

# Dokumen Kualiti berkaitan Pengajaran & Pembelajaran

PM Dr Nik Rosmawati Nik Husain  
Pengurus Kualiti  
PPSP

# Apa itu kualiti?

- Kualiti adalah suatu tahap dimana organisasi mampu bertindak di tahap prestasi tertinggi untuk pihak berkepentingan mereka -dari meningkatkan produk, perkhidmatan, sistem dan proses, hingga memastikan keseluruhan organisasi sesuai dan berkesan.

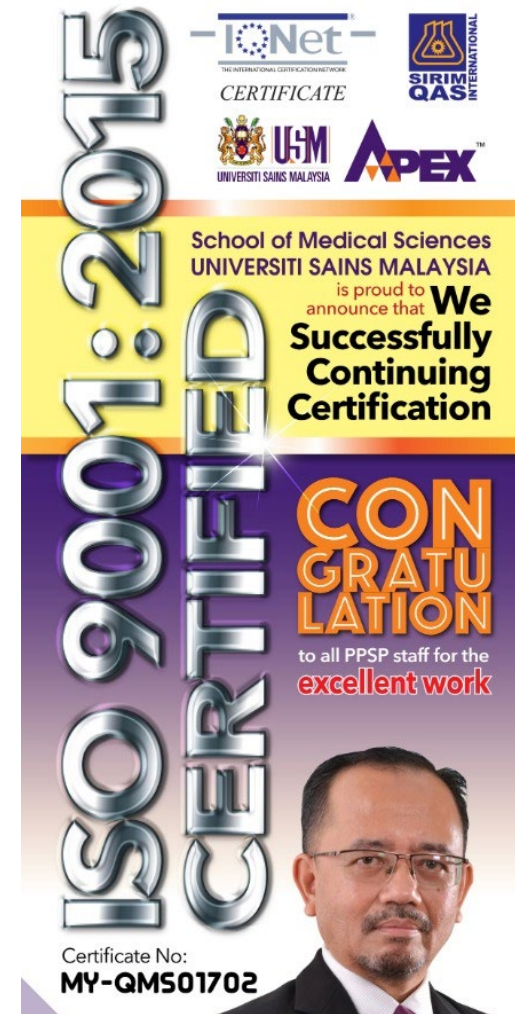
*Sumber: Chartered Quality Institute*



# Pengesahan berdasarkan standard?

- Organisasi telah mewujudkan pendekatan yang sistematik untuk menerapkan kualiti dengan memastikan produknya memenuhi keperluan pelanggan.
- Pendekatan ini tidak bermakna produk itu telah mematuhi standard produk, tetapi organisasi tersebut mempunyai satu sistem yang konsisten untuk menghasilkan produk yang memenuhi keperluan pelanggan.

Sumber: Jabatan Standard Malaysia, MITI



# Apakah itu Sistem Pengurusan Kualiti ?

- Sistem Pengurusan Kualiti (SPK atau QMS) adalah sekumpulan polisi, proses dan prosedur yang diperlukan untuk merencana dan melaksana (produksi / pengembangan / perkhidmatan) dan menjadi teras sesebuah organisasi (iaitu bidang yang boleh mempengaruhi kemampuan organisasi untuk memenuhi keperluan pelanggan.)

*Sumber: International Organization for Standardization*



# 6 Faedah Sistem Pengurusan Kualiti

- 1 Faham keseluruhan konteks organisasi untuk memenuhi kehendak pelanggan dan pihak berkepentingan- objektif kualiti dan peluang baru dapat dikenal pasti dengan jelas
- 2 Utamakan pelanggan & pihak berkepentingan: memenuhi keperluan mereka, menarik pelajar baru, pelajar berulang dan meningkat kemasukan pelajar
- 3 Proses kerja yang lebih cekap dan efisien - meningkatkan produktiviti dan kecekapan, menurunkan kos dalaman
- 4 Memenuhi keperluan undang-undang dan peraturan
- 5 Mewujudkan program baru dan meluaskan pasaran: dapat menarik lebih ramai pelajar/industri / pihak berkepentingan yang mengambil kira kepentingan ISO 9001
- 6 Mengenal pasti dan atasi risiko yang berkaitan dengan organisasi



