

File no. : QM / 6 – 262 (QU00510001)

Date : 7<sup>th</sup> June 2012

Universiti Putra Malaysia  
43400 Serdang  
Selangor Darul Ehsan



Attn. : Pn Noraihan Noordin

Tel : 603-8947 1568  
Fax : 603-8947 2098

Dear Madam,

**ISO 9001:2008 – RECERTIFICATION AUDIT PLAN (2<sup>ND</sup> AMENDED PLAN)**

Please be informed that a Recertification Audit of your organization's quality management system has been scheduled on 12<sup>th</sup> until 15<sup>th</sup> June and 19<sup>th</sup> until 22<sup>nd</sup> June 2012.

Enclosed please find the audit plan. Please note that the audit plan merely serves as a guide and there may be changes as the audit progresses.

Thank you.

Yours sincerely,

*Hanida Ghazali*

Hanida Ghazali  
Audit Team Leader  
Service Section  
Management System Certification Department  
SIRIM QAS International Sdn. Bhd.  
H/P No. : 013-3980242  
Tel. No. : 03-55446449  
Fax No. : 03-55446414  
E-mail : [hanida@sirim.my](mailto:hanida@sirim.my)

# 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** : 12<sup>th</sup> until 15<sup>th</sup> June and 19<sup>th</sup> until 22<sup>nd</sup> 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 (0133980242)
- b) Auditor : Fauziah Sulaiman (0123835104)  
Parimala Devi Ganesan (0126962719)  
Nor Hasifah Abdul (0199844192)  
Hjh Hawa Ma'arof (0192772560)  
Chang Boon Ping (0123357312)  
Teh Seok Im (0123521188)  
Matron Azizun Abdul Aziz  
Dr Montaj Mustakim (0133622963)  
Hj Dzulkifli Hamzah (0193573997)  
Mohd Shazwan Ariff Mohamad Kashim (0132440836)

*(If there is any objection on the proposed audit team, the organization 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**

<b>Day 1      12<sup>th</sup> June 2012</b>		
<b>Time</b>	<b>Agenda</b>	<b>Personnel</b>
0900–0945	Opening Meeting at Panggung Percubaan UPM  Briefing on the organization's quality management system and any changes since the last audit  Briefing by SIRM	SIRM's auditors and organization's representatives
0945–1730	Review of documentation system including control of documents and records  Institut Penyelidikan Matematik Activities related to: <ul style="list-style-type: none"><li>- Teaching And Learning Services At Tertiary Level</li><li>- Management And Implementation Of Research</li><li>- Other related activities including work environment and infrastructure</li></ul>	Hanida
	Fakulti Pengajian Pendidikan Activities related to: <ul style="list-style-type: none"><li>- Teaching And Learning Services At Tertiary Level</li><li>- Management And Implementation Of Research</li><li>- Other related activities including work environment and infrastructure</li></ul>	Teh
	Fakulti Bioteknologi Dan Sains Biomolekul Activities related to: <ul style="list-style-type: none"><li>- Teaching And Learning Services At Tertiary Level</li><li>- Management And Implementation Of Research</li><li>- Other related activities including work environment and infrastructure</li></ul>	Parimala
	Institut Penyelidikan Produk Halal Activities related to: <ul style="list-style-type: none"><li>- Teaching And Learning Services At Tertiary Level</li><li>- Management And Implementation Of Research</li><li>- Other related activities including work environment and infrastructure</li></ul>	Shazwan
	Hospital Veterinar <ul style="list-style-type: none"><li>- Activities related to hospital health care services including work environment and infrastructure</li></ul>	Matron Azizun

