

## Research Paper



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# Manufacturing Performance Evaluation Tool for Malaysian Automotive Small and Medium-sized Enterprises

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**Abstract:** This study is aimed to develop a manufacturing performance evaluation tool for Malaysian automotive SMEs. The performance criteria were identified and adapted from literature study. A survey was conducted to Malaysia automotive SMEs in matching the criteria with the industry practices. Finally, five factors with a total of 25 dimensions are proposed as the manufacturing performance criteria. Analytical Hierarchy Process (AHP) approach was applied in developing manufacturing performance evaluation tool for Malaysian automotive SMEs. A software-based tool is subsequently developed using PHP and MySQL. Two case studies were conducted to validate the tool. The tool hopefully will enable and assist Malaysian automotive SMEs in their efforts to continually improve their manufacturing performance so as to become more effective and competitive. The tool could also identify the strengths and weaknesses that indicate where and how improvements need to be made. It provides the direction to practice continuous improvement towards achieving excellence.

**Keywords:** Automotive suppliers, competitive, evaluation tool, manufacturing performance, small and medium-sized enterprises

## INTRODUCTION

The globalization of markets, growing inter-diffusion of economies, and increased inter-dependence of economic agents are reshaping national and

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