



**UNIVERSITI PUTRA MALAYSIA**  
AGRICULTURE • INNOVATION • LIFE

**MESYUARAT  
JAWATANKUASA KUALITI UPM  
KALI KE- 32**

**PADA 12 APRIL 2017 (RABU)**  
**JAM 9.00 PAGI**

**DI DEWAN SENAT, TINGKAT 1,  
BANGUNAN CANSELORI PUTRA**

# JK KUALITI UPM KALI KE-32

## AGENDA 7

**SISTEM PENGURUSAN KUALITI (SPK):  
PERALIHAN DARIPADA ISO 9001:2008  
KEPADА ISO 9001:2015 &  
PELAKSANAAN TINDAKAN**

# UPM

TELAH  
DIPERSIJILKAN  
DENGAN SATU  
PENSIJILAN  
**(ISO 9001:2008)**  
MULAI TAHUN  
2011 HINGGA  
KINI



# PENGURUSAN & PENAMBAHBAIKAN KUALITI:

## Pengekalan Pensijilan Sistem Pengurusan Kualiti (QMS) ISO 9001



**Peralihan Standard baharu:**  
**MS ISO 9001:2015**

**Tahun 2017**

Audit  
Pemantauan 2  
11 – 15, 18 – 20 &  
25 – 26 SEPT. 2017

Penambahan Entiti  
1. Pusat Antarabangsa  
2. Pusat Sains Akuakultur  
Antarabangsa  
3. Pusat Pemajuan  
Kompetensi Bahasa  
4. Institut Kajian  
Perlادangan  
5. WAZAN



**2017:**  
**UPM KOMITED UNTUK**

**PENGEKALAN  
PENSIJILAN**

No. Pensijilan:  
**AR2020**  
Tempoh Sah:  
**16 OKT. 2015 – 6 JULAI 2018**

DAN AKAN DIAUDIT  
MENGGUNAKAN STANDARD  
BAHARU

**ISO 9001: 2015**



**SIJIL**

SIRIM QAS International Sdn. Bhd. dengan ini mengesahkan bahawa

**UNIVERSITI PUTRA MALAYSIA**  
43400 SERDANG  
SELANGOR DARUL EHSAN  
MALAYSIA

telah melaksanakan Sistem Pengurusan Kualiti yang memenuhi

**ISO 9001 : 2008**  
QUALITY MANAGEMENT SYSTEMS - Requirements

Skop Pensijilan

**PERKHIDMATAN PENGAJIAN PENDIDIKAN DI PERINGKAT TERTIARY,  
PENGURUSAN DAN PELAKSANAAN PENYELIDIKAN, PERHUBUNGAN  
INDUSTRI DAN MASYARAKAT, PENGURUSAN PEMBANGUNAN PELAJAR  
DAN ALUMNI, DAN PERKHIDMATAN KORPORAT.**

**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.**

**TEACHING FACULTIES, INSTITUTES, CENTRES, OFFICES, DIVISION,  
ACADEMIES AND COLLEGES COVERED BY THIS CERTIFICATION ARE  
LISTED IN THE ANNEX TO THIS CERTIFICATE**

Tarikh dikeluarkan	: 16 Oktober 2015
Tempoh sah	: 16 Oktober 2015 – 06 Julai 2018
No. Pensijilan	: AR2020

*[Signature]*

Khalidah Mustafa  
Pengarah Urusan  
SIRIM QAS International Sdn. Bhd.

Pengangguran sifat ini terhad kepada prestasi-ciri dan spesifikasi templat dalam Persijilan Pensijilan.



2017:

**PENGEKALAN  
PENSIJILAN**

No. Pensijilan:

**AR2020**

Tempoh Sah:

16 OKT. 2015 – 6 JULAI 2018



menggunakan  
standard

A BRIEF

..about....





QUALITY  
MANAGEMENT  
SYSTEM

**Sistem Pengurusan Kualiti**  
adalah  
e n j i n  
dalam  
**pelaksanaan tindakan**  
untuk mencapai  
**matlamat pelan strategik UPM**

A quality management system (QMS) is a collection of business processes focused on **consistently meeting customer requirements and enhancing their satisfaction.**

It is **aligned with an organization's purpose and strategic direction (ISO 9001:2015).**

It is expressed as the organizational goals and aspirations, policies, processes, documented information and resources needed to implement and maintain it.

