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**THE IMPLEMENTATION OF 5S PRACTICE TO IMPROVE BETTER
WORKING CONDITION AT A BAKERY COMPANY**

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PC1293

**This Report Is Submitted In Partial Fulfillment of Requirements For The Bachelor
Degree Of Industrial Technology Management**

**Faculty Industrial Management
UNIVERSITI MALAYSIA PAHANG (UMP)**

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ABSTRACT

The aim of this study was to identify on the implementation of 5S practices in the company Mawar Bakery in specific areas such as warehouses, manufacturing and packaging and labelling division, whether the level of good working conditions can be improved or not. The objective of this study is divided into three, namely to evaluate (a) the current 5S practice at bakery company , (b) identify practices area that can be improved in terms of the implementation of 5S and (c) to propose a solution to improve the 5S practice in the company in the context of improve working conditions better. Descriptive analysis based on interview transcripts using coding and theme method to analyze data. The instrument is the interview conducted in some selected area such as warehouses, manufacturing and, packaging and label the parts. A total of 11 participants were interviewed using focus group method in accordance with sections that have been selected. The results show that more solution needs to be done by the company to upgrade the existing practice of 5S to improve working conditions to be better than now. This is because, the study found that most employees do not understand the concept and the implementation of 5S practices. Therefore, researchers have suggested three ways that you can solve taken by the company to handle this problem. The proposed measures that include program / training about the correct implementation of the 5S practice, 5S implementation plan concept using PDCA and the last one is regular audits.

ABSTRAK

Matlamat kajian ini ialah untuk mengenal pasti mengenai pelaksanaan amalan 5S sedia ada di syarikat Mawar Bakery di bahagian tertentu seperti bahagian gudang, bahagian pembuatan dan bahagian pembungkusan dan label, sama ada dapat meningkatkan keadaan persekitaran tempat kerja yang baik atau sebaliknya. Objektif kajian ini terbahagi kepada tiga iaitu untuk menilai (a) amalan 5S sedia ada di syarikat Mawar bakery, (b) mengenal pasti amalan yang boleh diperbaiki dari segi pelaksanaan 5S serta (c) memberi cadangan penyelesaian untuk meningkatkan amalan 5S di dalam syarikat dalam konteks meningkatkan keadaan persekitaran tempat kerja yang lebih baik. Kaedah analisis transkrip temubual dengan menggunakan kaedah kod dan tema untuk menganalisis data. Instrumen kajian adalah temubual yang dijalankan di beberapa bahagian yang terpilih seperti bahagian gudang, bahagian pembuatan dan bahagian pembungkusan dan label. Seramai 11 orang responden telah ditemubual menggunakan kaedah kumpulan fokus mengikut bahagian yang telah di pilih. Hasil kajian menunjukkan bahawa banyak yang perlu dilakukan oleh pihak syarikat untuk menaik taraf amalan 5S sedia ada bagi meningkat keadaan persekitaran tempat kerja untuk menjadi lebih baik dari sekarang. Hal ini kerana, hasil kajian mendapati kebanyakan pekerja tidak memahami mengenai konsep dan pelaksanaan amalan 5S. Oleh itu, pengkaji telah mencadangkan tiga jalan penyelesaian yang boleh diambil oleh pihak syarikat untuk menanggapi masalah ini. Langkah- langkah yang dicadangkan ialah program / latihan mengenai pelaksanaan amalan 5S yang betul, Pelaksanaan plan 5S menggunakan konsep putaran P-D-C-A dan akhir sekali menjalankan audit secara berkala.

CHAPTER 1

INTRODUCTION

1.1 INTRODUCTION

One of the most important issues faced by small medium enterprise (SME) company in this country is to try to have employees work in a better working environment in order to make them feel good and get more energy to do their projects. By doing so, the company can maximize the profits at the same time.

From the observation that passed, there are a large number of workers in small and medium enterprise involved in company creation and production process from raw material until finished products, then work in an uncomfortable, dirty, messy environments that are usually filled with ingredients that are not used. Due to this situation, it is difficult to find the appropriate tools required in the manufacturing process. Difficulties met when the company is doing projects with scheduled deadlines. Mawar Bakery Company is similar to many other small medium firms seeking a solution to solve the problems caused by unfavorable working environment to improve efficiency and save more money.