2006

ISO 9001:2000

MR: Prof Normah  
Jamaluddin



2009

ISO 9001:2008

MR: Prof.  
Mustaffa Musa

*\*1/7/2009*



2016

ISO 9001:2008

MR: Prof.  
Habsah Hasan



2018

ISO 9001:2015

QM: PM Nik  
Rosmawati Nik  
Husain

*\*1/1/2018*

## TIMELINE PENGURUSAN KUALITI PPSP

# Persijilan ISO 9001:2015 di Universiti/institusi pengajian

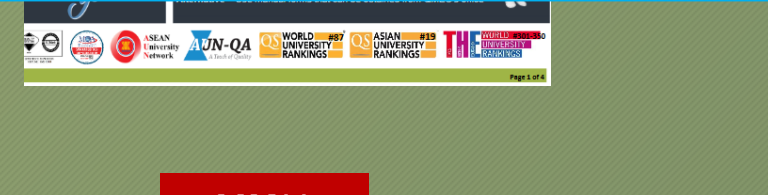
- Most of the public universities are ISO 9001-certified.
- Spurred by the Government's Development and Administration Circular in 1996. Government instructed the public sector to be certified to the ISO 9001 or ISO 9002 standards within a reasonable timeframe in order to improve the efficiency and effectiveness of the public sector in Malaysia (Ab Wahid, 2019)



The screenshot shows a webpage with a navigation bar at the top containing 'StudyMalaysia.com', 'Where to Study', 'What to Study', 'Student Info & Guide', and 'International Students'. Below the navigation bar is a search bar with the text 'Start searching for What and Where to study!'. The main content area features logos for 'A.P.U. ASIA PACIFIC UNIVERSITY of TECHNOLOGY & INNOVATION' and 'Infrastructure University Kuala Lumpur'. The article title is 'Quality in Education and ISO 9000' by StudyMalaysia.com on February 26, 2016. The article includes an 'Introduction' section with a photograph of a student working at a computer.



# Persijilan ISO 9001:2015 di Universiti Awam



Aug 19 - Universiti Malaysia Perlis (UniMAP) presents its own history as the first university in the country to receive the MS ISO 9001: 2015 certification from SIRIM QAS Sdn. Bhd recently. UniMAP Vice-Chancellor Dato Prof. Dr. Zul Azhar Zahid Jamal said UniMAP had succeeded in achieving the former Former Vice-Chancellor, Brig. Jen. Prof. Emeritus Dr. Kamarudin Hussin to appear as the first Public University to obtain the certification. "This has been achieved after UniMAP successfully passed the re-certification audit and upgraded by SIRIM QAS IP in early June and this recognition is valid until July 2019. "I am very proud of this achievement and it is the hard work of the Corporate Development and Quality Management Center responsible for UniMAP Quality Management System coordinators," he said when met recently. Dato Zul Azhar hopes that the recognition will be sustained and all departments at UniMAP should jointly implement the Quality Management System based on the new MS ISO 9001: 2015 standard. For the record, UniMAP received the MS ISO 9001:2008 certification from SIRIM in July 2013 for the Quality Management System, which is valid for three years until July 2016.



# Persijilan ISO 9001:2015 di Universiti Awam

1. Meningkatkan Kepuasan pelajar
2. Meningkatkan Tahap Pencapaian Pelajar
3. Melaksanakan penambahbaikan yang berterusan
4. Menanamkan nilai dan budaya bekerja yang cemerlang
5. Mewujudkan persekitaran kerja yang sihat dan selamat
6. Menghasilkan penemuan penyelidikan terkini serta bermanfaat kepada masyarakat
7. Menawarkan perkhidmatan perundingan yang cekap dan berkesan
8. Menyumbangkan kepakaran universiti untuk meningkatkan tahap kualiti masyarakat seagat
9. Mendapatkan dan mengekalkan pengiktirafan MS ISO 9001:2008



**UTHM**  
 UNIVERSITI TUN HUSSEIN ONN MALAYSIA  
**AUDIT SURVEILLANCE MS ISO 9001:2015**  
 OLEH SIRIM QAS INTERNATIONAL SDN. BHD.  
**22 - 24 JANUARI 2018**  
 KAMPUS INDUK UTHM & KAMPUS UTHM PAGOH



**UPM**  
 Welcome To The Official Portal Of  
**UNIVERSITY AGRICULTURE PARK**

NEWS » Review Audit 2, Quality Management System (QMS) ISO 9001: 2015 SIRIM

## Review Audit 2, Quality Management System (QMS) ISO 9001: 2015 SIRIM

Review Audit 2, Quality Management System (QMS) ISO 9001: 2015 SIRIM was conducted at Marketing Division on 20 September 2017.




