



**MS ISO 9001:2015 Concepts & Implementation Awareness Training**

*(Latihan Konsep & Pelaksanaan ISO 9001:2015)*  
27 Apr 2024, Saturday - Hexatech Engineering Sdn. Bhd.

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**ISO 9001:2015 Concepts & Implementation Awareness Training**  
Hexatech Engineering – 27 Apr 2024, Saturday

**Agenda**

1	A brief history of ISO 9001 (Sejarah ISO 9001)	10.00am – 12.00pm (Session 1)
2	The Process-model Approach (Pendekatan Model Proses)	12.00pm – 1.00pm Lunch Break
3	Risk-based Thinking (Pemikiran berdasarkan Risiko)	1.00pm – 4.15pm (Session 2)
4	MS ISO 9001:2015 Quality Management System (Sistem Pengurusan Kualiti ISO 9001:2015)	
5	ISO 9001 Certification Process (Proses Pensijilan ISO 9001)	4.15pm – 5.00pm : Short Test

Online Training via Zoom

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**Part 1**

- 1 A brief history of ISO 9001  
(Sejarah ISO 9001)
- 2
- 3
- 4
- 5

3

**A Brief History of ISO 9001**

International Organization for Standardization

ISO Central Secretariat  
Chemin de Blandonnet 8  
CP 401  
1214 Vernier, Geneva  
Switzerland

ISO is an independent, non-governmental international organization established in 1947 with a current membership of 167 national standards bodies.

Through its members, it brings together experts to share knowledge and develop voluntary, consensus-based, market relevant International Standards that support innovation and provide solutions to global challenges.

77 years  
(Sejarah ISO 9001)

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International Organization for Standardization

Quality Management System

(Piawai ISO)

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**ISO 9001 Model**

TODAY'S TOPIC IS ...

ISO 9001:2015

Quality Management

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International Organization for Standardization

Let us focus on... ISO 9001 Quality Management System Certification

UKAS MANAGEMENT SYSTEMS 0008

1947 1980 1987 1990 1994 2000 2015 2022

(ISO 9001 Sistem Pengurusan Kualiti)

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### The United Kingdom Accreditation Service

The United Kingdom Accreditation Service (UKAS) is the national accreditation body for the United Kingdom, appointed by government, to assess organisations that provide certification, testing, inspection and calibration services.

<https://www.ukas.com> > about-us

About us - UKAS

(Laman Web Rasmi UKAS)

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### UKAS – United Kingdom Accreditation Service

A world of confidence  
Creating confidence in the products and services we all rely upon.

UKAS is the National Accreditation Body for the United Kingdom. We are appointed by government, to assess and accredit organisations that provide services including certification, testing, inspection and calibration.

(Laman Web Rasmi UKAS)

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### UKAS – United Kingdom Accreditation Service

Accreditation Logo and Symbols

National Accreditation Symbols for Management System Certification Bodies:

The following national accreditation symbols below will be withdrawn from use as of 1st February 2024.

(Laman Web Rasmi UKAS)

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### What is ISO 9001 QMS?

A quality management system (QMS) is a set of *policies, processes and procedures* required for planning and execution (production/ development/ service) in the core business area of an organization.

QMS cover areas that can impact the organization's ability to meet *customer requirements (including legal requirements)*.

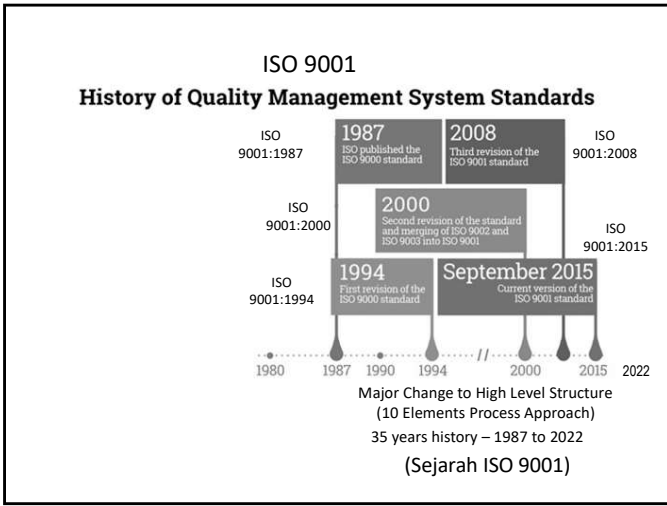
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### ISO 9001 Sistem Pengurusan Kualiti - Maksud

