SIRIM QAS INTERNATIONAL SDN. BHD.
NONCONFORMITY REPORT (NCR)

Client:

UNIVERSITI PUTRA MALAYSIA (UPM)

Status: Close

File No. : 20190100614	Audit Type: Surveillance Audit 1	NCR No: 2501

Standard Name: ISO 9001:2015
Last audit date:
Classification: Minor

Section 1 - Details of nonconformity
Requirement:

8.5.1 Control of production and service provision

The organization shall implement production and service provision under controlled conditions. Controlled conditions shall include, as applicable:
a) the availability of documented information that defines:
1) the characteristics of the products to be produced, the services to be provided, or the activities to be performed;
2) the results to be achieved;
b) the availability and use of suitable monitoring and measuring resources;
c) the implementation of monitoring and measurement activities at appropriate stages to verify that criteria for control of processes or outputs, and acceptance criteria for products and services, have been meet;
d) the use of suitable infrastructure and environment for the operation processes;
e) the appointment of competent persons, including any required qualification;
f) the validation, and periodic revalidation, of the ability to achieve planned results of the processes for production and service provision, where the resulting output cannot be verified by subsequent monitoring or measurement;
g) the implementation of actions to prevent human error;
h) the implementation of release, delivery and post-delivery activities.

Finding
Pengendalian pengurusan penilaian berterusan (60%) dan peperiksaan akhir (40%) bagi kursus VPK 5733 : Anestesiologi Veterinar (Master in veterinary Medicine (MVM), tidak dilaksanakan mengikut keperluan rangka kursus dan garispanduan pengajaran dan pembelajaran (siswazah) untuk pensyarah. Kod dokumen: PU/S/GP003/PENSYARAH.

Objective evidence
Tiada bukti Penilaian berterusan (60%) dan peperiksaan akhir (40%)bagi kursus VPK 5733 dilaksanakan mengikut keperluan struktur kursus dan garispanduan pengajaran dan pembelajaran (siswazah) untuk pensyarah. Kod dokumen: PU/S/GP003 /PENSYARAH.

Auditor
MAZNAH BT MAT ISA
Client Representative
PUAN ZENAIDA MD ZENON

Section 2 - Result of investigation and determination of root cause
Pemantauan kurang berkesan oleh peneraju dan pemilik program.

Client Representative
PUAN ZENAIDA MD ZENON

Section 3 - Correction (if applicable) and corrective action plan including completion date
Pembetulan
Melengkapkan fail kursus dengan pelan penilaian dan rubrik berkaitan.

Pelan Tindakan Pembetulan
Fakulti:
1. Membuat peringatan berkala di peringkat fakulti.
2. Membuat semakan kendiri fail kursus yang ditawarkan di setiap akhir semester.
3. Mengadakan taklimat Garis Panduan pengajaran dan pembelajaran (siswazah) untuk pensyarah (PU/S/GP00/PENSYARAH)

Peneraju:
1. Membuat penambahbaikan pada dokumentasi supaya lebih jelas (Borang Rangka Kursus dan Rancangan Pengajaran).
2. Membuat peringatan secara berkala kepada semua PTJ.

Client Representative
PUAN ZENAIDA MD ZENON
Accepted by

MAZNAH BT MAT ISA

Section 4 - Verification of corrective action(s) (to be filled up by Auditor)
Semakan terhadap tidakan yang diambil untuk pembetulan adalah memuaskan, Pelan tindakan pembetulan hanya dapat disemak pada semester akan datang, namun pemantauan berterusan diperingkat Fakulti boleh direkodkan untuk semakan dan bukti pelaksanaan.

Verify by: MAZNAH BT MAT ISA
NCR close out: 09/11/2025