**MINIT MESYUARAT**
**JAWATANKUASA JAMINAN KUALITI (JKJK) UNIVERSITI PUTRA MALAYSIA**
**KALI KE-9 (KHAS)**

| | | |
|---|---|---|
| Tarikh | : | 6 Jun 2012 |
| Masa | : | 2.30 petang |
| Tempat | : | Bilik Lembaga, Tingkat 1, Bangungan Pentadbiran Universiti Putra Malaysia |
| Kehadiran | : | Lampiran A |

| MINIT | AGENDA | TINDAKAN |
|---|---|---|
| Pendahuluan | **Kata Aluan Pengerusi**<br><br>Pengerusi mengucapkan terima kasih di atas kehadiran ahli Jawatankuasa Jaminan Kualiti (JKJK) Universiti Putra Malaysia ke Mesyuarat Kali Ke-9 (Khas). | **Makluman** |
| Minit 9.1 | **Persediaan Audit Pensijilan Semula**<br><br>Mesyuarat - | |
| | (a)  mengambil maklum bahawa Audit Pensijilan Semula UPM akan diadakan pada 12 hingga 22 Jun 2012. | **Makluman** |
| | (b)  mengambil maklum bahawa pihak SIRIM telah menentukan sampel Pusat Tanggungjawab (PTJ) yang akan diaudit seperti di **Lampiran 1**. Walau bagaimanapun, mesyuarat mengambil ingatan bahawa PTJ yang tidak dipilih sebagai sampel perlu juga bersedia sepanjang audit berlangsung. | **Makluman** |
| | (c)  mengambil maklum mengenai Panduan dan Terma Rujukan Pegawai Pengiring Tetap Juru Audit SIRIM seperti mana kertas yang diedarkan. | **Makluman** |
| | (d)  mengambil maklum mengenai Panduan dan Terma Rujukan Timbalan Penyelaras Audit/Pegawai Pengiring Peringkat PTJ seperti mana kertas yang diedarkan. Sebagai persediaan, taklimat kepada Pengiring Juru audit akan diadakan pada 8 Jun 2012 di Bilik Senat, Bangunan Pentadbiran UPM. | **Makluman** |
| | (e)  dimaklumkan mengenai analisis ke atas Laporan Audit Pemantauan SPK yang diadakan pada 20 hingga 29 September 2011 seperti mana kertas yang diedarkan dan mengambil perhatian kepada perkara-perkara | **Makluman** |

| MINIT | AGENDA | TINDAKAN |
|---|---|---|
| | berikut:<br><br>(i)   semua Peneraju Proses dan PTJ hendaklah mengambil tindakan yang sewajarnya bagi memastikan ketakakuran yang ditemui semasa audit pemantauan yang lepas tidak berlaku lagi.<br>(ii)  menyediakan bukti pelaksanaan pembetulan dan tindakan pembetulan yang telah diambil bagi menutup ketakakuran yang ditemui semasa audit tersebut.<br>(iii) mengambil tindakan mengenai isu yang dibangkitkan oleh juru audit SIRIM secara lisan sepanjang tempoh audit seperti mana kertas yang diedarkan. | **TWP PP/PTJ** |
| | (f)   bersetuju semua Peneraju Proses dan PTJ memuat naik dokumen yang berkaitan sebagai persediaan audit pensijilan semula seperti di **Lampiran 2**. | **TWP PP/PTJ** |
| | (g)   mengambil maklum bahawa juru audit SIRIM akan merujuk dokumen SPK secara online (http://reg.upm.edu.my/spk_upm) semasa audit dijalankan. Namun begitu jika berlaku gangguan *server*, juru audit SIRIM boleh menggunakan laman sesawang SPK yang kedua iaitu http://spk2.upm.edu.my. | **Makluman** |
| | (h)   mengambil maklum bahawa Bilik Lembaga, Bangunan Pentadbiran UPM akan dijadikan bilik operasi juru audit sepanjang tempoh audit dijalankan. | **Makluman** |
| **Minit 9.2** | **Laporan Pencapaian Pelan Tindakan Fungsian dan Aras**<br><br>Mesyuarat bersetuju Pelan Tindakan Fungsian dan Aras akan dilaporkan oleh Peneraju Proses pada Mesyuarat Jaminan Kualiti akan datang. Sehubungan itu, analisis pencapaian pertengahan tahun 2012 (setakat 30 Jun 2012) hendaklah dihantar kepada Bahagian Jaminan Kualiti UPM selewat-lewatnya pada 7 Julai 2012. | **TWP PP** |