Requirements of QMS integration into organization's business process, tying business strategy with QMS

# PERUBAHAN KONSEPTUAL DALAM ISO 9001:2015

Memberi penekanan kepada:

## 1. Pelanggan (*Customer Focus*)



### Clause 1 - SCOPE

- Clause 1.1 (a) meets customer requirements
- (b) enhance customer satisfaction

### Clause 5 – MANAGEMENT RESPONSIBILITY

#### Clause 5.2

Top Management shall ensure that customer requirements are determined and are met with the aim of enhancing customer satisfaction



Penuhi **keperluan** pelanggan  
& **ekspektasi** pelanggan

### Clause 4 – CONTEXT OF THE ORGANIZATION

Clause 4.2: *Understanding the needs and expectations of interested parties*

.....the organization shall determine:

- (a) the interested parties
- (b) the requirements of these interested parties

### Clause 5 - LEADERSHIP

Clause 5.1: Leadership and commitment

#### 5.1.2: **Customer Focus**

Top Management shall demonstrate leadership and commitment with respect to customer focus by ensuring:

- (a) Customer and applicable statutory and regulatory requirements are determined, understood and consistently met;
- (b) The risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed;
- (c) The focus on enhancing customer satisfaction is maintained.

## 2. Komitmen Pihak Pengurusan



### Clause 5 – MANAGEMENT RESPONSIBILITY (Tanggung jawab Pengurusan)

#### Clause: 5.1 Management commitment

Top management shall provide evidence of its commitment to the development and implementation of the QMS and continually improving its effectiveness by:

- (a) Communicating to the organization the importance of meeting customer as well as statutory and regulatory;
- (b) Establishing the quality policy;
- (c) Ensuring quality objectives are established;
- (d) Conducting management reviews; and
- (e) Ensuring the availability of resources.

### **Clause 5 - LEADERSHIP**

#### *Clause 5.1: Leadership and commitment*

##### *5.1.1: General*

*Top Management shall **demonstrate leadership and commitment** with respect to the quality management system by:*

- (a) taking accountability for the effectiveness of the QMS;*
- (b) ensuring that the quality policy and quality objectives are established for the QMS and are compatible with the context and strategic direction of the organization;*
- (c) ensuring the integration of QMS requirements into the organization's business processes;*
- (d) promoting the use of the process approach and the risk-based thinking;*
- (e) ensuring that the resources needed for the QMS are available;*
- (f) communicating the importance of effective QMS and confirming to the QMS requirements;*
- (g) ensuring that the QMS achieves its intended results;*
- (h) engaging, directing and supporting persons to contribute to the effectiveness of the QMS;*
- (i) promoting improvement;*
- (j) supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.*

## 3. Pemikiran Berasaskan Risiko (*Risk-based Thinking*)



**process approach**, which incorporates:

- The **PDCA cycle**, and
- **Risk-based thinking**

### Risk-based thinking is in:

**0.3.3**

- Introduction - the concept of risk-based thinking is explained

**4.4.1 (f)**

- Clause 4 - organization is required to determine its QMS processes and address its risks and opportunities

**5.1.1 (d)**

- Clause 5 – top management is required to
  - Promote awareness of risk-based thinking

**5.1.2 (b)**

- Determine and address risks and opportunities that can affect product /service conformity

**6.1.2 (a)**

- Clause 6 - organization is required to identify risks and opportunities related to QMS performance and take appropriate actions to address them

**9.1.3 (e)**

- Clause 9 – analysis and evaluation the effectiveness of actions taken to address risks and opportunities

**9.3.2 (e)**

- Clause 9 – Discuss the effectiveness of actions taken to address risks and opportunities

**10.2.1 (e)**

- Clause 10 – when NCR arises, update risk and opportunities determined during planning

Annex A – A.4 Risk-based Thinking)

## 4. Menjajarkan (*Aligning*) Dasar dan Objektif SPK bersama Hala Tuju Strategik Organisasi



### **Clause 5 - LEADERSHIP**

*Clause 5.1: Leadership and commitment*

*5.1.1: General*

*Top Management shall demonstrate leadership and commitment with respect to the QMS by:*

**(c) Ensuring the integration of QMS into the organization's business process**

### **Clause 5 - LEADERSHIP**

*Clause 5.2: Policy*

*5.2.1: Establishing the quality policy*

*Top Management shall establish, implement and maintain the quality policy that:*

