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

Lokman Bin Abdul Rasol*, Master's Candidate, Department of Islamic Political Science, Academy of Islamic Studies, University of Malaya
Siti Arni Binti Basir**, Senior Lecturer at Department of Islamic Political Science, Academy of Islamic Studies, University of Malaya

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 (NKRA) and Key Performance Index (KPI). Improving the quality of an organization is crucial to satisfying the customer. The customer preference that 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, Islam, 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 the time of the Prophet Muhammad. 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.