| MINIT | AGENDA | TINDAKAN |
|-------|--------|----------|
| **Minit 9.3** | **Hal-hal lain** | |
| | Mesyuarat - | |
| | (a) menerima maklum bahawa Bahagian Jaminan Kualiti dengan kerjasama Seksyen Latihan (bukan Akademik) akan menganjurkan kursus Ketua Juru Audit bagi mengantikan juru audit UPM yang akan bersara. | **Ketua BJK** |
| | (b) mengambil maklum bahawa rangka kursus yang terdapat dalam Rancangan Pengajaran (RP) secara online adalah yang terkini dan sahih. Oleh yang demikian, pensyarah boleh merujuk kepada rangka kursus dalam RP secara online bagi mengelakkan menggunakan maklumat yang tidak sahih sebagai rujukan. | **Makluman** |
| | (c) mengambil perhatian mengenai terdapat kursus-kursus yang ditawarkan oleh UPM tidak disemak. Sehubungan itu, mesyuarat bersetuju supaya Bahagian Akademik UPM membuat pemantauan bagi memastikan semua kursus di peringkat Diploma dan Ijazah disemak. | **TWP Bahagian Akademik** |
| | (d) dimaklumkan bahawa pihak fakulti menghadapi kesukaran untuk mencetak slip pendaftaran kursus yang telah dikemaskini kepada pelajar yang membuat perubahan kursus dalam tempoh tiga (3) bekerja selepas pelajar tersebut membuat pendaftaran. Oleh yang demikian, Bahagian Akademik UPM diminta meneliti mana-mana sistem yang boleh membantu fakulti bagi mengenal pasti pelajar-pelajar yang membuat pindaan kursus. | **TWP Bahagian Akademik** |
| | (e) dimaklumkan bahawa setakat bulan Januari sehingga Mei 2012, UPM telah menerima sebanyak 133 maklum balas daripada pelanggan melalui U-RESPONs . Walau bagaimanapun, sebanyak 22 maklum balas belum diambil tindakan oleh PTJ yang berkenaan. Sehuhungan itu, PTJ diingatkan supaya membuat pembetulan atau tindakan pembetulan dengan segera. | **TWP PTJ Berkenaan** |
| | (f) mengingatkan fakulti dan institut yang akan diaudit oleh SIRIM supaya membuat semakan dan mengemaskini rekod-rekod berkaitan pembentukan program baharu siswazah, semakan program siswazah, pengurusan prestasi pelajar siswazah dan penilaian tesis. | **TWP Fakulti/ Institut** |

| MINIT | AGENDA | TINDAKAN |
|---|---|---|
| | (g)    mengenal pasti beberapa ketakakuran yang berulang berdasarkan audit pihak ketiga dan audit dalaman yang dijalankan seperti penyediaan laporan penyelidikan dan penyimpanan bahan kimia. Sehubungan itu, mesyuarat bersetuju Pejabat TNC(PI) mengambil tindakan yang sewajarnya bagi mengatasi masalah ini. | **TWP TNC(PI)** |
| **Penutupan** | **Penangguhan Mesyuarat**<br><br>Pengerusi mengucapkan ribuan terima kasih sekali lagi kepada semua ahli mesyuarat yang hadir dan mengharapkan kerjasama daripada semua PTJ bagi memastikan Audit Pensijilan Semula berjalan lancar.<br><br>Mesyuarat tamat pada jam 4.30 petang. | **Makluman** |

**SENARAI KEHADIRAN**

| Tarikh | : | 6 Jun 2012 |
|---|---|---|
| Masa | : | 8.45 pagi |
| Tempat | : | Bilik Lembaga, Tingkat 1, Bangungan Pentadbiran Universiti Putra Malaysia |

**Kehadiran**

1.   Dato' Wan Azman bin Wan Omar  -  Pengerusi
2.   Tuan Hj. Hashim bin Md. Shari
3.   Tuan Hj. Rosdi  bin Wah
4.   Tuan Hj. Jamsari bin Tamsir
5.   Encik  Amran bin Samek
6.   Encik  Suhaifi bin Sulaiman
7.   Encik Abd. Razak bin Ahmad
8.   ACP Abdul Razak bin Abdul Ghafur
9.   Ust. Alzasha Illiyyin bin Zainal Alam
10.   Encik Ramli bin Sulong
11.   Tuan Hj. Ruslan bin Mohammad
12.   Encik Mustafa bin Che Ali
13.   Encik Julbakar bin Tajudin
14.   Puan Zuraidah binti Ahmad
15.   Tuan Hj. Mohd Aris Fadzillah bin Abdullah
16.   Tuan Hj. Mhd. Hussin bin Abdul Rahim
17.   Encik Shari Shawarudin bin Pandak Osman
18.   Encik Amiruddin bin Abd Aziz
19.   Encik Mohammad Azlan bin Ali Basah
20.   Puan Fairuz binti Muchtar
21.   Encik Ab. Malek bin Simon
22.   Tuan Hj. Latif bin Anwar
23.   Tuan Hj. Anuar bin Hj. Ahmad
24.   Puan Wan Rohani binti Wan Mohamed
25.   Encik Jamalludin bin Mohd. Yatim
26.   Encik Saheh bin Said
27.   Encik Mohamad Saroto bin Sairan
28.   Encik Ahmad Nizam bin Abdullah
29.   Puan Noraihan binti Noordin
30.   Puan Suhana binti Md. Chairi
31.   Cik Noremy binti Busu (Wakil Bahagian Akademik)
32.   Puan W. Rozidayani binti W. Mohammad (Wakil Bendahari)
33.   Encik Mohamad Khairol bin Khalid (Wakil FEM)
34.   Puan Azlinda binti Hj. Md. Zaid (Wakil FPSK)
35.   Encik Abdul Mohammad bin Omar (Wakil FSPM-Bintulu)
36.   Puan Shamilah binti Samian (Wakil Akademi Sukan)
37.   Encik Nik Mohd. Rodzha bin Nik Mohamed (Wakil ITA)
38.   Encik Mohamad Azli bin Abdul Wahab (Wakil IKDPM)