To change this unfavorable situation, it was decided to implement 5S with the correct way within the factory. What is 5S? 5S initially based on the Japanese acronyms of Seiri (sort), Seiton (set in order), Seiso (shine), Seiketsu (standardization) and Shitsuke (discipline), is used as a platform for developing an integrated management system for the parallel use of total productive maintenance (TPM) (Bamber et al., 2000). 5S is a Japanese community practice according to understanding Kaizen concept which

was founded by Dr. Thuchiya. Kaizen means “change for better” and kaizen refers to activities that continually improve all functions and involve all employees in an organization (Imai, Masaaki, 1986). Kaizen 5S practice was first implemented in several Japanese businesses after the Second World War, influenced in part by American business and quality management teachers who visited the country. It has since spread throughout the world and is now being implemented in environments outside of business and productivity.

The Japanese ability and the ability to rise to become a world economic power that has proved successful 5S practice in 1950 as an example of process waste reduction has become a key mission in the factory to operate in Japan using this practice. In 1986 when the first time this 5S was introduced in Singapore and beyond 5S practices be followed in Malaysia, Thailand, Korea, China and many countries of the world recognize the effectiveness of 5S practices in improving the quality of the environment clean, orderly and conducive (Ho et al., 1995; Ho, 1997; Sui-Pheng dan Khoo, 2001).

For a clearer definition, Seiri (sort) is separating the items that are not needed in the workplace and disposing systematically. Set aside the old and expired items such as medicinal and food with new goods. Seiton (set in order) were compiling stuff needed to properly and systematically so that it can be easily retrieved for use. For example Compile documents, materials, and equipment to be easily retrieved and office use. Seiso (shine) is a clean workplace with a neat and orderly so that no dust on the floor, machinery, and equipment. For example, all employees involved in the organization have daily responsibility for cleaning individual workspace and equipment. Seiketsu (Standardization) is to maintain the standard of hygiene and preparation of high workplace at all times eg standardize the file structure, work desk and equipment available in the warehouse. and finally Shitsuke (sustain) is to train employees to comply with the rules of good hygiene by itself and make continuous practice. For example, do the 5S practice on a daily basis and perform periodic audits.

Therefore, good management must be implemented to ensure that operations at the factory running smoothly, while ensuring that the work environment is in good condition and avoid things that are undesirable. To address this, small companies can

implement 5S (Seiri, Seiton, Seiso, Seiketsu, Shitsuke) that a very good system to be practiced in their company.

5s including technical knowledge, practical and logical to produce improvement and this practice is the best approach to be practiced in the production process of manufactured products to improve work performance and quality of the work environment. This is because the process is more simple and clear to be understood and adhered to by employees. In addition, the implementation of 5S practices at the factory also made in the factory environment becomes more uniform and tidy. However, the implementation of these practices must gain support and commitment from management that can generate good impression implementation of this practice. 5S The practice must begin with awareness, training, monitoring and evaluation at all times to measure the success of 5S.

1.2 BACKGROUND OF STUDY

Today if we look at all types of businesses, companies, organizations and people raced to ensure that every product or service they produce a very good quality level. The study conducted by Abdullah and Jim (2011) had identified that due to strong competitive pressures from world markets, this has forced many organizations and companies in Malaysia to use all means and methods deemed appropriate to offer high quality products and services as a way to attract and retain their customers.

However, greed in offering quality products have led the industry are small and medium companies ignore this aspect of the improvement of the working environment is good - particularly in the area of warehouse, production area, the packaging and labeling products and other area. Most workers in this company will be working in the work uncomfortable, dirty, and messy environment. Normally this messy environment will be stocked with materials that are not used. Due to this situation, it is difficult to find the appropriate tools required. Difficulties met when the company is doing projects with scheduled deadlines. Mawar Bakery company is just like many other small or medium firms that are looking for solutions to solve the environmental problems caused by the update to improve efficiency and save more money. Actually the company has

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