**SIRIM QAS INTERNATIONAL**  
**UTM**

**SIJIL PENDAFTARAN SISTEM KUALITI**  
*Quality System Registration Certificate*

SIRIM QAS International Sdn. Bhd. dengan ini mengesahkan bahawa SIRIM QAS International Sdn. Bhd. hereby certifies that

**UNIVERSITI TEKNOLOGI MALAYSIA**  
 (PEJABAT PENDAFTAR)  
 81310 UTM, SKUDAI JOHOR DARUL TAKZIM MALAYSIA

telah melaksanakan Sistem Kualiti yang menepati has Implemented a Quality System complying with

**MS ISO 9001 : 2000 Quality Management Systems - Requirements**

**Skop Pendaftaran**  
 Scope of Registration

PENGURUSAN SUMBER MANUSIA, PENGURUSAN AKADEMIK, PEPERIKSAAN DAN PENGANUGERAHAN.

Hj. Ab. Razak bin Salim  
 Pengarah Eksekutif  
 Executive Director  
 SIRIM QAS International Sdn. Bhd.

Dato' Dr. Mohd. Ariffin bin Hj. Aton  
 Pengerusi  
 Chairman  
 SIRIM QAS International Sdn. Bhd.

**Tarikh Persijilan :**  
 Certification Date : **20 August 2004**



**UUM**  
 Institut Pengurusan Kualiti  
 INSTITUTE OF QUALITY MANAGEMENT  
 Universiti Utara Malaysia  
 "Passion for Excellence"

THE MS ISO 9001: 2015 SIRIM SURVEILLANCE AUDIT BEGINS



**UMS**

**AUDIT PEMATUHAN**  
**PENSIJILAN MS ISO 9001:2015 OLEH PIHAK SIRIM QAS**  
**17 – 20 DISEMBER 2019**

<p><b>MESYUARAT PEMBUKAAN AUDIT PEMATUHAN PENSIJILAN MS ISO 9001:2015</b></p> <p>17 Disember 2019   9.00 Pagi Bilik Mesyuarat Senat, Canselor</p> <p>AHD : Semua Ketua Jabatan atau wakil J/P/P/UB          Tujuan : Pamerangan Pelan Audit oleh pihak SIRIM QAS</p>	<p><b>MESYUARAT PENUTUPAN AUDIT PEMATUHAN PENSIJILAN MS ISO 9001:2015</b></p> <p>20 Disember 2019   2.30 Petang Bilik Mesyuarat Lembaga Eksekutif, Canselor</p> <p>AHD : Semua Ketua Jabatan atau wakil J/P/P/UB          Tujuan : Pembentangan hasil dapatan audit oleh pihak SIRIM QAS</p>
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**NOTA PENTING:** Semua J/P/P/UB dimohon untuk mengambil tindakan pembetulan ke atas semua penemuan semasa audit dalam dilaksanakan dan membuat persediaan untuk menerima kunjungan audit luar oleh pihak SIRIM QAS

# Persijilan ISO 9001:2015 di Universiti Awam



**UMK**

Portal Sistem Pengurusan Kualiti  
 Pejabat Perpujutan dan Pengurusan Sima

Laman Utama

PEJABAT PERPUJUTAN DAN PENGURUSAN SIMA  
 The Office of Quality Management and Procurement

Prosedur Kualiti MS ISO 9001: 2015

**UPNM**

Official Portal of  
**National Defence University of Malaysia**  
 Duty, Honour, Integrity

HOME UNIVERSITY ADMINISTRATION INTAKE FACULTIES CENTRES

**UNIVERSITI**  
 University

UNIVERSITI PERTAHANAN NASIONAL MALAYSIA  
 'UNIVERSITI PILIHAN ANDA'

**MS ISO 9001**

Home \ University \ MS ISO 9001

**Visi**

Menjadi Universiti Pertahanan primier di rantau ini untuk pendidikan, latihan dan penciptaan ilmu.

**Misi**

UPNM komited mencapai kecemerlangan perkhidmatan kepada negara sebagai sebuah universiti pertahanan primier dalam kepimpinan dan pembangunan profesional, penyebaran ilmu pengetahuan dan aplikasi sains pertahanan dan teknologi dan juga penyelidikan polisi.

**Skop Pelaksanaan**

Skop Pelaksanaan Sistem Pengurusan Kualiti (SPK) UPNM ialah Pengurusan Pengajaran Akademik dan Latihan Kefenteraan Umum (LKU) yang berasaskan Piawaian MS ISO 9001: 2015. Ia meliputi operasi universiti untuk penyediaan pengurusan perkhidmatan Pengajaran Akademik dan Latihan Kefenteraan Umum (LKU).