39.      Puan Hasniah binti Hamid (Wakil PASP)
40.      Encik Mohd. Khairul bin Yusof (Wakil Kolej)
41.      Puan Salmah binti Abdullah (Wakil PSAS)
42.      Encik Ahmad Faisal bin Abd. Ghafar (Wakil iDEC)
43.      Puan Siti Khadijah binti Ahmad (Wakil PPPA)
44.      Encik Azry bin Mohd. Adeny (Wakil CADe)
45.      Puan Nor Afida binti Miskam (Wakil PPKKP)
46.      Puan Latifah binti Amir (Wakil TPU)
47.      Matron Maznah binti Mohamad (Wakil PKU)
48.      Puan Roshaslina binti Mohd. Basir (Wakil PKKSSAAS)
49.      Puan Nurzatul Hakimah binti Mahmud Mahayuddin   (Wakil Marcomm)
50.      Cik Mahmudah binti Aunudin
51.      Encik Mat Razi bin Abdullah  - Pencatat

**Tidak hadir (dengan kenyataan)**

1.      Puan Chek Zan binti Kasah
2.      Encik Mustaffa bin Hj. Dollah
3.      Puan Rohani binti Abdul Latiff
4.      Puan Rosmala binti Abd. Rahim
5.      Puan Lailawati binti Bakar
6.      Encik Rosmi bin Othman
7.      Tuan Hj. Mohd. Nizan bin Jaafar
8.      Encik Amran bin Zakaria
9.      Tuan Hj. Ghani bin Hashim
10.     Puan Noorizai binti Mohamad Nor
11.     Encik Mohd Ya'sak bin Masod
12.     Encik Azman bin Ambia
13.     Encik Muhazam bin Mansor
14.     Encik Nalong Anak Buda
15.     Tuan Hj. A'ni bin Hamzah
16.     Encik Wan Zaharuddin bin Wan Abdullah
17.     Encik Mohd Khairi bin Hassan
18.     Encik Mohd. Faizal bin Daud
19.     Encik Hisyamuddin bin Hashim

## RECERTIFICATION AUDIT PLAN

1. **Objectives**

   a) To determine the continued compliance of the organization's quality management system to the ISO 9001 standard.

   b) To assess changes that has been made to the organization's quality management system.

   c) To verify the effective implementation of corrective actions arising from the findings of the previous audit.

2. **Date of audit:** 12th until 15th June and 19th until 22nd June 2012.

3. **Site of audit :**

   As detailed in the audit plan

4. **Scope of certification :**

   Teaching And Learning Services At Tertiary Level, Management And Implementation Of Research, Networking With Industry And Community, Management Of Student Development And Alumni, And Corporate Services

5. **Audit criteria:**

   - ISO 9001:2008 requirements
   - Organization's Quality Manual and Procedures and customer's regulatory and statutory requirements

6. **Audit team**

   a) Audit Team Leader: Hanida Ghazali

   b) Auditor : Fauziah Sulaiman
   Parimala Devi Ganesan
   Nor Hasifah Abdul
   Mariam Mohamed Zin
   Hjh Hawa Ma'arof
   Chang Boon Ping
   Teh Seok Im
   Matron Azizun Abdul Aziz

Hj Ali Borhan
Hj Dzulkifli Hamzah
Mohd Shazwan Ariff Mohamad Kashim

*(If there is any objection on the proposed audit team, the organisation is required to inform in writing to the Audit Team Leader or the Head of Section)*

7. **Methodology of audit**

Witnessing operations, evaluating documents and records and interviewing of personnel including the management responsible for the area. It shall also include a session with top management.

8. **Confidentiality requirements**

The members of the audit team from SIRIM QAS International Sdn. Bhd. undertake not to disclose any confidential information obtained during the audit including information contained in the final report to any third party, without the express approval of the client unless required by law.