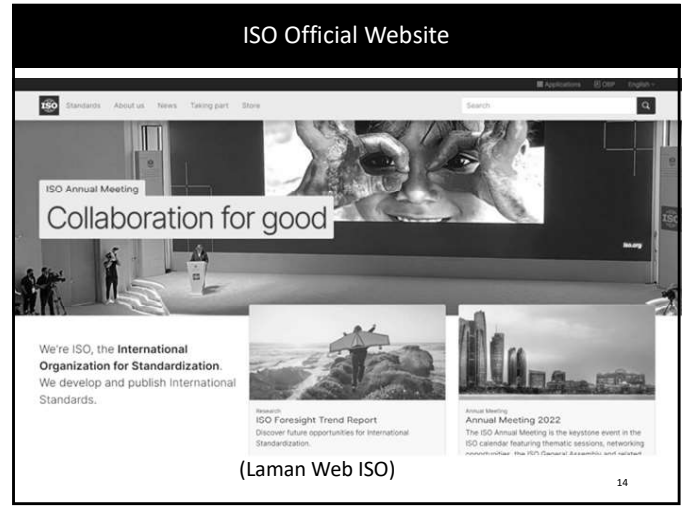
Organisasi telah mewujudkan pendekatan yang sistematik untuk menerapkan kualiti dengan memastikan produknya atau perkhidmatan yang diberi ada memenuhi keperluan pelanggan.

Pendekatan ini tidak bermakna produk/perkhidmatan itu telah mematuhi standard produk/perkhidmatan, tetapi organisasi tersebut mempunyai satu sistem yang konsisten untuk menghasilkan produk/perkhidmatan yang memenuhi keperluan pelanggan.