**UMT**

**UNIVERSITI MALAYSIA TERENGGANU**

UTAMA INFO KORPORAT FAKULTI KEMASUKAN PENYELIDIKAN & INOVASI PENERBITAN

Tajuk Pilihan

**UMT**  
 is  
**MS ISO 9001: 2015**  
 CERTIFIED

**UMT Diiktiraf Pensijilan ISO 9001:2015**  
 Thursday, 09/08/2018

6.4k

Kongsi Artikel ini

KUALA NERUS, 7 Ogos 2018 – Universiti Malaysia Terengganu buat pertama kalinya melakar sejarah tersendiri setelah mendapat penganugerahan pensijilan MS ISO 9001:2015 daripada Sirim QAS International Sdn. Bhd.

Pengiktirafan itu diperolehi setelah eksekusi audit ISO 9001:2015 Skop Perkhidmatan Pembelajaran dan Pengajaran bagi Program Diploma dan Sarjana Muda oleh Pasukan Auditor daripada Sirim QAS International selama tiga hari bermula pada 5 Ogos 2018.

Naib Canselor UMT, Prof. Dato' Dr. Nor Aeni Mokhtar berkata pengiktirafan ini merupakan satu lambang ketuhan sebuah universiti.

"Alhamdulillah, UMT telah berjaya mencapai sasaran seperti yang ditetapkan bagi memperoleh pensijilan itu.

**Uitm**

Lloyd's Register

**Certificate of Approval**

This is to certify that the Management System of:

**Universiti Teknologi MARA, Pejabat Bendahari**  
 Shah Alam, 40450, Selangor, Malaysia

has been approved by LRQA to the following standards:  
 ISO 9001:2015

*Basem Obaid*

Basem Obaid - Global Head of Training and Improvement Services  
 Issued by: Lloyd's Register of Shipping (M) Bhd

This certificate is valid only in association with the certificate schedule bearing the same number on which the locations applicable to this approval are listed.



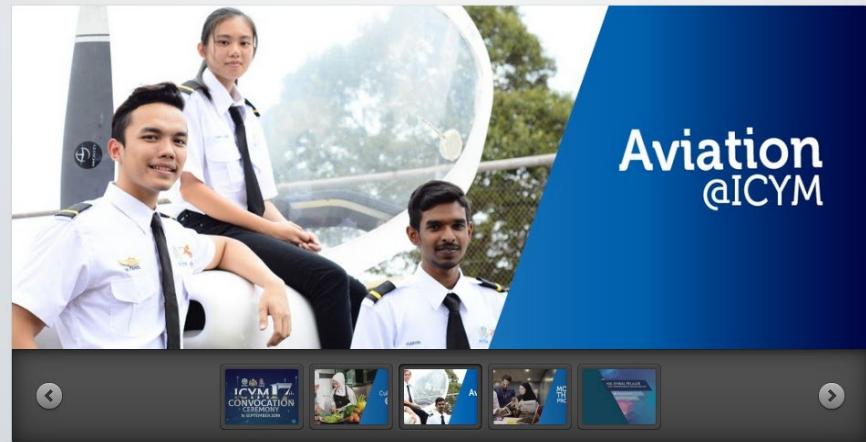
INTERNATIONAL COLLEGE  
of YAYASAN MELAKA



ICYM

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Aviation  
@ICYM



Kursus ISO 9001 :2015

# Persijilan ISO 9001:2015 di Universiti Swasta

OUM



HOME ABOUT US PROGRAMMES LEARNING CENTRES HOW TO APPLY TALK TO US! CAREERS

Distance Education, member of the MQM Board of Studies, head of CAS' Quality Improvement Committee and OUM internal auditor.

Dr Raziana says, "The programme comprises 12 modules and provide learners with a thorough grounding in the theory and application of the various concepts that form the basis of Total Quality Management (TQM)."

She adds that this programme is unlike any other as it is developed based on the knowledge related to quality management, encompassing areas of TQM and Quality Improvement Tools and Methods that use the updated standards of ISO 9001: 2015 Quality Management Systems, ISO 14001: 2004 Environmental Management Systems, and ISO 18001: 2007 Occupational Health and Safety Assessment Series.

She says certification for the credentials use updated Sirim standards. Sirim consultants and experts are on hand to evaluate learners' master projects and conduct training required for the four credentials.

A master's degree in quality management, especially one that also provides the added advantage of Sirim certification, is ideal for individuals working in various sectors, including quality and service assurance managers, occupational health and safety specialists, internal and external auditors, management consultants as well as compliance officers.

