



Name: Samuel Ho.

Country: Malaysia.

Education: Saïd Business School, Oxford, UK.

Baptist University, Hong Kong.

Biography:

Senior Lecturer in Total Quality Management at DeMontfort Lancaster University and Saïd Business School, Visiting Professor in the Department of Decision Sciences and Finance at Baptist University, Quality Assessor for ISO9000, Teacher of Assessor Training Courses, and Expert in [Workplace Organization Technique \(5S\)](#). In 1993, as a Quality Expert for the Malaysian Government, Ho was invited to implement 5S in Malaysian industries by the Standards and Industrial Research Institute of Malaysia ([SIRIM](#)), a government service organization responsible for industrialization programs in the Malaysian economy. It was one of the largest organizations of its kind in the world (at the time), employing approximately (980) employees in its head office - consisting of (30) buildings - in various functional centers. This organization performs the functions of setting national standards, transferring technology and providing productivity and quality improvement consulting. As part of the training staff, Ho developed a checklist for [5S](#). The organization began implementing 5S in its head office and achieved remarkable improvements. After that, the organization received a large number of requests from various organizations to provide consulting services related to the (5S) technique. As a result of the high demand for the organization's services, the organization allocated an additional number of human resources to meet these requests. Since then, many organizations have started using the (5S) technique. In the period 1994-1997, similar successes were recorded by (Ho) in Hong Kong in partnership with the Government Industry Department and with application to 10

companies from various sectors. During this period, (Ho) was able to train more than 2,500 officials on the (5S) checklist.

Publications: (*Get books via Amazon*)

- 1999: Article (The 5-S auditing).
- 1997: Book (5S: The Foundation for Improving Quality and Productivity).
- 1997: Article (Learning in the Workplace: The 5S Approach).
- 1996: Book ([Total Quality Management: An Integrated Approach](#)).
- 1996: Article (Japanese 5-S practice).
- 1995: Article (The Japanese 5-S practice and TQM training).
- 1994: Two articles (Developing a TQM Excellence Model Vol 1 and 2).

References: ([Wikipedia.com](#)) ,([www.academia.edu](#)).



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