalan 5S juga merupakan salah satu teknik untuk meningkatkan kualiti persekitaran, kesihatan serta keselamatan di tempat kerja. Kajian ini dijalankan untuk mengenalpasti perhuhungan di antara perlaksanaan 5S dan tahap pencapaian di syarikat Faber Medi-Serve Sdn. Bhd. Kajian ini juga bertujuan untuk mengenalpasti samada amalan ini dapat meningkatkan pencapaian syarikat dan ianya adalah penting untuk penyambungan kontrak dengan Kementerian Kesihatan Malaysia (MOH). Skop kajian yang dijalankan ini meliputi enam lokasi iaitu FMS Kuala Nerang, Tuanku Fauziah, Jitra, Yan, Sik, Baling dan Sungai Bakap. Borang kajian selidik sebanyak 140 set telahpun diedarkan di lokasi-lokasi tersebut. Sebanyak 122 set telahpun dapat dikumpulkan dan ia hanya mengambil masa selama dua minggu untuk menyiapkan soal selidik ini daripada para responden. Data tersebut dianalisa dengan menggunakan sistem SPSS versi 12. Kajian ini juga menerangkan process perlaksanaan 5S di syarikat tersebut.

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## LIST OF ABBREVIATIONS

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<b>MPC</b>	Malaysian Productivity Corporation
<b>FMS</b>	Faber Medi-Serve
<b>UEM</b>	United Engineering Malaysia
<b>MOH</b>	Ministry Of Health
<b>CWMS</b>	Clinical Waste Management Services
<b>BEMS</b>	Bio-medical Engineering Management Services
<b>FEMS</b>	Facility Engineering Management Services
<b>CLS</b>	Cleansing and Janitorial Services
<b>LLS</b>	Linen and Laundry Services
<b>5S</b>	Sort, Set, Shine, Standardize, Sustain
<b>TQM</b>	Total Quality Management
<b>TPM</b>	Total Productivity Management
<b>JIT</b>	Just In Time
<b>PDCA</b>	Plan-Do-Check-Act
<b>KPI</b>	Key Performance Indicator
<b>FMT</b>	Facility Management

# **CHAPTER 1**

## **INTRODUCTION**

### **1.0 Chapter Overview**

This chapter will brief and discuss of the selected topic of this study. It will start with the introduction and background of the study, problem statement, significance of study, research objective, research question, research framework, hypothesis, scope of study, definition of terms and it will finally ending with the summary of the study.

#### **1.1 Introduction and Background of the Study**

Today's workplace is face with changes of technology, globalization and liberalization. Many companies are trying very hard not only to satisfy their customer's needs but where possible exceed them. One of tools taking by the company is 5S program where associated with other key industry tools for instance, Kaizen, Lean Manufacturing and Continuous Improvement programs. The 5S are the five key of process for improvement ie. Sort, Set, Shine, Standardize, and Sustain. As quote by (Galsworth, 1997), the 5S is the Japanese code name for cleanliness and order with a vengeance.

5S is a method of cleaning up and organizing the workplace using its existing configuration. It is a system for improvement in terms of efficiency by eliminating waste, improving flow, reducing process unnecessary item and optimizing productivity. Besides that, based on the previous research, through the 5S implementation, it contributes towards increasing company's productivity and quality.

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