

The state of quality in logistics: evidence from an emerging Southeast Asian nation

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Abstract: The importance of the logistics function has increased dramatically at many firms as comparative priorities have shifted from production quality to delivery and flexibility. At the same time, however, there have been few comprehensive studies on the implementation of TQM practices in the logistics function. This paper examines the implementation of quality management practices in the logistics function based on a study of 113 Malaysian firms. Findings on the extent to which logistics quality management programs had been implemented, the element of the logistics strategy, the impediments and the extent of quality programs are discussed. The paper concludes with a discussion on the implications.

Key words: Logistics, Quality, Total quality management, Malaysia

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