

**UNIVERSITY OF MACAU**  
**FACULTY OF BUSINESS ADMINISTRATION**

**QUALITY MANAGEMENT SYSTEM – ISO 9000**  
**A CASE STUDY OF SECURICOR MACAU**

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# Table of Content

Chapter I	Introduction	Pg. 1
Chapter II	Methodology	Pg. 3
Chapter III	Literature Review	Pg. 4
	3.1 Definition of Quality – Five Approaches from Garvin	Pg. 4
	3.1.1 Transcendent-based	Pg. 4
	3.1.2 Product-based	Pg. 5
	3.1.3 Consumer-based	Pg. 6
	3.1.4 Producer-based	Pg. 7
	3.1.5 Value-based	Pg. 7
	3.2 The Multiple Dimensions of Quality	Pg. 8
	3.3 The Eight Dimensions of Quality According to Garvin	Pg. 9
Chapter IV	The Gurus of Quality	Pg.12
	4.1 Edward Deming	Pg.12
	4.2 Juran Joseph	Pg.14
	4.3 Ishikawa Kaoru	Pg.15
	4.4 Crosby Philip	Pg.16
Chapter V	ISO 9000	Pg.18
	5.1 Where ISO 9000 Came From?	Pg.18
	5.2 What is ISO 9000?	Pg.19
	5.3 The ISO 9000 Family	Pg.20
	5.4 Generic Management System Standards	Pg.24
	5.5 Quality Management Principles	Pg.26
	5.6 The Process Approach to Quality Management Systems	Pg.34
	5.7 The P-D-C-A Cycle and the Process Approach	Pg.35
	5.8 The System Approach to Management	Pg.38
Chapter VI	Case Study – Securicor Macau	Pg.40
	6.1 Group and Company Profile	Pg.40
	6.2 Securicor – Guarding Division	Pg.42
	6.3 Market Overview	Pg.43
	6.4 Market Challenge	Pg.44
	6.5 ISO – A Strategy to Quality	Pg.45

6.6 The Application of the Eight Quality Management Principles	Pg.46
6.6.1 Customer Focus	Pg.46
6.6.2 Leadership	Pg.48
6.6.3 Involvement of People	Pg.51
6.6.4 Process Approach	Pg.52
6.6.5 System Approach to Management	Pg.53
6.6.6 Continual Improvement	Pg.54
6.6.7 Factual Approach to Decision Making	Pg.55
6.6.8 Mutually Beneficial Supplier Relationships	Pg.56
6.7 Impact of ISO	Pg.57
6.7.1 Management's Feedback	Pg.58
6.7.2 Frontline Staff's Response	Pg.59
6.7.3 Client's Feedback	Pg.60
Chapter VII Conclusion and Recommendation	Pg.61
Appendix 1 – The elements of ISO 9001 Quality System	Pg.68
Bibliography	Pg.69