

Case Study



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Training and Education Program as a Major Determinant of Quality Improvement in Malaysian Electrical and Electronics Industry

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Abstract: Organizations that are committed to quality improvement invest heavily in training and education (T&Ed) program of their employees. T&Ed program is therefore becomes an important aspect in the human resource management. The aim of the paper is to examine the influence of training and education program on quality improvement in 255 Electrical and Electronics (E&E) firms in Malaysia. The findings reveal that quality improvement in the Malaysian electrical and electronics industries are significantly influenced by training and education. Thus, this study has empirically shown that quality improvement will increase when the firms implement more training and educational programs.

Keywords: Quality Improvement, training and education program, electrical and electronics industry

INTRODUCTION

Business organizations worldwide have responded to the demands of an increasingly competitive and challenging global market. Therefore, the ever-increasing global nature of the business environment has forced corporations to develop strategies to become low cost producers and to differentiate their products and services from their competitors through continuous quality

