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Quality Management Features by Conventional and
Islamic Perspective: An Analysis of Theory

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Abstract
Quality management in an organization over the years Continuously Improved to Achieve the Goals That have
been targeted by the government through the Transformation That has been introduced in the National Key
Result Areas (NRCA) and Key Performance Index (KPI). Improving the quality of an organization is crucial to
satisfying the customer. The customer preference is the main goal of an organization involved with the
work of services and products in the market. Among features of quality management was introduced by the
quality Gurus is top management support, strategic planning, philosophy, training and recognition, teamwork
and performance measurement. However, the public does not know that the quality management features are
actually very similar to That Islamic values have been applied as the concept of Shura, Goodwill, istihamat,
Obedience and others. This paper will attempt to find the common features of conventional quality management
and management features of the Islamic administration has been since That the time of the Prophet Mohammed.
Hopefully this paper will be Easier for people to understand Islam, especially in improving the performance of
an organization and thus can produce excellent Ummah.

Keywords: Quality Management, Quality Islamic Management, Leadership, Customer Satisfaction, Islamic
Administrations.