*(a) is appropriate to the purpose and context of the organization and supports its strategic direction;*

## 5. Dokumentasi yang Fleksibel



**Clause 4 – QUALITY MANAGEMENT SYSTEM**  
Clause 4.2: Documentation requirements  
    4.2.2 Quality Manual  
    4.2.3 Control of documents  
    4.2.4 Control of records



documented information is used  
for all document requirements  
either to maintain or retain

### Clause 7 – SUPPORT

#### Clause 7.5: Documented information

7.5.1 The organization's quality management system shall include:

- Documented information required by this International Standard;
- Documented information determined by the organization as being necessary for the effectiveness of the QMS

Note: 3 kategori dokumen:

- Maintain documented information
  - pengekalan dokumen
- Retain documented information
  - pengekalan rekod
- Information
  - Maklumat yang boleh ditentukan oleh organisasi berhubung pengekalan maklumat

# ISO 9001:2015 Documentation Toolkit

Note: The documentation should preferably be implemented in the order in which it is listed here.

No.	Doc. Code	Name of Document	ISO 9001 Clause	Mandatory document
1	00	Procedure for Document and Record Control	7.5	
2	00.1	Appendix 1 – List of Internal Documents		
3	00.2	Appendix 2 – List of External Documents		
4	00.3	Appendix 3 – List of Types of Records		
5	00.4	Appendix 4 – Registry of Records for Detention/ Central Archive		
6	01	Project Plan		
7	02	Quality Policy	5.2	✓
8	02.1	Appendix 1 – Quality Objectives	6.2	✓
9	03	Quality Manual		✓
10	04	Procedure for Determining Context of the Organization and Interested Parties	4.1; 4.2	
11	04.1	Appendix 1 – List of Interested Parties	4.2	
12	04.2	Appendix 2 – Conformance Evaluation Record	4.2	
13	04.3	Appendix 3 – Scope of Quality Management System	4.3	✓
14	05	Procedure for Competence, Training and Awareness	7.1.2; 7.2; 7.3	
15	05.1	Appendix 1 – Training Program	7.2	
16	05.2	Appendix 2 – Training Record	7.2	✓
17	05.3	Appendix 3 – Record of Attendance	7.3	
18	06	Procedure for Addressing Risks and Opportunities	6.1	
19	06.1	Appendix 1 – Registry of risks and opportunities	6.1	
20	07	Sales Procedure	8.2	
21	07.1	Appendix 1 – Customer Requirement Review Checklist	8.2.2; 8.2.3	✓
22	07.2	Appendix 2 – Registry of Customer Complaints	8.2	
23	08	Procedure for Design and Development	8.3	
24	08.1	Appendix 1 – Project Task	8.3.2; 8.3.3	✓ *
25	08.2	Appendix 2 – Project Plan and Review	8.3.2; 8.3.4;	✓
26	08.3	Appendix 3 – Change Review Record	8.3.6	✓
27	08.4	Appendix 4 – Design Review Minutes	8.3.5	✓
28	09	Procedure for Purchasing and Evaluation of Suppliers	8.4	✓
29	09.1	Appendix 1 – Checklist for Evaluation of Suppliers	8.4.1	✓ *
30	09.2	Appendix 2 – List of Approved Suppliers	8.4.1	
31	09.3	Appendix 3 – Registry of Complaints about Suppliers	8.4	
32	09.4	Appendix 4 – Request and Order for Purchasing	8.4.1	

