
VOL. 129 MAY 2021



CRE
e-

Tec

Research

Ts. Dr. Lee Khai Loon creates specially designed chalet management system for SMEs

11 May 2021

A lecturer from the Faculty of Industrial Management (FPI), Universiti Malaysia Pahang (UMP) created a research product called ChaMS.

According to the Penangite, ChaMS is a chalet management system based on a specific needs of SMEs in the hotel industry.

“This software is easy to use and involves low cost and affordable for SMEs.

[More Create Newsletter](#)

PATRON

Professor Ir. Dr. Wan Azhar Wan Yusoff

EDITOR-IN-CHIEF

Muhammad Azli Shukri

EDITOR

Safriza Haji Baharuddin

CONTRIBUTORS

Mimi Rabita Abdul Wahit

Nur Hartini Mohd Hatta

Nor Salwana Mohammad Idris

WEB MASTER

Mohd Suhaimi Hassan

DESIGNER

Azman Md Diah

Noor Azhar Abd Rasid

Mohd Zulkifly Hamzah

PHOTOGRAPHER

Khairu Aidilnishah Rizan Jalil

Muhammad Naufal Samsudin

PUBLICATION ASSISTANT

Hafizatulazlin Abd Aziz

All rights reserved. No part of this publication may be reproduced, stored in a retrieval system, or by any means, including but not limited to, electronic, mechanical, photocopying, recording or by any information storage and retrieval system without prior agreement and written permission from the publisher. The contents of this publication do not necessarily reflect the views of Universiti Malaysia Pahang. Universiti Malaysia Pahang shall not be responsible towards any losses experienced by any person due to non-performance based on information contained in this publication. The use of images, colors, sizes, typography and layout is subject to copyright and may not be reproduced. For news, please forward to:

EDITOR

Penerbit UMP

Universiti Malaysia Pahang

26600 Pekan

Pahang Darul Makmur

Tel. : 09-424 5057

Fax : 09-424 5055

e-Mail : safriza@ump.edu.my



UMPMalaysia

**TEKNOLOGI
UNTUK
MASYARAKAT**

5 STARS
QS RATED FOR EXCELLENCE
2018

751-800
QS WORLD UNIVERSITY
RANKINGS 2021

#1
QS WORLD
RANKINGS 2021

- 36 views

[View PDF](#)

Newsletter Image

CREATE

e-newsletter

Technology for Society



The poster is titled "ChaMS: A mobile application for quality management in small and medium enterprises". It includes the following sections:

- Abstract:** This study developed the prototype of ChaMS as a mobile application for quality management in small and medium enterprises (SMEs) in Malaysia. This study discussed that the ChaMS had improved their customers' satisfaction and competitive performance by developing the application prototype that aims at improving the SMEs' efficiency, cost-effectiveness, and quality system and received positive feedback from the participants from the launching.
- Problem Statement:**
 - Identified the difficulties of satisfying their customers and ended up with poor customer satisfaction.
- Research Objectives:**
 - To investigate the factors that affecting poor customer satisfaction of ABC (Chair).
 - To enhance the operational processes and culture of ABC (Chair) by introduction of ChaMS.
 - To improve customer's value perception and delivery of ABC (Chair) as a provider of ChaMS.
- Research Methodology:** A mixed method approach was adopted.
- Conclusion:**
 - A prototype of ChaMS was successfully developed to enhance the process of quality management in SMEs.
 - Provide better quality of management services.
 - Sharing of resources can be done easily.
- Source:** www.waset.org
- Notes:** ChaMS is a simple system that easy to understand based on the needs of small and medium enterprises.