9. **Working Language** : English and Bahasa Malaysia

10. **Reporting**

| i) | Language | : | English |
|---|---|---|---|
| ii) | Format | : | Verbal and written |
| iii) | Expected date of issue | : | After closing meeting |
| iv) | Distribution List | : | Original copy issued to the client and copy maintained in the client file |

11. **Facilities and assistance required** :

i)    Meeting room
ii)   Facilities for photocopying
iii)  Personal protective equipment (where necessary)
iv)   A representative of the company, acting as a guide to assist each auditor

12. **Details of Audit Plan** : As follows

## DETAILS OF AUDIT PLAN

| Day 1 | | |
|---|---|---|
| **Time** | **Agenda** | **Personnel** |
| 0900–0945 | Opening Meeting at Panggung Percubaan UPM<br><br>Briefing on the organization's quality management system and any changes since the last audit<br><br>Briefing by SIRM | SIRIM's auditors and organization's representatives |
| 0945–1730 | Review of documentation system including control of documents and records<br><br>Institut Penyelidikan Matematik<br>Activities related to:<br>- Teaching And Learning Services At Tertiary Level<br>- Management And Implementation Of Research<br>- Other related activities including work environment and infrastructure | Hanida |
| | Pejabat TNC (Akademik & Antarabangsa) Bahagian Akademik<br><br>Activities related to Management of academic program and related matters covering Senate, curriculum approval, student recruitment, examinations timetables, graduation process and convocation. | Fauziah |
| | Fakulti Pengajian Pendidikan<br>Activities related to:<br>- Teaching And Learning Services At Tertiary Level<br>- Management And Implementation Of Research<br>- Other related activities including work environment and infrastructure | Teh |
| | Fakulti Bioteknologi Dan Sains Biomolekul<br>Activities related to:<br>- Teaching And Learning Services At Tertiary Level<br>- Management And Implementation Of Research<br>- Other related activities including work environment and infrastructure | Parimala |

| | Institut Penyelidikan Produk Halal<br>Activities related to:<br>- Teaching And Learning Services At Tertiary Level<br>- Management And Implementation Of Research<br>- Other related activities including work environment and infrastructure | Shazwan |
| --- | --- | --- |
| | Hospital Veterinar<br>- Activities related to hospital health care services including work environment and infrastructure | Matron Azizun |
| | Akademi Sukan<br>Activities related Management And Implementation Of Research | Mariam |

| **Day 2** | | |
| --- | --- | --- |
| **Time** | **Agenda** | **Personnel** |
| 0900–1700 | Institut Kajian Dasar Pertanian Dan Makanan<br>Activities related to:<br>- Management And Implementation Of Research<br>- Other related activities including work environment and infrastructure | Hanida |
| | Taman Pertanian Universiti<br>Activities related to:<br>- Teaching And Learning Services At Tertiary Level<br>- Management And Implementation Of Research<br>- Other related activities including work environment and infrastructure | Chang |
| | Fakulti Pengajian Pendidikan (continuation of Day 1 audit)<br>Activities related to:<br>- Teaching And Learning Services At Tertiary Level<br>- Management And Implementation Of Research<br>- Other related activities including work environment and infrastructure | Teh |
| | Fakulti Bioteknologi Dan Sains Biomolekul (continuation of Day 1 audit)<br>Activities related to:<br>- Teaching And Learning Services At Tertiary Level<br>- Management And Implementation Of | Parimala |

| | Research<br>- Other related activities including work environment and infrastructure | |
|---|---|---|
| | Keselamatan<br>Activities related to:<br>- Planning, implementing, monitoring and reporting of security activities<br>- Other related activities including work environment and infrastructure<br><br>Travelling tu Bintulu | Shazwan |
| | Pusat Kesihatan Universiti<br>Activities related to health care services including work environment and infrastructure | Matron Azizun |
| | Pejabat Naib Canselor Bahagian Pentadbiran<br>Activities related to the services provided by Bahagian Pentadbiran including work environment and infrastructure | Hj Ali |
| | Pejabat Timbalan Naib Canselor (Jaringan Industri Dan Masyarakat)<br>Activities related to the services provided by Pusat Hubungan dan Jaringan Industri including work environment and infrastructure<br><br>Activities related to the services provided by Pengembangan, Keusahawanan dan Kemajuan Profesional (APEEC) including work environment and infrastructure | Hj Dzulkifli |

| **Day 3** | | |
|---|---|---|
| **Time** | **Agenda** | **Personnel** |
| 0900–1700 | Institut Perhutanan Tropika Dan Produk Hutan<br>Activities related to:<br>- Management And Implementation Of Research<br>- Other related activities including work environment and infrastructure | Hanida |
| | Perpustakaan Sultan Abdul Samad<br>Activities related to the library services and other related activities including work environment and infrastructure | Chang |