33	10	Procedure for Production and Service Provision	8.5	
34	10.1	Appendix 1 – Product Specification	8.5.1	✓
35	10.2	Appendix 2 – Record of Product/Service Conformance	8.5.1	
36	10.3	Appendix 3 – Quality Plan	8.5.1	
37	10.4	Appendix 4 – Notification to a Customer about Changes on his Property	8.5.3	✓ *
38	10.5	Appendix 5 – Record of Traceability	8.5.2; 8.6	✓ *
39	10.6	Appendix 6 – Production/service Change Review Record	8.5.6	✓
40	11	Warehousing Procedure	8.5.4	
41	11.1	Appendix 1 – Record of Warehousing Temperature Control	8.5.4	
42	12	Procedure for Management of Nonconformities and Corrective actions	8.7; 10.2	✓
43	12.1	Appendix 1 – Non-Conformity Record	8.7; 10.2.2	✓
44	12.2	Appendix 2 – Corrective Action Record	10.2.2	✓
45	12.3	Appendix 3 – Registry of Non-Conformities and Corrective Actions	10.2.2	
46	13	Procedure for Equipment Maintenance and Measuring Equipment	7.1.5	
47	13.1	Appendix 1 – List of Equipment	7.1.5	
48	13.2	Appendix 2 – Plan for Preventive Maintenance of Equipment	7.1.5	
49	13.3	Appendix 3 – Maintenance and Calibration Record	7.1.5.2	✓
50	14	Procedure for Measuring Customer Satisfaction	9.1.2	
51	14.1	Appendix 1 – Customer Satisfaction Questionnaire	9.1.2	
52	14.2	Appendix 2 – Report of Customer Satisfaction	9.1.2	
53	14.3	Appendix 3 – Monitoring of Customer Satisfaction	9.1.2	
54	15	Procedure for Internal Audit	9.2	✓
55	15.1	Appendix 1 – Internal Audit Checklist		
56	15.2	Appendix 2 – Internal Audit Program	9.2.2	✓
57	15.3	Appendix 3 – Internal Audit Report	9.2.2	✓
58	16	Procedure for Management Review	9.3	
59	16.1	Appendix 1 – Matrix of Key Performance Indicators	9.1.3	✓
60	16.2	Appendix 2 – Data Analysis Report	9.1.3	✓
61	16.3	Appendix 3 – Management Review Minutes	9.3.3	✓

\*The listed documents are not mandatory if the corresponding processes don't exist in the organization.

## 6. Menyediakan Produk & Perkhidmatan yang Baik secara Konsisten

Current

STANDARD  
ISO 9001:2008

Clause 7 – PRODUCT REALIZATION

The organization shall plan and develop the processes needed for the product realization. Planning of product realization shall be consistent with the requirements of the other processes of the QMS



### Clause 8.0: OPERATION

#### Clause 8.1 Operational planning and control

*The organization shall plan, implement and control the processes needed to meet the requirements for the provision of*

**products and services**, and to implement the actions determined in the planning.....

*8.2 Requirements for products and services*

*8.3 Design and development of products and services*

*8.4 Control of external provided processes, products and services*

*8.5 Production and service provision*

*8.6 Release of products and services*

*8.7 Control of nonconforming outputs*

# PERUBAHAN STRUKTUR SPK DALAM BENTUK KITARAN PDCA

**Current****STANDARD**  
ISO 9001:2008

## INTRODUCTION

0.2 This international standard promotes the adoption of a process approach when developing, implementing and improving the effectiveness of QMS, to enhance customer satisfaction by meeting customer requirements.



ISO 9001:2015 employs the **process approach**, which incorporates:

- The **PDCA cycle**, and
- **Risk-based thinking**

## Introduction

### 0.3: Process approach

0.3.1: The **process approach** involves the systematic definition and management of processes, and their interactions, so as to achieve the intended results in accordance with the quality policy and strategic direction of the organization.