"The MQM programme will enhance learners' generic and transferable skills that are applicable in various industries. These skills will help them measure, analyse and improve quality management and improvement plans in their respective organisations." Dr Raziana concludes.

SEGI U



## Sunway



SUNWAY COLLEGE  
SCKL Successfully Passed Re-Certification and Upgrade to ISO 9001:2015

30 NOVEMBER 2017  
Congratulations SCKL - ISO 9001:2015

SCKL is proud to announce that we have successfully passed the Re-Certification and Upgrade to ISO 9001:2015 audit on 13th October 2017.

# Persijilan ISO 9001:2015 di Universiti Swasta

## MMU Cyberjaya



MMU MULTIMEDIA UNIVERSITY  
Cyberjaya

15 JAN MMU Receives QMS ISO 9001: 2015 Recertification  
Corporate Communications Unit

SIRIM QAS International Sdn. Bhd. has awarded MMU the QMS ISO 9001: 2015 recertification for another three years from 07 October 2019 until 04 October 2022 for the scope of 'Provision of Education Services for Foundation, Diploma, and Undergraduates Studies and Support Services'.

The QMS ISO 9001: 2015 recertification demonstrates MMU's consistency in providing quality products and services that satisfy the customer, meet applicable statutory and regulator requirements, address associated risks and opportunities, and conformity to the specified quality management system requirements.

Thank you to all MMU citizens for the great commitment to maintaining the quality management system, which leads to no Non-Conformance Report (NCR) recorded for all campuses. Your continuous effort in improving and strengthening the efficiency, compliance, productivity, and customer satisfaction is greatly appreciated.

## KPTM



UTAMA PROFIL KPTM BULETIN KPTM KAMPUS HUBUNGI KAMI

SISTEM KPI  
SISTEM KPTMNET  
SISTEM PENGURUSAN BILIK MESYUARAT  
SISTEM PENGURUSAN ASET

TALIAN HOTLINE KPTM  
SISTEM ADUAN@KPTM  
SISTEM ADUAN INTEGRITI  
PELUANG KERJAYA

BUKU PANDUAN AKADEMIK  
CARA BAYARAN YURAN

skk@gapps.kptm.edu.my  
FB : Kolej Poly-Tech MARA - KPTM

Hotline Kemasukan  
Tel : 03 9179 5637/39  
Faks : 03 9179 5677/98  
E-mel : admission@kptm.edu.my

MS ISO 9001:2015

Waze | Lokasi KPTM Ibu Pejabat

Hubungi Ketua Pegawai Maklumat (CIO)  
E-mel : cio@kptm.edu.my

AKKREDITASI SIRIM  
DUBLIN BUSINESS SCHOOL  
APPROVED LEARNING PARTNER ACCA Gold

# Primary focus ISO 9001

- “... to consistently provide products and services that **meet customer and applicable statutory and regulatory requirements** ...”
- Accreditation is a quality assurance process that colleges, universities and education institutions or programs undertake to confirm that they **meet recognized set of service and operational standards**
- New move - incorporating / **integrating OBE** as part of teaching learning process