| | | |
|---|---|---|
| | Pejabat Timbalan Naib Canselor (Hal Ehwal Pelajar Dan Alumni)<br>Activities related to the services provided by Bahagian Hal Ehwal including work environment and infrastructure<br><br>Activities related to the services provided by Pusat Alumni including work environment and infrastructure<br><br>Activities related to the services provided by Pusat Inovasi Dan Pembangunan Pelajar including work environment and infrastructure | Teh |
| | Fakulti Sains Komputer Dan Teknologi Maklumat<br>Activities related to:<br>- Teaching And Learning Services At Tertiary Level<br>- Management And Implementation Of Research<br>- Other related activities including work environment and infrastructure | Parimala |
| | Pusat Pembangunan Maklumat Dan Komunikasi<br>Activities related to the services provided by Pusat Pembangunan Maklumat Dan Komunikasi including work environment and infrastructure<br>- | Hj Dzulkifli |
| | UPM Kampus Bintulu<br>Activities related to:<br>- Teaching And Learning Services At Tertiary Level<br>- Management And Implementation Of Research<br>- Other related activities including work environment and infrastructure | Shazwan |

| Day 4 | | |
|---|---|---|
| **Time** | **Agenda** | **Personnel** |
| 0900–1700 | Institut Pengajian Sains Sosial<br>Activities related to:<br>- Teaching And Learning Services At Tertiary Level<br>- Management And Implementation Of Research<br>- Other related activities including work environment and infrastructure<br>- | Hanida |

| | | |
|---|---|---|
| | Pejabat Naib Canselor<br>Activities related to the services provided by Bahagian Audit Dalaman including work environment and infrastructure<br><br>Activities related to the services provided by Bahagian Perancangan Korporat including work environment and infrastructure | Chang |
| | Pejabat Timbalan Naib Canselor (Hal Ehwal Pelajar Dan Alumni) – continuation of Day 1 audit<br><br>Activities related to the services provided by Pusat Sukan including work environment and infrastructure<br><br>Activities related to the services provided by Pusat Penempatan Kerjaya including work environment and infrastructure | Teh |
| | Fakulti Sains Komputer Dan Teknologi Maklumat (continuation of Day 1 audit)<br>Activities related to:<br>- Teaching And Learning Services At Tertiary Level<br>- Management And Implementation Of Research<br>- Other related activities including work environment and infrastructure | Parimala |
| | Kolej Tun Dr Ismail<br>Activities related to the services provided by Kolej Tun Dr Ismail including work environment and infrastructure.<br><br>Kolej Canselor<br>Activities related to the services provided by Kolej Canselor inncluding work environment and infrastructure. | Hjh Hawa |
| | UPM Kampus Bintulu (continuation of Day 1 audit)<br>Activities related to:<br>- Teaching And Learning Services At Tertiary Level<br>- Management And Implementation Of Research<br>- Other related activities including work environment and infrastructure | Shazwan |

| Day 5 | | |
|---|---|---|
| **Time** | **Agenda** | **Personnel** |
| 0900–1700 | Pejabat Naib Canselor<br>Activities related to the services provided by Pejabat Pemasaran Dan Komunikasi including work environment and infrastructure<br><br>Activities related to the services provided by Pejabat Pengurusan Keselamatan Dan Kesihatan Pekerjaan including work environment and infrastructure | Chang |
| | Fakulti Bahasa Moden Dan Komunikasi<br>Activities related to:<br>- Teaching And Learning Services At Tertiary Level<br>- Management And Implementation Of Research<br>- Other related activities including work environment and infrastructure | Parimala |
| | Pusat Islam<br>Activities related to the services provided by Pusat Islam including work environment and infrastructure. | Shazwan |
| | Kolej 15<br>Activities related to the services provided by Kolej 15 including work environment and infrastructure.<br><br>Kolej 16<br>Activities related to the services provided by Kolej 16 including work environment and infrastructure. | Hjh Hawa |

| Day 6 | | |
|---|---|---|
| **Time** | **Agenda** | **Personnel** |
| 0900–1700 | Pejabat Timbalan Naib Canselor (Penyelidikan Dan Inovasi)<br>Activities related to the services provided by Bahagian Pentadbiran including work environment and infrastructure<br><br>Activities related to the services provided by Pusat Penyelidikan Universiti (RMC) including work environment and infrastructure | Chang |

| | Fakulti Bahasa Moden Dan Komunikasi (continuation of Day 1 audit)<br>Activities related to:<br>- Teaching And Learning Services At Tertiary Level<br>- Management And Implementation Of Research<br>- Other related activities including work environment and infrastructure | Parimala |
|---|---|---|
| | Institut Biosains<br>Activities related to:<br>- Teaching And Learning Services At Tertiary Level<br>- Management And Implementation Of Research<br>- Other related activities including work environment and infrastructure | Mariam |
| | Penerbit<br>Activities related to the services provided by Penerbit including work environment and infrastructure<br><br>Measurement, Analysis and Improvement<br>- Handling of customer complaints | Hj Dzul |