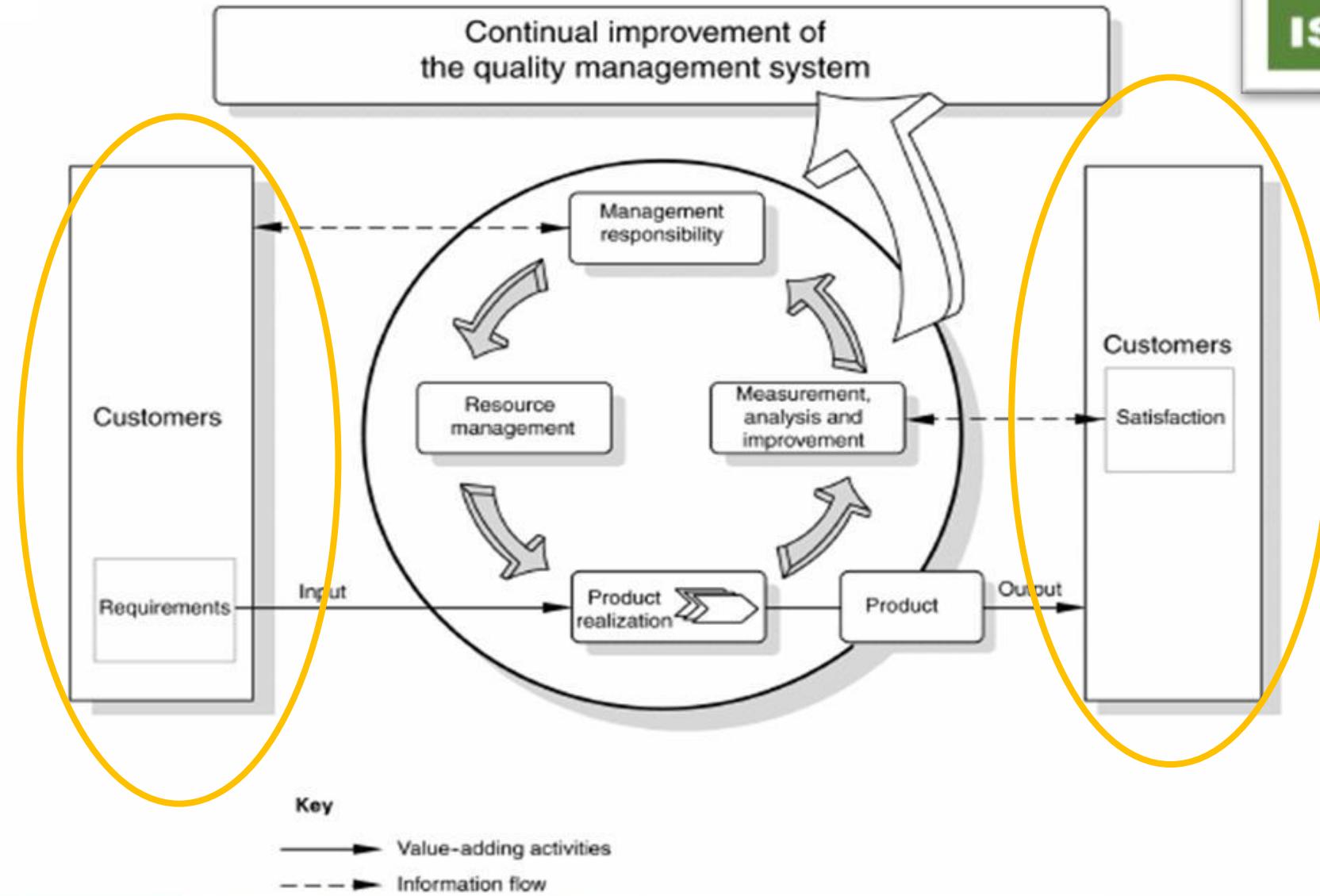
### 0.3.2: Plan-Do-Check-Act cycle

The PDCA cycle can be applied to all process and the quality management system as a whole

### 0.3.3: Risk-based thinking

An organization needs to plan and implement actions to address risk and opportunities..... for increasing the effectiveness of QMS