Day 2      13 <sup>th</sup> June 2012		
Time	Agenda	Personnel
0900–1700	Institut Kajian Dasar Pertanian Dan Makanan Activities related to: <ul style="list-style-type: none"> <li>- Management And Implementation Of Research</li> <li>- Other related activities including work environment and infrastructure</li> </ul>	Hanida
	Taman Pertanian Universiti Activities related to: <ul style="list-style-type: none"> <li>- Teaching And Learning Services At Tertiary Level</li> <li>- Management And Implementation Of Research</li> <li>- Other related activities including work environment and infrastructure</li> </ul>	Chang
	Fakulti Pengajian Pendidikan (continuation of Day 1 audit) Activities related to: <ul style="list-style-type: none"> <li>- Teaching And Learning Services At Tertiary Level</li> <li>- Management And Implementation Of Research</li> <li>- Other related activities including work environment and infrastructure</li> </ul>	Teh
	Fakulti Bioteknologi Dan Sains Biomolekul (continuation of Day 1 audit) Activities related to: <ul style="list-style-type: none"> <li>- Teaching And Learning Services At Tertiary Level</li> <li>- Management And Implementation Of Research</li> <li>- Other related activities including work environment and infrastructure</li> </ul>	Parimala
	Keselamatan Activities related to: <ul style="list-style-type: none"> <li>- Planning, implementing, monitoring and reporting of security activities</li> <li>- Other related activities including work environment and infrastructure</li> </ul>	Shazwan
	Travelling tu Bintulu Pusat Kesihatan Universiti Activities related to health care services including work environment and infrastructure	Matron Azizun
	Pejabat Timbalan Naib Canselor (Jaringan Industri Dan Masyarakat) Activities related to the services provided by Pusat Hubungan dan Jaringan Industri including work environment and infrastructure  Activities related to the services provided by Pengembangan, Keusahawanan dan Kemajuan Profesional (APEEC) including work environment and infrastructure	Hj Dzulkifli

Day 3      14 <sup>th</sup> June 2012		
Time	Agenda	Personnel
0900–1700	Institut Perhutanan Tropika Dan Produk Hutan Activities related to: <ul style="list-style-type: none"> <li>- Management And Implementation Of Research</li> <li>- Other related activities including work environment and infrastructure</li> </ul>	Hanida
	Perpustakaan Sultan Abdul Samad 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) Activities related to the services provided by Bahagian Hal Ehwal including work environment and infrastructure  Activities related to the services provided by Pusat Alumni including work environment and infrastructure  Activities related to the services provided by Pusat Inovasi Dan Pembangunan Pelajar including work environment and infrastructure	Teh
	Fakulti Sains Komputer Dan Teknologi Maklumat Activities related to: <ul style="list-style-type: none"> <li>- Teaching And Learning Services At Tertiary Level</li> <li>- Management And Implementation Of Research</li> <li>- Other related activities including work environment and infrastructure</li> </ul>	Parimala
	Pusat Pembangunan Maklumat Dan Komunikasi Activities related to the services provided by Pusat Pembangunan Maklumat Dan Komunikasi including work environment and infrastructure	Hj Dzulkifli
	UPM Kampus Bintulu Activities related to: <ul style="list-style-type: none"> <li>- Teaching And Learning Services At Tertiary Level</li> <li>- Management And Implementation Of Research</li> <li>- Other related activities including work environment and infrastructure</li> </ul>	Shazwan

Day 4      15 <sup>th</sup> June 2012		
Time	Agenda	Personnel
0900–1700	Institut Pengajian Sains Sosial Activities related to: <ul style="list-style-type: none"> <li>- Teaching And Learning Services At Tertiary Level</li> <li>- Management And Implementation Of Research</li> <li>- Other related activities including work environment and infrastructure</li> <li>-</li> </ul>	Hanida
	Pejabat Naib Canselor Activities related to the services provided by Bahagian Audit Dalaman including work environment and infrastructure  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  Activities related to the services provided by Pusat Sukan including work environment and infrastructure  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) Activities related to: <ul style="list-style-type: none"> <li>- Teaching And Learning Services At Tertiary Level</li> <li>- Management And Implementation Of Research</li> <li>- Other related activities including work environment and infrastructure</li> </ul>	Parimala
	Kolej Tun Dr Ismail Activities related to the services provided by Kolej Tun Dr Ismail including work environment and infrastructure.  Kolej Canselor Activities related to the services provided by Kolej Canselor including work environment and infrastructure.	Hjh Hawa
	UPM Kampus Bintulu (continuation of Day 1 audit) Activities related to: <ul style="list-style-type: none"> <li>- Teaching And Learning Services At Tertiary Level</li> <li>- Management And Implementation Of Research</li> <li>- Other related activities including work environment and infrastructure</li> </ul>	Shazwan

