

File no. : QM / 6 – 262 (QU00510001)

Date : 12th July 2016

Universiti Putra Malaysia
43400 Serdang
Selangor Darul Ehsan

Attn. : Pn Noorizai Mohamad Noor @ Mohamad / Pn Rozi Tamin

Tel : 603-8947 1555 / 1512

Fax : 603-8947 2098

Assalamua'laikum,

ISO 9001:2008 – SURVEILLANCE AUDIT PLAN

Please be informed that a Surveillance Audit of your organization's quality management system has been scheduled on 19th until 29th July 2016.

Enclosed please find the audit plan. Please note that the audit plan serves as a guide and may change 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
Fax No. : 03-5544 6414
E-mail : hanida@sirim.my

SURVEILLANCE AUDIT PLAN

1. Audit Objectives

- a) To determine the continued compliance of the client's quality management system to the ISO 9001 standard;
- b) To evaluate the ability of the management system to ensure client meets applicable statutory, regulatory and contractual requirements, where applicable;
- c) To evaluate the effectiveness of the management system to ensure the client is continually meet its specified objectives;
- d) To identify areas of improvement of the management system, as applicable;
- e) To assess changes that has been made to the client's quality management system;
- f) To verify the effective implementation of corrective actions arising from the findings of the previous audit.

2. **Date of audit** : 19th until 29th July 2016

3. **Site of audit** :

Universiti Putra Malaysia
43400 Serdang
Selangor Darul Ehsan

4. **Scope of certification** :

Perkhidmatan Pengajian Pendidikan Di Peringkat Tertiari, Pengurusan Dan Pelaksanaan Penyelidikan, Perhubungan Industri Dan Masyarakat, Pengurusan Pembangunan Pelajar Dan Alumni, Dan Perkhidmatan Korporat

5. **Audit Criteria** :

- a) ISO 9001: 2008
- b) Client's quality system documentation

6. **Audit team & Role**

- a) Audit Team Leader : Hanida Ghazali (19th, 20th, 21st, 25th, 29th July only)
- b) Auditor :
 - Hj Shahanif Hasan
 - Dr Hj Montaj Mustakim (20th, 21st, 22nd, 27th, 28th and 29th July only)
 - Noridah Yahya
 - Asiyah Haron (21st and 22nd July only)
 - Rajakumaran A/L Karnagaran (25th and 26th July only)
 - Efizan Zamri (21st and 22nd July only)

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

7. Methodology of audit

- a) Review of documentation and records,
- b) Observation of processes and activities,
- c) Interview with client's personnel responsible for the audited area.

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 Melayu

10. Reporting

- i) Language : Bahasa Melayu
- 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 appointed by the client, acting as a guide to assist the audit team.

12. Details of Audit Plan : As follows

DETAILS OF AUDIT PLAN

Day 1 19 th July 2016		
Time	Agenda	Personnel
0900 –0930	Opening Meeting Briefing on the client's quality management system and any changes since the last audit Briefings by SIRIM	SIRIM's auditors and client's representatives
0930 - 1700	Pusat Jaminan Kualiti (CQA) Activities related to: 1. Internal audit including relevant corrective actions 2. Management review	Hanida and client's representatives
	Institut Kajian Dasar Pertanian Dan Makanan Activities related to: 1. Perkhidmatan Pengajaran Dan Pembelajaran Pada Peringkat Siswazah dan 2. Pengurusan Dan Pelaksanaan Penyelidikan Dan Inovasi	Shahanif and client's representatives
	Kolej 14 Activities related to Perkhidmatan Penginapan Pelajar	Noridah and client's representatives
1700	Review of findings (where necessary)	SIRIM's auditors and client's representatives

Day 2 20 th July 2016		
Time	Agenda	Personnel
0900 - 1700	Akademi Sukan Activities related to Jaringan Perkhidmatan Penyelidikan Dan Perundingan	Hanida and client's representatives
	Institut Pengajian Sains Sosial Activities related to: 1. Perkhidmatan Pengajaran Dan Pembelajaran Pada Peringkat Siswazah dan 2. Pengurusan Dan Pelaksanaan Penyelidikan Dan Inovasi	Shahanif and client's representatives
	Kolej 6 Activities related to Perkhidmatan Penginapan Pelajar	Noridah and client's representatives

	Fakulti Rekabentuk Dan Senibina Activities related to: - Teaching And Learning Services At Tertiary Level - Management And Implementation Of Research - Other related activities including work environment and infrastructure	Dr Montaj and client's representatives
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Day 3 21 st July 2016		
Time	Agenda	Personnel
0900 - 1700	Pejabat Pengurusan Keselamatan Dan Kesihatan Pekerjaan Activities related to Pengurusan Keselamatan Dan Kesihatan Pekerjaan	Hanida and client's representatives
	Fakulti Sains Dan Teknologi Makanan Activities related to: - Teaching And Learning Services At Tertiary Level - Management And Implementation Of Research - Other related activities including work environment and infrastructure	Shahanif and client's representatives
	Pusat Sukan Activities related Pengurusan Pembangunan Pelajar	Noridah and client's representatives
	Fakulti Rekabentuk Dan Senibina Activities related to: - Teaching And Learning Services At Tertiary Level - Management And Implementation Of Research - Other related activities including work environment and infrastructure	Dr Montaj and client's representatives
	Pejabat Bursar Activities related to Pengurusan Perkhidmatan Belanjawan, Perolehan, Pembayaran, Perakaunan Dan Pengurusan Aset	Asiyah and client's representatives
	Pusat Pembangunan Maklumat Dan Komunikasi Activities related to Perkhidmatan Teknologi Maklumat Meliputi Pembangunan Sistem, Perkhidmatan Sokongan ICT, Penyelenggaraan Dan Baik Pulih	Èfizan and client's representatives