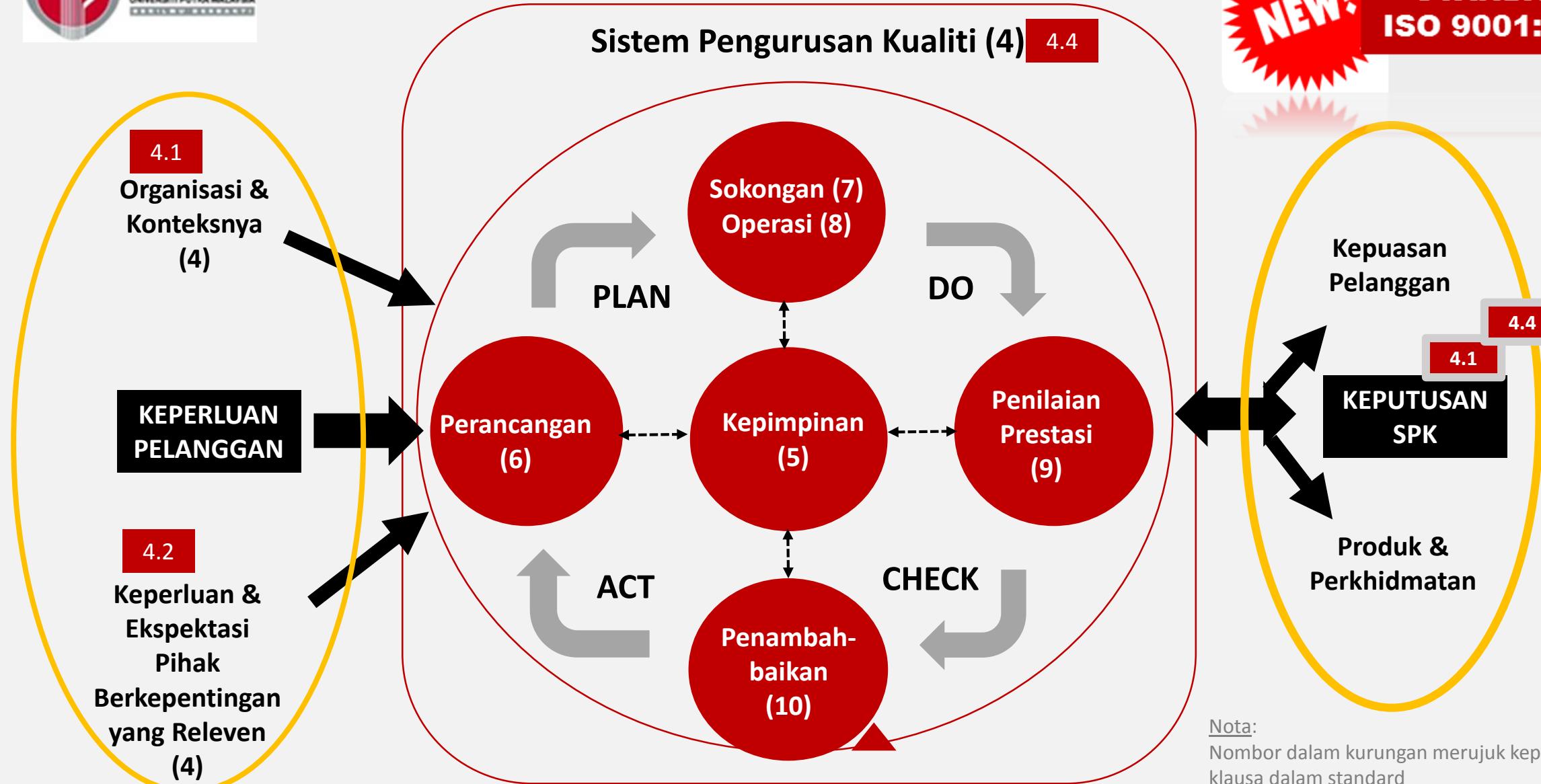
## INTRODUCTION: 0.2 –PROCESS APPROACH IN THE PDCA CYCLE



**INTRODUCTION: 0.3.2 – THE STRUCTURE OF  
THE INTERNATIONAL STANDARD IN THE PDCA CYCLE**



**STANDARD  
ISO 9001:2015**



Nota:

Nombor dalam kurungan merujuk kepada klausula dalam standard

# ISO 9001 – Key Differences

	ISO 9001:2008	ISO 9001:2015	
0 Introduction	0 Introduction	0 Introduction	
1 Scope	1 Scope	1 Scope	
2 Normative references	2 Normative references	2 Normative references	
3 Terms and definitions	3 Terms and definitions	3 Terms and definitions	
PLAN	<b>4 Quality management system</b> <b>5 Management responsibility</b> <b>6 Resource management</b>	<b>4 Context of the organization</b> <b>5 Leadership</b> <b>6 Planning</b>	PLAN
DO	<b>7 Product realization</b>	<b>7 Support</b> <b>8 Operation</b>	DO
CHECK and ACT	<b>8 Measurement, analysis and improvement</b>	<b>9 Performance evaluation</b> <b>10 Improvement</b>	CHECK ACT



# **Believe It or Not!**

SIRI TINDAKAN  
KE ARAH PERALIHAN KEPADA MS ISO 9001:2015:

## **SIRI 1 - 6**



Alhamdulillah 



	JAN		FEB		Pengemaskinian Dokumentasi		MAC		APRIL		
	TARIKH	PERKARA	TARIKH	SIRI 3			PERKARA	SIRI 5	TARIKH	PERKARA	12/4 JKK 2
<b>QMS</b>	17	Taklimat Pemahaman keperluan standard ISO 9001:2015	7 & 8, 15 & 16	Bengkel Semakan dan Pengemaskinian Dokumen Mengikut Keperluan Standard ISO 9001:2015	9,10, 16 & 17	17/2 JKK 1	Bengkel Pelaksanaan Penilaian Risiko	5 & 6	Kursus Audit Dalaman QMS Mengikut Keperluan Standard ISO 9001:2015 (Team 1)		
	Reschedule		Reschedule	✓			Reschedule	✓	18 & 19	(Team 2)	
	23	Bengkel Penentuan Skop Berdasarkan Isu-Isu yang Dikenalpasti	20	Taklimat Penyampaian Pemahaman ISO 9001:2015 kepada Fasi UPM	12		Bengkel Penentuan dan Membangunkan <b>Dasar dan Objektif QMS</b>	✓			
	Reschedule		Reschedule		27 & 28		CONTENT	Reschedule			
	April & MEI	CONTENT	SIRI 2	Semakan Skop & Dasar Kualiti (Dalaman)	28/2		Bengkel Membangunkan Metodologi Penilaian Risiko; Kriteria Penerimaan Risiko; dan Tahap Penerimaan Risiko.	22	Bengkel Pelaksanaan <b>Risk Treatment Plan</b>		
				✓			CONTENT	Reschedule			
							Semakan Metodologi Penilaian Risiko	27	Bengkel Membangun dan Menetapkan Pemantauan & Pengukuran; dan Analisa & Penilaian		
							Sasaran Feb				
							Semakan Dasar Kualiti (merujuk pihak SIRIM)				
							✓				
	MEI		JUN		JULAI		OGOS		10/8 JKK 4		
<b>QMS</b>	4 & 5 11 & 19	Outreach/Awareness Peralihan Iso 9001:2008 kepada ISO 9001:2015 UPM Kampus Serdang dan UPM Kampus Bintulu	1	Kuatkuasa Pelaksanaan Standard	10 - 14 & 17-21	Audit Dalaman	8 & 9	Bengkel Pemurnian Pelan Tindakan Laporan Penemuan Audit Dalaman			
	Reschedule				31	<b>Audit Dalaman</b>	22	Mesyuarat Penutupan Audit Dalaman			
	Awareness										
	SEPT		OKT		NOV		DISEMBER		14/12 JKK 5		
<b>QMS</b>	11-15, 18-20, & 25-26	Audit Pemantauan Semakan 2 Standard MS ISO 9001:2015	<b>Audit Pihak Ketiga (SIRIM)</b>		9 -11	Bengkel Pemurnian Pelan Tindakan Laporan Penemuan Audit SIRIM	-	-			

SIRI 1

LET'S RECAP..



UNIVERSITI PUTRA MALAYSIA  
AGRICULTURE • INNOVATION • LIFE

KURSUS KEFAHAMAN MS ISO 9001:2015  
& BENGKEL PEMIKIRAN BERASASKAN RISIKO  
(RISK-BASED THINKING)

20 & 21 DISEMBER 2016 (SELASA & RABU)

Pelaksana Latihan Pengurusan Kualiti  
@ Rakan Strategik Pejabat Pendaftar

DONE

SIRI 2

LET'S RECAP..



UNIVERSITI PUTRA MALAYSIA  
AGRICULTURE • INNOVATION • LIFE

SIRI TINDAKAN  
KE ARAH PERALIHAN KEPADA MS ISO 9001:2015:  
Semakan Penentuan Skop & Dasar Kualiti  
(berasaskan Klausu 4.1, 4.2, 4.3 & 5.2)

23 JANUARI 2017 (ISNIN)

Pelaksana Latihan Pengurusan Kualiti  
@ Rakan Strategik Pejabat Pendaftar  
CQA@upm.edu.my

DONE

SIRI 3

LET'S RECAP..



UNIVERSITI PUTRA MALAYSIA  
AGRICULTURE • INNOVATION • LIFE

SIRI TINDAKAN  
KE ARAH PERALIHAN KEPADA MS ISO 9001:2015:  
BENGKEL SEMAKAN DAN PENGEMASKINIAN DOKUMEN  
(Semakan Skop Berasaskan Klausu 4.1, 4.2, 4.3 & 5.2)

Tarikh:  
7 FEBRUARI 2017  
8 FEBRUARI 2017  
15 FEBRUARI 2017 &  
16 FEBRUARI 2017

Pelaksana Latihan Pengurusan Kualiti  
@ Rakan Strategik Pejabat Pendaftar  
CQA@upm.edu.my

DONE

SIRI 4

LET'S RECAP..