Day 5      19 <sup>th</sup> June 2012		
Time	Agenda	Personnel
0900–1700	Pejabat Naib Canselor Activities related to the services provided by Pejabat Pemasaran Dan Komunikasi including work environment and infrastructure  Activities related to the services provided by Pejabat Pengurusan Keselamatan Dan Kesihatan Pekerjaan including work environment and infrastructure	Chang
	Fakulti Bahasa Moden Dan Komunikasi Activities related to: <ul style="list-style-type: none"> <li>- Teaching And Learning Services At Tertiary Level</li> <li>- Management And Implementation Of Research</li> <li>- Other related activities including work environment and infrastructure</li> </ul>	Parimala
	Pusat Islam Activities related to the services provided by Pusat Islam including work environment and infrastructure.	Shazwan
	Kolej 15 Activities related to the services provided by Kolej 15 including work environment and infrastructure.  Kolej 16 Activities related to the services provided by Kolej 16 including work environment and infrastructure.	Hjh Hawa
	Pejabat TNC (Akademik & Antarabangsa) Bahagian Akademik  Activities related to Management of academic program and related matters covering Senate, curriculum approval, student recruitment, examinations timetables, graduation process and convocation.	Fauziah
	Pejabat Naib Canselor Bahagian Pentadbiran Activities related to the services provided by Bahagian Pentadbiran including work environment and infrastructure	Dr Montaj



Day 6      20 <sup>th</sup> June 2012		
Time	Agenda	Personnel
0900–1700	Pejabat Timbalan Naib Canselor (Penyelidikan Dan Inovasi) Activities related to the services provided by Bahagian Pentadbiran including work environment and infrastructure  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) Activities related to: <ul style="list-style-type: none"> <li>- Teaching And Learning Services At Tertiary Level</li> <li>- Management And Implementation Of Research</li> <li>- Other related activities including work environment and infrastructure</li> </ul>	Parimala
	Institut Biosains Activities related to: <ul style="list-style-type: none"> <li>- Teaching And Learning Services At Tertiary Level</li> <li>- Management And Implementation Of Research</li> <li>- Other related activities including work environment and infrastructure</li> </ul>	Dr Montaj
	Penerbit Activities related to the services provided by Penerbit including work environment and infrastructure  Measurement, Analysis and Improvement <ul style="list-style-type: none"> <li>- Handling of customer complaints</li> </ul>	Hj Dzul

Day 7      21 <sup>st</sup> June 2012		
Time	Agenda	Personnel
0900–1700	Pusat Pembangunan Akademik 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 Activities related to: <ul style="list-style-type: none"> <li>- Teaching And Learning Services At Tertiary Level</li> <li>- Management And Implementation Of Research</li> <li>- Other related activities including work environment and infrastructure</li> </ul>	Parimala
	Pejabat Bendahari Activities related to the services provided by Pejabat Bendahari including work environment and infrastructure	Nor Hasifah
	Akademi Sukan Activities related Management And Implementation Of Research	Dr Montaj

<b>Day 8      22<sup>nd</sup> June 2012</b>		
<b>Time</b>	<b>Agenda</b>	<b>Personnel</b>
0900–1500	Measurement, Analysis and Improvement <ul style="list-style-type: none"> <li>- Internal audit</li> <li>- Corrective and preventive actions</li> <li>- Continual improvement</li> </ul> Management review (including a session with the top management)	Hanida
	Fakulti Pengajian Alam Sekitar (continuation of Day 1 audit) Activities related to: <ul style="list-style-type: none"> <li>- Teaching And Learning Services At Tertiary Level</li> <li>- Management And Implementation Of Research</li> <li>- Other related activities including work environment and infrastructure</li> </ul>	Parimala
	Pejabat Timbalan Naib Canselor Sekolah Pengajian Siswazah Activities related to Teaching And Learning Services At Tertiary Level, supervision of research works and other related activities including work environment and infrastructure	Fauziah
	Pejabat Pendaftar 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