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Universiti Kebangsaan Malaysia,
Pusat Pembangunan Akademik,
43600 UKM Bangi,
Selangor



(Attn: Dr Sity Daud)

Tel : 03 – 89215233
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Dear Sir/Madam,

ISO 9001:2008 – SURVEILLANCE AUDIT PLAN

Please be informed that a Surveillance Audit on your organization's quality management systems has been scheduled from 13 – 16 April 2010.

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

Mohammad Hamidi bin Yusop

Audit Team Leader
Services Section
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SURVEILLANCE AUDIT PLAN

- 1. CLIENT**
Universiti Kebangsaan Malaysia

- 2. SITE(S) AUDITED**
 - 1. Fakulti Ekonomi dan Perniagaan**
 - 2. Fakulti Pengajian Islam**
 - 3. Fakulti Pendidikan**
 - 4. Fakulti Sains dan Teknologi**
 - 5. Fakulti Perubatan**
 - 6. Fakulti Sains Kesihatan Bersekutu**
 - 7. Pusat Perkembangan Pelajar**
 - 8. Pusat Kembangan Pendidikan**
 - 9. Bahagian Pengurusan Akademik**
 - 10. Pusat Pengurusan Siswazah**

- 3. OBJECTIVES OF AUDIT**
 - (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.

- 4. PROPOSE SCOPE OF CERTIFICATION:**
 1. Design & development of education programmes for Undergraduate and Postgraduate
 2. Provision of education services at undergraduate and postgraduate level

- 5. REFERENCE DOCUMENTS**

ISO 9001:2008 – Requirements; Organization's Quality Manual and Procedures:
Customer's and regulatory and statutory requirements

- 6. DATE OF AUDIT** : 13 – 16 April 2010

- 7. AUDIT TEAM**
 - (a) Lead Auditor : Mohammad Hamidi Bin Yusop (MHY)
 - (b) Auditors : Fauziah Sulaiman (FZ)
Siti Rahmah Ahmad (CTR)

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

8. AUDIT METHOD

Witnessing operations, evaluating documents and records and interviewing of personnel including the management responsible for the area

9. FACILITIES AND ASSISTANCE REQUIRED

- i) Meeting room
- ii) Facilities for photocopying
- iii) Personal protective equipment (if applicable)
- iv) A representative of the company, acting as a guide to assist each auditor

10. CONFIDENTIALITY REQUIREMENTS

The audit team members from SIRIM QAS International Sdn. Bhd., have signed an undertaking not to disclose any information or documents obtained during the audit, including the final report, to any third party, without the approval of the client

11. WORKING LANGUAGE

English and Bahasa Malaysia

12. REPORTING

- (i) Language : English
- (ii) Format : Verbal and written
- (iii) Expected date of issue : After closing meeting

DETAILS OF AUDIT PLAN

Day 1		
Time	Program	Personnel
0900– 0930	Opening Meeting by SIRIM QAS International Lead Auditor Briefing on the organization's quality management system and any changes since the last audit	SIRIM's Auditors and organization's representatives
0930 –1630	Review of documentation against requirements of ISO 9001:2008. Control of Document. Management Responsibility Management review. Assessment of quality management system performance. Follow up action on management review which resulting continual improvement & action plan, Action plans towards achievement of organization's policy and objectives Verification of improvement made base on the previous audit findings Handling of customer complaint and feedback Corrective action and preventive action including continual improvement. Review of internal audit planning and finding. Training of internal auditor, analysis of audit finding, Audit follow up and resulting action plan and improvement activities.	Organization's representative/ MHY

0930 –1630	Bahagian Pengurusan Akademik Product/Service Realization* Activities related to: <ul style="list-style-type: none"> • Recruitment & registration process covering the enrollment of students. • Time tabling and resource planning • Examination processes inclusive of planning, preparation of time table, handling of question paper, conducting the examinations and releasing of result • Graduation process inclusive of verification of candidates & handling of graduation day 	Organization's representative/FZ
0930 –1630	Pusat Pengurusan Siswazah Product/Service Realization* <ul style="list-style-type: none"> • Design and development of education programs • Enrollment of postgraduate students • Monitoring of postgraduate students inclusive of submission of progress report • Graduation process covering submission of thesis, appointment of examiners, viva and other related process. 	Organization's representative/CTR
16:30	Review of the Day 1 Findings	SIRIM's Auditors Organization's auditees

Day 2		
Time	Program	Personnel
0900– 1630	Pusat Kembangan Pendidikan (Pengurusan Pengajian Siswazah) Product/Service Realization* Activities related to: <ul style="list-style-type: none"> • Design & development of programs/courses (new & review the existing program/courses) • Teaching & Learning for coursework mode (without thesis) including monitoring the students' performance (continuous assessment). • Monitoring the progress of research (with thesis) including submission of progress report to Centre • Final Examination related process including preparation of question papers, printing, handling & safe keeping of question paper, marking, releasing results and appeal process. • Comprehensive examination including appointment of examiners, releasing the results and any related process 	Organization's representative/ MHY
0900 –1630	Fakulti Sains Kesihatan Bersekutu, Jalan Raja Muda Abdul Aziz, Kuala Lumpur (Pengurusan Pengajian Siswazah) Product/Service Realization* Activities related to: <ul style="list-style-type: none"> • Design & development of programs/courses (new & review the existing program/courses) • Teaching & Learning for coursework mode (without thesis) including monitoring the students' performance (continuous assessment). • Monitoring the progress of research (with thesis) including submission of progress report to Centre • Final Examination related process including 	Organization's representative/ CTR