| Day 7 | | |
|---|---|---|
| **Time** | **Agenda** | **Personnel** |
| 0900–1700 | Pusat Pembangunan Akademik<br>Activities related to the development of the professionalism of academic officers and other related activities including work environment and infrastructure | Hanida |
| | Fakulti Pengajian Alam Sekitar<br>Activities related to:<br>- Teaching And Learning Services At Tertiary Level<br>- Management And Implementation Of Research<br>- Other related activities including work environment and infrastructure | Parimala |

| | Pejabat Bendahari<br>Activities related to the services provided by Pejabat Bendahari including work environment and infrastructure | Nor Hasifah |
|---|---|---|

| **Day 8** | | |
|---|---|---|
| **Time** | **Agenda** | **Personnel** |
| 0900–1500 | Measurement, Analysis and Improvement<br>- Internal audit<br>- Corrective and preventive actions<br>- Continual improvement<br><br>Management review (including a session with the top management) | Hanida |
| | Fakulti Pengajian Alam Sekitar (continuation of Day 1 audit)<br>Activities related to:<br>- Teaching And Learning Services At Tertiary Level<br>- Management And Implementation Of Research<br>- Other related activities including work environment and infrastructure | Parimala |
| | Pejabat Timbalan Naib Canselor<br>Sekolah Pengajian Siswazah<br>Activities related to Teaching And Learning Services At Tertiary Level and other related activities including work environment and infrastructure | Fauziah |
| | Pejabat Pendaftar<br>Activities related to the services provided by Pejabat Pendaftar including work environment and infrastructure | Nor Hasifah |
| 1500–1630 | Preparation of Report | SIRIM's auditors |
| 1630 | Closing Meeting at Auditorium Jurutera, Fakulti Kejuruteraan UPM: Presentation of Findings and Recommendation | SIRIM's auditors & Organization's management |

Note : The audit process will include the verification of previous audit findings

Note: Where applicable, the audit activities will cover the requirements of Clause 4 Quality management system, Clause 5 Management responsibility, Clause 6 Resource management, Clause 7 Product realization and Clause 8 Measurement, analysis and improvement.

Note : The break time will follow the organization's time

## PERSEDIAAN AUDIT PENSIJILAN SEMULA

**PERKARA 1: MEMUAT NAIK DOKUMEN**

| Tindakan BJK UPM | Tindakan Peneraju Proses/PTJ | |
|---|---|---|
| 1. Kemaskini rekod kualiti Fail Tindakan Pembetulan, Tindakan Pencegahan, dan peluang Penambahbaikan peringkat Induk | 1. Penyerahan:<br>• Senarai Utama Status Tindakan Pembetulan PTJ<br>• Senarai Utama Status Tindakan Pencegahan PTJ<br>• Senarai Utama Status Peluang Penambahbaikan PTJ<br><br>(**Perhatian**: boleh juga diemelkan ke **spkpendaftar@gmail.com**) | **Semua PTJ** |
| | 2. Kemaskini rekod kualiti Fail Tindakan Pembetulan, Tindakan Pencegahan, dan peluang Penambahbaikan peringkat PTJ | |
| 2. Memuat naik senarai rekod kualiti untuk Fail audit Dalaman | Bagi PTJ yang masih belum menutup NCR dan Ofi, tarikh akhir untuk selesaikan adalah pada 8 Jun 2012 (Jumaat). Pada 11 Jun 2012 (Isnin) bermula jam 2.00 petang, PTJ akan memuat naik ringkasan audit, laporan audit dan Senarai NCR dan Ofi. | **Semua PTJ** |
| 3. Penyerahan Minit Mesyuarat Kajian Semula Pengurusan UPM | PTJ boleh memuat naik Minit Mesyuarat Kajian Semula Pengurusan UPM bermula 11 Jun 2012 (Isnin) jam 2.00 petang. | **Semua PTJ** |
| 4. Edar **Borang Pengesahan Kelulusan Dokumen** untuk mendapatkan tandatangan Ketua PTJ bagi setiap proses<br><br>(**Perhatian**: serahan kepada TPKD PP dibuat pada 8 Jun 2012) | Serahkan **Borang Pengesahan Kelulusan Dokumen** yang telah lengkap ditandatangi oleh Ketua PTJ | **Peneraju Proses** |

