



Ismail (seated, fifth right) and Mohd Khairuddin (fourth right) with the participants.

Strive for world class civil service — professor

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KOTA KINABALU: Civil servants at all levels were urged to show undivided commitment in elevating their organizations to world class standards.

Professor Madya Dr Ismail Ibrahim, dean of School of Education and Social Development (SPPS) at Universiti Malaysia Sabah, said there were various initiatives and programmes introduced by the government to increase quality of customer service in all departments, such as introducing a manual for files and work procedures, improving on counter services and enhancing work quality as a team and customer charter.

"This is because an efficient and effective delivery system is highly demanded by the public service customers, who are our stakeholders," he said when officiating at the closing ceremony of MS ISO quality

management seminar organised by SPPS post-graduate students here yesterday.

He said MS ISO is a standard document that lists every basic elements pertaining to quality management of an organization.

Ismail added that a systematic and quality organization was evaluated by customers through the products and services rendered, which had to achieve customers' satisfaction.

"Criteria of quality service include timely, accuracy, good hospitality, comfort, efficiency and information reliability," he said.

Ismail also said it was not easy to achieve MS ISO certification, and thus civil servants at all levels should have undivided commitment towards the effort of making their organizations on par with world class standards.

He said all civil servants,

including postgraduate students, should constantly be exposed to MS ISO programmes to encourage them in providing the best and quality work culture.

"Through such seminars we can transform our work culture towards one that is of quality, systematic, efficient with emphasis on quality outcome, which is in line with our government to elevate the quality of the civil service by 2020."

Some 150 participants attended the seminar yesterday, including students from UMS Kota Kinabalu and Sandakan, principals and vice principals of secondary schools in Kota Kinabalu, and district education officers.

Also present at the seminar were senior lecturer at SPPS, Dr Mohd Khairuddin Abdullah and programme director of MS ISO quality management seminar, Madrashid Muhammad.