	<p>preparation of question papers, printing, handling & safe keeping of question paper, marking, releasing results and appeal process.</p> <ul style="list-style-type: none"> Comprehensive examination including appointment of examiners, releasing the results and any related process 	
0900 –1630	<p>Fakulti Perubatan, Jalan Yaakob Latif, Bandar Tun Razak (Pengurusan Pengajian Prasiswazah) Product/Service Realization*</p> <ul style="list-style-type: none"> Design and development of education program at undergraduate level – reviewing of new and existing programmes and courses inclusive of planning, delivery, students monitoring & assessment and monitoring lecturers' performance. Examination process at undergraduate level (planning, setting exam questions & marking scheme, handling of exam papers & answer scripts) 	Organization's representative/FZ
16:30	Review of the Day 2 Findings	SIRIM's Auditors Organization's auditees

Day 3		
Time	Program	Personnel
0900– 1630	<p>Fakulti Ekonomi dan Perniagaan (Pengurusan Pengajian Siswazah) Product/Service Realization*</p> <p>Activities related to:</p> <ul style="list-style-type: none"> Design & development of programs/courses (new & review the existing program/courses) Teaching & Learning for coursework mode (without thesis) including monitoring the students' performance (continuous assessment). Monitoring the progress of research (with thesis) including submission of progress report to Centre Final Examination related process including preparation of question papers, printing, handling & safe keeping of question paper, marking, releasing results and appeal process. Comprehensive examination including appointment of examiners, releasing the results and any related process 	Organization's representative/ MHY
0900 –1630	<p>Fakulti Sains dan Teknologi (Pengurusan Pengajian Siswazah) Product/Service Realization*</p> <p>Activities related to:</p> <ul style="list-style-type: none"> Design & development of programs/courses (new & review the existing program/courses) Teaching & Learning for coursework mode (without thesis) including monitoring the students' performance (continuous assessment). Monitoring the progress of research (with thesis) including submission of progress report to Centre Final Examination related process including preparation of question papers, printing, handling & safe keeping of question paper, marking, releasing results and appeal process. 	Organization's representative/ FZ

	<ul style="list-style-type: none"> Comprehensive examination including appointment of examiners, releasing the results and any related process 	
0900 –1630	Fakulti Pendidikan (Pengurusan Pengajian Prasiswazah) Product/Service Realization* <ul style="list-style-type: none"> Design and development of education program at undergraduate level – reviewing of new and existing programmes and courses inclusive of planning, delivery, students monitoring & assessment and monitoring lecturers' performance. Examination process at undergraduate level (planning, setting exam questions & marking scheme, handling of exam papers & answer scripts) 	Organization's representative/CTR
16:30	Review of the Day 3 Findings	SIRIM's Auditors Organization's auditees

Day 4		
Time	Program	Personnel
0900– 1215	Resource requirement and planning Identification of training needs and execution of training plan. Execution of training and evaluation on effectiveness of action taken. Maintenance of training record. Verify improvement made on training need analysis and annual training program	Organization's representative/ MHY
0900 –1215	Fakulti Pengajian Islam (Pengurusan Pengajian Siswazah) Product/Service Realization* Activities related to: <ul style="list-style-type: none"> Design & development of programs/courses (new & review the existing program/courses) Teaching & Learning for coursework mode (without thesis) including monitoring the students' performance (continuous assessment). Monitoring the progress of research (with thesis) including submission of progress report to Centre Final Examination related process including preparation of question papers, printing, handling & safe keeping of question paper, marking, releasing results and appeal process. Comprehensive examination including appointment of examiners, releasing the results and any related process 	Organization's representative/ CTR

0900 –1215	Pusat Perkembangan Pelajar (Pengurusan Pengajian Prasiswazah) Product/Service Realization* <ul style="list-style-type: none"> • Design and development of education program at undergraduate level – reviewing of new and existing programmes and courses inclusive of planning, delivery, students monitoring & assessment and monitoring lecturers' performance. • Examination process at undergraduate level (planning, setting exam questions & marking scheme, handling of exam papers & answer scripts) 	Organization's representative/FZ
1500 – 1630	Preparation of Report	SIRIM's Auditors
1630	Closing Meeting : Presentation of Findings and Recommendation	Organization's management/ SIRIM's Auditors

* The audit on this area will subject to relevant requirements of the Standard related to Documentation Requirement, Management Responsibility, Resource Management, Product Realization and Measurement, Analysis and Improvement.

**Afternoon break shall follow the organization's lunch time