ISO 9001:2015

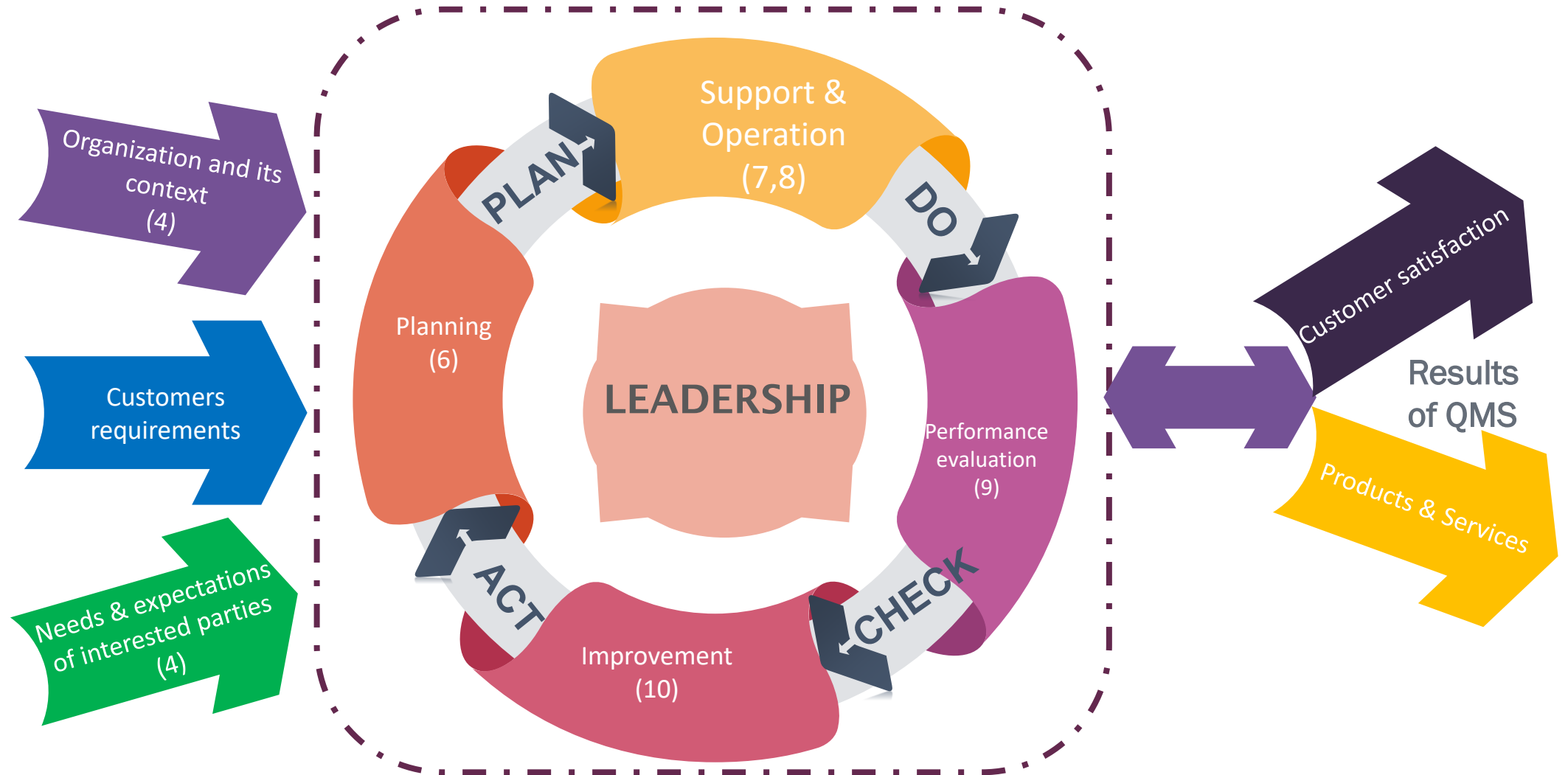
# 7 Quality Management Principles



# Structure of ISO 9001:2015

- 1 Scope**
- 2 Normative references**
- 3 Terms and definitions**
- 4 Context of the organization**
- 5 Leadership**
- 6 Planning for the QMS**
- 7 Support**
- 8 Operation**
- 9 Performance evaluation**
- 10 Improvement**

# Plan-Do-Check-Act (PDCA cycle)





# Plan

4  
Context of organization

5  
Leadership

6  
Planning

7  
Support

8  
Operation

9  
Performance and Evaluation

10  
Improvement

4.1  
Understanding context

5.1  
Leadership and commitment

6.1  
Actions to address risks and opportunities

7.1 Resources

8.1  
Operational planning and control

9.1  
Monitoring, measurement, analysis and evaluation

10.1  
General

4.2  
Interested parties

5.2  
Policy

6.2  
Quality objectives and planning

7.1.2 People

8.2  
Requirement for products & services

9.1.2  
Customer satisfaction

10.2  
Nonconformity and corrective action

4.3  
Scope

5.3  
Organizational roles, responsibilities and authorities

6.3  
Planning of changes

7.1.3 Infrastructure

7.1.4 Environment for the operation of processes

7.1.5 Monitoring and measuring resources

8.3  
Design & Development

9.1.3  
Analysis and evaluation

10.3  
Continual improvement

4.4  
QMS

7.1.6 Organizational knowledge

7.2 Competence

7.3 Awareness

7.4 Communication

7.5 Documented information

8.4  
Control of externally provided process, product, services

8.5  
Production and Service Provision

8.6  
Release of Products and Services

8.7  
Control of nonconforming outputs

9.2  
Internal audit

9.3  
Management review

# QUALITY POLICY & SCOPE



## POLICY

School of Medical Sciences will strive to be a centre of academic excellence by providing the highest standards of medical education and research activity and will continually improve the effectiveness of the quality management

The provision of education services including its design and development for the undergraduate and postgraduate, and the management of research activities