UNIVERSITI PUTRA MALAYSIA  
AGRICULTURE • INNOVATION • LIFE

SIRI TINDAKAN  
KE ARAH PERALIHAN KEPADA MS ISO 9001:2015:

SEMAKAN METODOLOGI PENILAIAN RISIKO

28 FEB 2017

9.00 PAGI – 12.00 THARI

CQA bersama



BERILMU BERBAKTI

DONE

A ACTION  
C CHANGES  
T THiNGS



SIRI 5



UNIVERSITI PUTRA MALAYSIA  
AGRICULTURE • INNOVATION • LIFE

SIRI TINDAKAN  
KE ARAH PERALIHAN KEPADA MS ISO 9001:2015:

BENGKEL PELAKSANAAN PENILAIAN RISIKO

9, 10, 16 & 17 MAC 2017

9.00 PAGI – 5.00 PETANG

Pelaksana Latihan Pengurusan Kualiti  
@ Rakan Strategik Pejabat Pendaftar

CQA@upm.edu.my

BERILMU BERBAKTI

www.upm.edu.my

SIRI 4

LET'S RECAP..



UNIVERSITI PUTRA MALAYSIA  
AGRICULTURE • INNOVATION • LIFE

PRA BENGKEL PENILAIAN

8 MAC 2017

9.00 PAGI – 12.00 THARI

BERILMU BERBAKTI

SIRI 6



UNIVERSITI PUTRA MALAYSIA  
AGRICULTURE • INNOVATION • LIFE

SIRI TINDAKAN  
KE ARAH PERALIHAN KEPADA MS ISO 9001:2015:

BENGKEL SEMAKAN OBJEKTIF KUALITI  
BERASASKAN ISO 9001:2015

20 MAC 2017 (ISNIN)

3.45 – 4.45 petang

CQA@upm.edu.my

BERILMU BERBAKTI

www.upm.edu.my

BERILMU BERBAKTI

www.upm.edu.my

# T A R I K H → P E N T I N G



4 & 5  
11 & 19  
MEI

*Outreach/Awareness Peralihan Iso 9001:2008  
kepada ISO 9001:2015 UPM Kampus Serdang dan  
UPM Kampus Bintulu*



10 -14 &  
17-21 JULAI

Audit Dalaman ISO 9001:2015



31 JULAI

Mesyuarat Penutupan Audit Dalaman



22 OGOS

MKSP ISO 2017



11-15, 18-20,  
& 25-26  
SEPTEMBER

Audit Pemantauan Semakan 2  
Standard MS ISO 9001:2015





## UPM KOMITED KE ARAH

PENGEKALAN  
PENSIJILAN

MS ISO 9001:2015



Terima  
kasih!



## FASILITATOR QMS ISO 9001:2015

1. En. Suhaifi Sulaiman
2. En. Shariman Hashim
3. Tn. Hj. Mat Razi Abdullah
4. Pn. Zuraidah Ahmad
5. Cik Haslina Abu Seman
6. Pn. Noraihan Noordin
7. Pn. Nor Afida Miskam
8. Pn. Saliza Mustafa
9. Pn. Mazitah Ahmad
10. Pn. Fairuz Muchtar
11. En. Abd. Razak Ahmad
12. En. Allan Lajot
13. En. Krishnan Mariapan
14. En. Sopian Mohd. Zain
15. En. Asrizam Esam
16. En. Jamali Janib
17. En. Nasrudin Yahya
18. En. Mohd. Naim Mohd. Ishak
19. En. Fahmi Azar Mistar
20. En. Mustapha Kamal Tahir

Sekretariat & fasilitator  
Pusat Jaminan Kualiti:

1. Pn. Noorizai Mohamad Noor
2. Pn. Nurhanisah Sadun
3. Pn. Rozi Tamin
4. Pn. Shamriza Shari
5. Pn. Nik Amelia Nik Mustapha
6. Pn. Siti Fatimah Hasim
7. Pn. Kasmaria Zawawi
8. Pn. Norliyani Anor
9. En. Ahmad Hafidz Hitam