# PERKARA 2 : PENYEDIAAN FAIL REKOD KUALITI

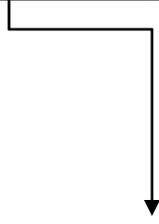## KAWALAN DOKUMEN - peringkat **Peneraju Proses sahaja**

| Kod Fail, Tajuk Fail dan Senarai Rekod | Tanggungjawab Mengumpul dan Memfail | Tanggungjawab Menyelenggara | Tempat dan Tempoh Simpanan | Kuasa Melupus |
|---|---|---|---|---|
| UPM/(kod PTJ)/100-4/1 <br><br> **Kawalan Dokumen** <br><br> • Borang Cadangan Pindaan/Tambahan Dokumen (PGR/BR01/CPD) bagi skop Peneraju Proses yang telah dilengkapkan <br> • Borang Permohonan Dokumen (PGR/BR01/BPD) yang telah dilengkapkan <br> • Petikan Minit Mesyuarat yang berkaitan bagi kelulusan dokumen <br> • Surat Menyurat yang berkaitan | PT (P/O) | TPKD PP | BDR/BJK Peneraju Proses <br><br> 3 Tahun | Ketua PTJ |

## AUDIT DALAMAN – semua PTJ (Kuatkuasa 25/4/2011)

| Kod Fail, Tajuk Fail dan Senarai Rekod | Tanggungjawab Mengumpul dan Memfail | Tanggungjawab Menyelenggara | Tempat dan Tempoh Simpanan | Kuasa Melupus |
|---|---|---|---|---|
| UPM/(kod PTJ)/ 100/4/4 <br><br> **Audit Dalaman MS ISO 9001:2008** <br><br> • Salinan Borang Jadual Audit Dalaman (PGR/BR04/AD 02) <br> • **Salinan Borang Ringkasan AD (PGR/BR04/AD 05)** <br> • **Salinan Borang ketidakpatuhan (PGR/BR03/KKP)** <br> • **Salinan Borang Peluang Penambahbaikan (PGR/BR04/OFI)** <br> • **Salinan Senarai Utama Status Tindakan Pembetulan (PGR/SU05/SU-LTB)** <br> • **Salinan Senarai Utama Status Peluang Penambahbaikan (PGR/SU07/SU-OFI)** <br> • **Salinan Laporan Ketua Juruaudit** | PT (P/O) | TWP PTJ | BDR/BJK PTJ <br><br> 3 Tahun | Ketua PTJ |

AUDIT DALAMAN – semua PTJ (Kuatkuasa 30/1/2012)

| Bil | Kod Fail, Tajuk Fail dan Senarai Rekod | Tanggungjawab Mengumpul dan Memfail | Tanggungjawab Menyelenggara | Tempat dan Tempoh Simpanan | Kuasa Melupus |
|---|---|---|---|---|---|
| 2. | UPM/(kod PTJ)/ 100/4/4 <br><br> **Audit Dalaman MS ISO 9001:2008** <br><br> • Surat Pelantikan TPAD dan JAD PTJ <br> • Salinan Borang Jadual Audit Dalaman (PGR/BR04/AD 02) <br> • **Salinan Borang Ringkasan AD (PGR/BR04/AD 05)** <br> • **Salinan Senarai Utama Status Tindakan Pembetulan** <br> • **Salinan Senarai Utama Status Peluang Penambahbaikan** <br> • **Salinan Laporan Ketua Juruaudit** | PT (P/O) | TPAD | BDR/BJK PTJ <br><br> 3 Tahun | Ketua PTJ |

Tindakan **BJK UPM dan PTJ**:
- Dokumen berkaitan boleh dimuat naik pada 11 Jun 2012 (Isnin) bermula jam 2.00 petang.
- Bagi PTJ yang telah **menukar Juruaudit PTJ semasa Audit Dalaman 2012,** mohon **pastikan surat pelantikan**

Tindakan Pembetulan – semua PTJ

| Bil | Kod Fail, Tajuk Fail dan Senarai Rekod | Tanggungjawab Mengumpul dan Memfail | Tanggungjawab Menyelenggara | Tempat dan Tempoh Simpanan | Kuasa Melupus |
|---|---|---|---|---|---|
| 1. | UPM/100-4/5<br><br>**Tindakan Pembetulan (Induk)**<br><br>• Surat-surat yang berkaitan<br>• Minit mesyuarat yang berkaitan<br>• **Laporan status tindakan pembetulan keseluruhan**<br>• Borang Ketakakuran (PGR /BR03/KKP) bagi proses Pengurusan yang telah disahkan keberkesanan tindakannya | Urus Setia Induk | KBJK | BDR<br><br>3 Tahun<br>(Selewat-lewatnya 6 bulan selepas audit Badan Persijilan) | Pendaftar |
| 2. | UPM/(*kod PTJ*)/100-4/5<br><br>**Tindakan Pembetulan *(nama PTJ)***<br><br>• Surat-surat yang berkaitan<br>• Minit mesyuarat yang berkaitan<br>• Laporan status tindakan pembetulan<br>• Borang Ketakakuran (PGR /BR03/KKP) yang telah disahkan keberkesanan tindakannya | Urus Setia PTJ | TWP PTJ | Pejabat TWP PTJ/ Bilik Jaminan Kualiti<br><br>3 Tahun<br><br>(Selewat-lewatnya 6 bulan selepas audit Badan Persijilan) | Ketua PTJ |
| 3. | PGR /BL05/LOG-LTB<br><br>**Log Tindakan Pembetulan**<br><br>• Log Tindakan Pembetulan | Urus Setia Induk/Urus Setia PTJ | KBJK/ TWP PTJ | BDR/ Pejabat TWP PTJ/ Bilik Jaminan Kualiti<br><br>3 Tahun | Ketua PTJ |