## SCOPE



# Objektif Kualiti, PPSP



## Postgraduate T&L activity

## Undergraduate T&L

1. To ensure at least 40% of successful undergraduate students in the professional examinations obtain good grades (B and above)
2. To ensure at least 90% of undergraduate students in professional examinations pass their exam

## Research activity

1. At least 60% of eligible academic staff will be involved in research as Principal Investigator
2. Eligible academic staff publish at least one OR two paper in the indexed journal as a main author or correspondence author

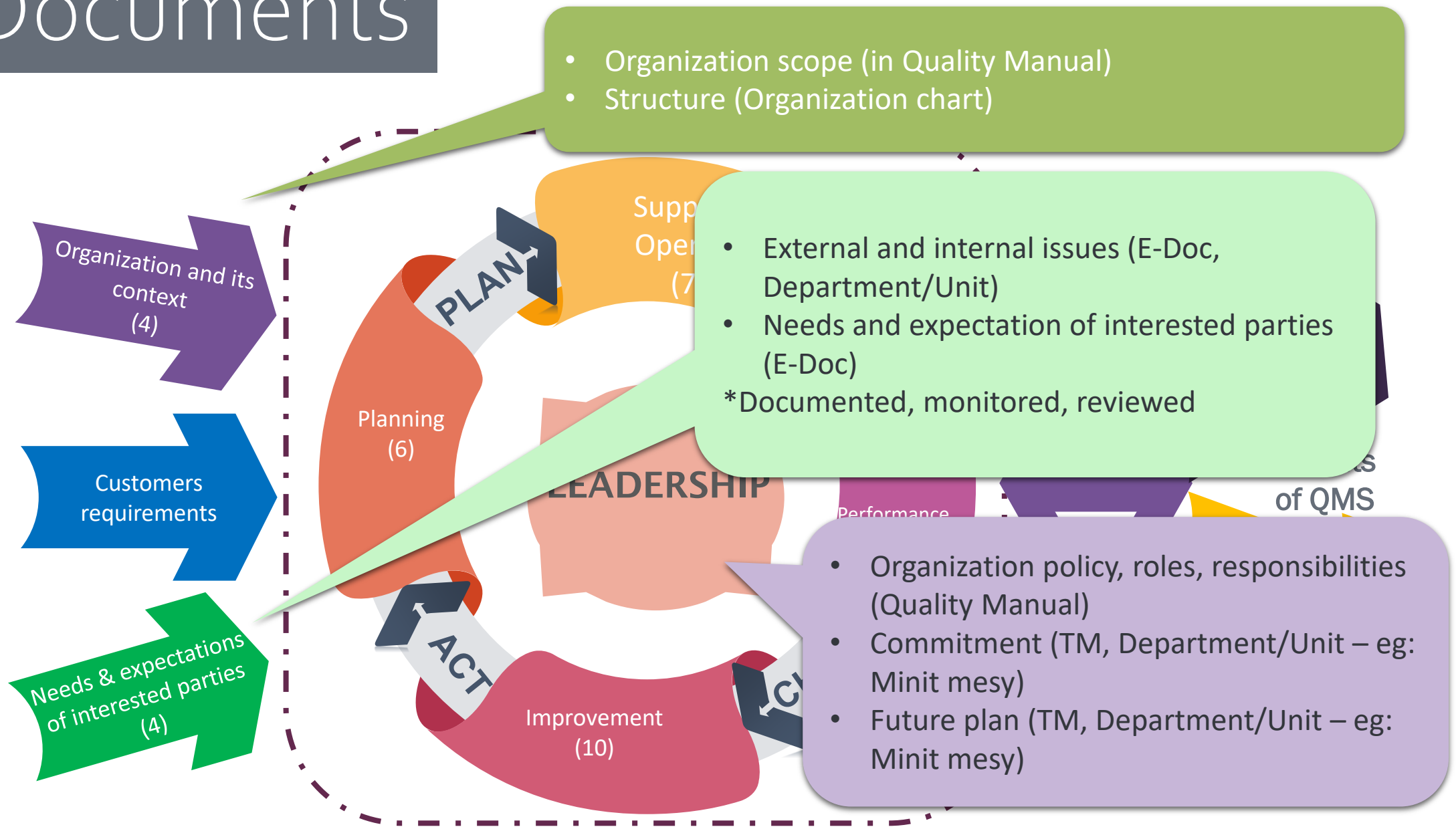
NEW

1. Ratio of postgraduate student to eligible lecturers is not more than 4 to 1.
2. At least 75% of eligible lecturers to be the main supervisor for research / dissertation to a minimum of one postgraduate student.
3. Percentage of international postgraduate students in course work is at least 2%.
4. Percentage of international postgraduate students in mixed-mode and research-mode is at least 10%.
5. At least 20% of PhD candidates submit their thesis within 7 semesters.
6. At least 35% of MMed candidates graduate within 8 semesters.
7. "..... % of MSc candidates submit their thesis within 4 semesters"

