LEAN-AGILE PERFORMANCE MEASUREMENT FOR BUSINESS PROCESS OUTSOURCE SERVICE IN MALAYSIA

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Master of Science

UNIVERSITI MALAYSIA PAHANG
SUPERVISOR’S DECLARATION

We hereby declare that we have checked this thesis and in our opinion, this thesis is adequate in terms of scope and quality for the award of the degree of Master of Science in PROJECT MANAGEMENT

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STUDENT’S DECLARATION

I hereby declare that the work in this thesis is based on my original work except for quotations and citations which have been duly acknowledged. I also declare that it has not been previously or concurrently submitted for any other degree at Universiti Malaysia Pahang or any other institutions.

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Thesis submitted in fulfillment of the requirements for the award of the degree of Master of Science

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LIST OF SYMBOLS

\( \alpha \)  
Cronbach Alpha

\( x^2 \)  
Chi-Square
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<th>Full Form</th>
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<tr>
<td>BPO</td>
<td>Business Process Outsourcing</td>
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<tr>
<td>FDI</td>
<td>Foreign Direct Investment</td>
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<tr>
<td>EMGS</td>
<td>Education Malaysia Global Services</td>
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<td>MSC</td>
<td>Multi-media Super Corridor</td>
</tr>
<tr>
<td>MDeC</td>
<td>Multimedia Development Corporation</td>
</tr>
<tr>
<td>IVR</td>
<td>Interactive voice response</td>
</tr>
<tr>
<td>SCC</td>
<td>Service call center</td>
</tr>
<tr>
<td>NVA</td>
<td>Non-value-added</td>
</tr>
<tr>
<td>CE</td>
<td>Customer Expectation</td>
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