Tindakan **semua Peneraju Proses** untuk serahkan Senarai Utama kepada BJK UPM untuk fail Tindakan pembetulan Induk selewat-lewatnya 8 Jun 2012 (Jumaat)

*Minit mesyuarat JKJK UPM Kali ke-9(Khas)*

Tindakan Pencegahan – semua PTJ

| Bil | Kod Fail, Tajuk Fail dan Senarai Rekod | Tanggungjawab Mengumpul dan Memfail | Tanggungjawab Menyelenggara | Tempat dan Tempoh Simpanan | Kuasa Melupus |
|---|---|---|---|---|---|
| 1. | UPM/100/4/6<br><br>**Tindakan Pencegahan (Induk)**<br><br>• **Senarai Utama Status Tindakan Pencegahan keseluruhan**<br>• Minit Mesyuarat berkaitan<br>• Laporan status tindakan pencegahan<br>• Surat-surat berkaitan<br>• Borang Tindakan Pencegahan yang telah disahkan keberkesanannya bagi proses Pengurusan yang telah disahkan keberkesanan tindakannya | Urus Setia Induk | KBJK | BDR<br><br>3 Tahun<br><br><br><br>Selewat-lewatnya 6 bulan selepas audit Badan Persijilan | Pendaftar |
| 2. | UPM*/(kod PTJ)/*100/4/6<br><br>**Tindakan Pencegahan (nama PTJ)**<br><br>• Senarai Utama Status Tindakan Pencegahan PTJ<br>• Minit Mesyuarat berkaitan<br>• Laporan status tindakan pencegahan<br>• Surat-surat berkaitan<br>• Borang Tindakan Pencegahan yang telah disahkan keberkesanannya | Urus Setia PTJ | TWP PTJ | Pejabat TWP PTJ/Bilik Jaminan Kualiti<br><br>3 Tahun<br><br><br><br>Selewat-lewatnya 6 bulan selepas audit Badan Persijilan | Ketua PTJ |

Tindakan **semua Peneraju Proses** untuk serahkan Senarai Utama kepada BJK UPM untuk fail Tindakan pembetulan Induk selewat-lewatnya 8 Jun 2012 (Jumaat)

Peluang Penambahbaikan – semua PTJ

| Bil | Kod Fail, Tajuk Fail dan Senarai Rekod | Tanggungjawab Mengumpul dan Memfail | Tanggungjawab Menyelenggara | Tempat dan Tempoh Simpanan | Kuasa Melupus |
|---|---|---|---|---|---|
| 1. | UPM/100/4/7<br><br>**Peluang Penambahbaikan (Induk)**<br><br>• Minit Mesyuarat berkaitan<br>• **Laporan-laporan status penambahbaikan keseluruhan berkaitan**<br>• Surat-surat berkaitan<br>• Borang Peluang Penambahbaikan bagi proses Pengurusan yang telah disahkan keberkesanan tindakannya | Urus Setia Induk | KBJK | BDR<br><br>3 Tahun<br><br><br><br>Selewat-lewatnya 6 bulan selepas audit Badan Persijilan | Pendaftar |
| 2. | UPM/*(kod PTJ)*/100/4/7<br><br>**Peluang Penambahbaikan (nama PTJ)**<br><br>• Minit Mesyuarat berkaitan<br>• Laporan-laporan berkaitan<br>• Surat-surat berkaitan<br>• Borang Peluang Penambahbaikan yang telah disahkan keberkesanan tindakannya | Urus Setia PTJ | TWP PTJ | Pejabat TWP/Bilik Jaminan Kualiti<br><br>3 Tahun<br><br>Selewat-lewatnya 6 bulan selepas audit Badan Persijilan | Ketua PTJ |
| 3. | PGR /BL07/LOG-OFI<br><br>**Log Peluang Penambahbaikan**<br><br>• Log Peluang Penambahbaikan | Urus Setia Induk/Urus Setia PTJ | KBJK/TWP PTJ | BDR/ Pejabat TWP/Bilik Jaminan Kualiti<br><br>3 Tahun | Ketua PTJ |

Tindakan **semua Peneraju Proses** untuk serahkan Senarai Utama kepada BJK UPM untuk fail Tindakan pembetulan Induk selewat-lewatnya 8 Jun 2012 (Jumaat)