NEW



# ISO Documents



# ISO Documents

## Control of externally provided process, products and services (Procurement and Finance)

- Procedure related
- Approved supplier list
- Evaluation result of external providers' performance
- Advertisement for tenders 2021 and approval
- Related Committee and terms of reference
- Minutes of meetings
- Request for maintenance/calibration
- List of equipment to be maintained and calibrated
- Sample of Invoice for job completion /verification of work done

Support & Operation  
(7,8)

**Human resources** - competency & training programs (Unit Latihan, Department/Unit)

- Training plan / calendar
- Evaluation result: Training and effectiveness of training
- Staff training record
- Reporting and analysis
- Evidences on maintaining Organizational Knowledge

SHIP

Performance evaluation

Results of QMS

## Facilities (Department/Unit)

- CRL, CTU, I-CSC
- Asset
- Safety

# ISO Documents

## (TM)

- Audit (plan, establish, implement and maintain) including analysis, checklists / audit notes
  - ✓ NCR / OFI, report
  - ✓ Evidence of previous audit findings
- **MRM**
  - ✓ Minutes, agenda, calling letter, including the interval, management review inputs, management review outputs, decision and action related and its documented information
  - ✓ Status of corrective actions including customer complaints
  - ✓ Result of achievement of Quality Objectives

Support & Operation  
(7,8)

LEADERSHIP

Performance evaluation  
(9)

## Performance evaluation (Department/unit)

- Customer satisfactions and customer complaint (method of obtaining, monitoring & reviewing) – Including Aduan pelanggan
- Result of achievement of Quality Objectives

## Risk assesment (TM, Department/unit)

- List of internal and external issues

\*Documented, monitored, reviewed

Customer satisfaction

Results of QMS

Products & Services

**PHASE I CURRICULUM :**  
Year 1 and 2  
**PHASE II CURRICULUM:**  
Year 3, 4 and 5

**POST-GRADUATE STUDIES**  
Mmed, Coursework, Mixed mode,  
Research, Integrated

**RESEARCH &  
INNOVATION**

**ELECTIVE  
PROGRAMM**

- Record /document related to all the activities or procedures for elective posting

- Approved Curriculum
- Curriculum review records (if any)
- Course Outline/per forma
- Teaching / Lesson Plan
- Academic Calendar (2020/2021)
- Examinations Calendar or Schedule
- Weekly Timetables
- Course files
- Attendances
- Walkthrough the e-learning system
- Course assessments and marking samples
- Continuous and Final examination question papers & answer schemes
- Answer scripts, Moderation records & Marks spreadsheets
- Course Outcome Review Reports for the chosen program/course (achievement of CLO/PLO)
- Course evaluation by students

- Appointment of supervisors
- Proposal defense
- Progress report
- Examination Committee
- Submission of Research

**Guidelines and processes, data, list, reports, documents and any other evidences related to these activities:**

- Research Grant Funding
- Publication
- KPI
- Innovation
- Activities and Collaborations

ISO Documents specific for teaching & learning

# What are the Implications of MQA's position on OBE ?

- MQA essentially demands 3 major efforts :
  1. Improvement of procedures, documentation, criteria, etc - easily attainable & **ISO 9001:2000**
  2. “a genuine shift towards OBE” in the Malaysian Education System
  3. Benchmarking: Move towards internationalization



# Outcome-Based Education (OBE) framework integration in the PDCA cycle

- Correctly determining the **learning outcomes at all levels** and properly elaborating the curriculum
- Organizing the teaching and learning activities through **student-centered** and active learning technology
- **Assessment and evaluation of all levels of learning outcomes** (i.e., Program's Educational Objectives (PEOs), Program Learning Outcomes (PLOs), Course Learning Outcomes (CLOs))
- Continuous improvement of program activities.

*Note - OBE framework - PEOs' achievement depends on how graduates are attained PLOs. The PLOs' performance is defined by how graduate students acquired the knowledge*

Proceedings of the 14th International CDIO Conference, Kanazawa Institute of Technology, Kanazawa, Japan, June 28 - July 2, 2018.

# INTEGRATION: ISO & OBE DOCUMENTS