Day 4 22 nd July 2016		
Time	Agenda	Personnel
0900 - 1700	Fakulti Sains Dan Teknologi Makanan Activities related to: - Teaching And Learning Services At Tertiary Level - Management And Implementation Of Research - Other related activities including work environment and infrastructure	Shahanif and client's representatives
	Perpustakaan Sultan Abdul Samad Activities related to Perkhidmatan Perpustakaan	Noridah and client's representatives
	Fakulti Perubatan Dan Sains Kesihatan Activities related to Industrial Training	Dr Montaj and client's representatives
	Pejabat Bursar Activities related to Pengurusan Perkhidmatan Belanjawan, Perolehan, Pembayaran, Perakaunan Dan Pengurusan Aset	Asiyah and client's representatives
	Pusat Pengurusan Penyelidikan Universiti Activities related to Pengurusan Dan Pelaksanaan Penyelidikan Dan Inovasi, Dan Penentuan Peralatan	Èfizan and client's representatives

Day 5 25 th July 2016		
Time	Agenda	Personnel
0900 - 1700	Pusat Islam Activities related to Pengurusan Perkhidmatan Keagamaan Dan Kerohanian	Hanida and client's representatives
	Kolej 12 Activities related to Perkhidmatan Penginapan Pelajar	Shahanif and client's representatives
	Audit Dalam UPM Activities related to Perkhidmatan Audit Dalam	Noridah and client's representatives
	Penerbit Activities related to Perkhidmatan Penerbitan Universiti	Rajakumaran and client's representatives

Day 6 26 th July 2016		
Time	Agenda	Personnel
0900 - 1700	Kolej 17 Activities related to Perkhidmatan Penginapan Pelajar	Shahanif and client's representatives
	Perpustakaan Perubatan Veterinar Activities related to Perkhidmatan Perpustakaan Pusat Alumni Activities related to Pengurusan Alumni	Noridah and client's representatives
	Pejabat Strategi Korporat Dan Komunikasi Activities related Perkhidmatan Korporat Merangkumi Perancangan Korporat, Pemasaran Dan Komunikasi Handling of customer feedbacks that consists of customer complaints and satisfactions	Rajakumaran and client's representatives

Day 7 27 th July 2016		
Time	Agenda	Personnel
0900 - 1700	Fakulti Ekologi Manusia Activities related to: - Teaching And Learning Services At Tertiary Level - Management And Implementation Of Research - Other related activities including work environment and infrastructure	Shahanif and client's representatives
	Bahagian Hal Ehwal Pelajar Activities related Pengurusan Pembangunan Pelajar	Noridah and client's representatives
	Bahagian Kemasukan dan Bahagian Urus Tadbir Akademik Activities related to Pengurusan pentadbiran Akademik Prasiswazah	Dr Montaj and client's representatives

Day 8 28 th July 2016		
Time	Agenda	Personnel
0900 - 1700	Fakulti Ekologi Manusia Activities related to: - Teaching And Learning Services At Tertiary Level - Management And Implementation Of Research - Other related activities including work environment and infrastructure	Shahanif and client's representatives
	Pejabat Pendaftar Bahagian Pengurusan Sumber Manusia & Bahagian Pembangunan Sumber Manusia Activities related Pengurusan Dan Pembangunan Sumber Manusia	Noridah and client's representatives
	Pejabat Pembangunan Dan Pengurusan Aset Activities related to Perkhidmatan Pengurusan Projek Dan Pengurusan Fasiliti	Dr Montaj and client's representatives

Day 9 29 th July 2016		
Time	Agenda	Personnel
0900 - 1500	Pusat Pembangunan Akademik Activities related to Pengurusan Pembangunan Profesional Pegawai Akademik Activities related to Pembangunan Sistem Pengajaran Dan Pembelajaran	Hanida and client's representatives
	Sekolah Pengajian Siswazah Activities related Pengurusan Pengajian Siswazah, Perekrutaaan & Pembangunan Program Pendidikan Dan Perkhidmatan Pendidikan Untuk Pengajian Siswazah	Shahanif and client's representatives
	Pejabat Penasihat Undang-undang Activities related to Perkhidmatan Undang-undang Berkaitan Dengan Tindakan Mahkamah Ke Atas Pihak Ketiga Dan Tuntutan Pelanggaran Kontrak Perkhidmatan Staf	Noridah and client's representatives

	Pejabat Pembangunan Dan Pengurusan Aset Activities related to Perkhidmatan Pengurusan Projek Dan Pengurusan Fasiliti	Dr Montaj and client's representatives
1500–1630	Preparation of Report	SIRIM's auditors
1630	Closing Meeting : Presentation of Findings and Recommendation	SIRIM's auditors & client's representatives

Note: The audit process will include the verifications of the previous 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.