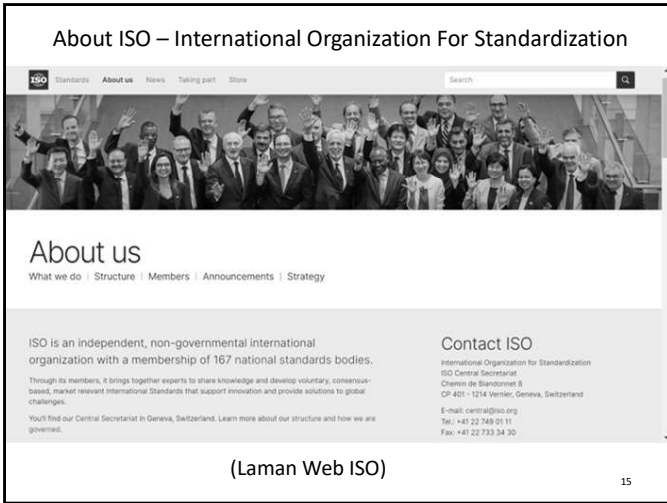
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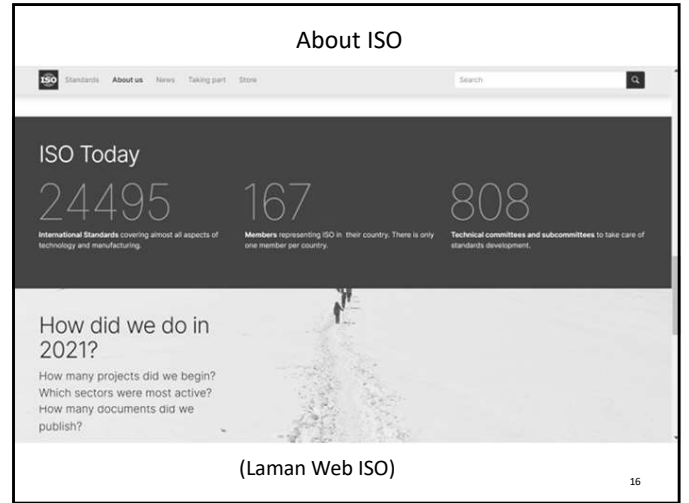
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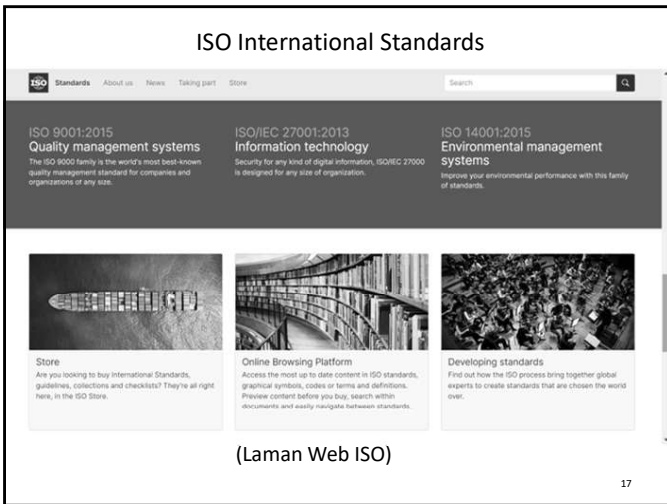
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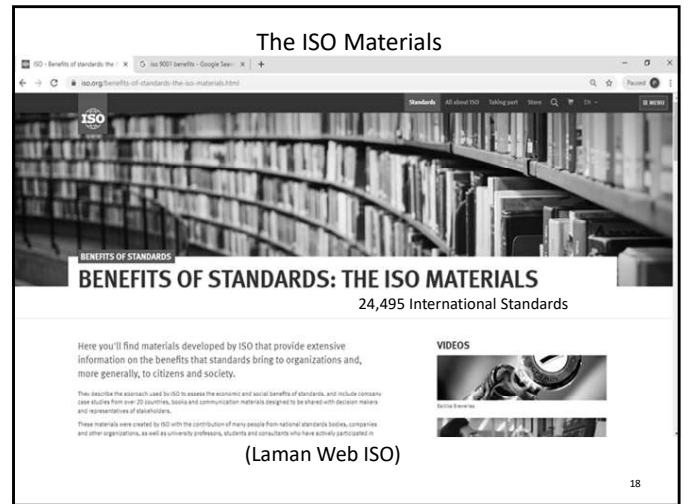
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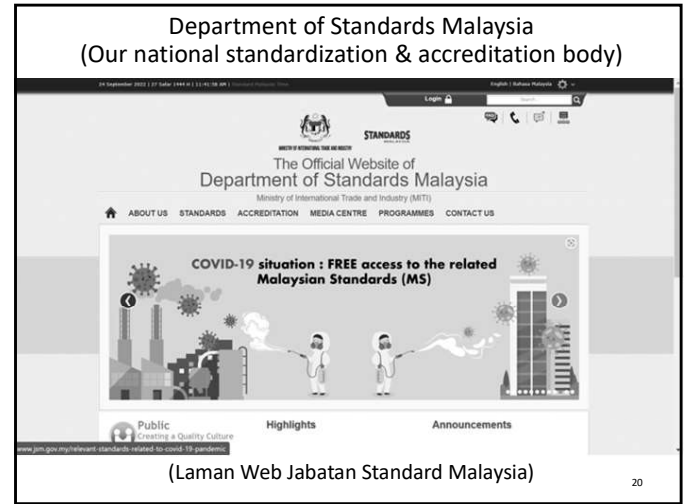
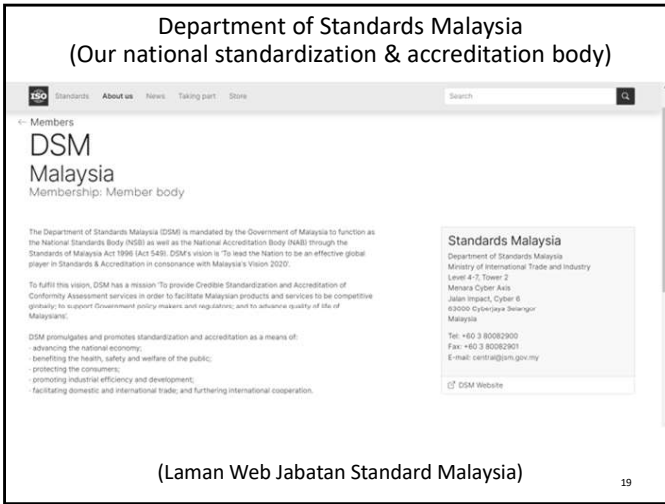
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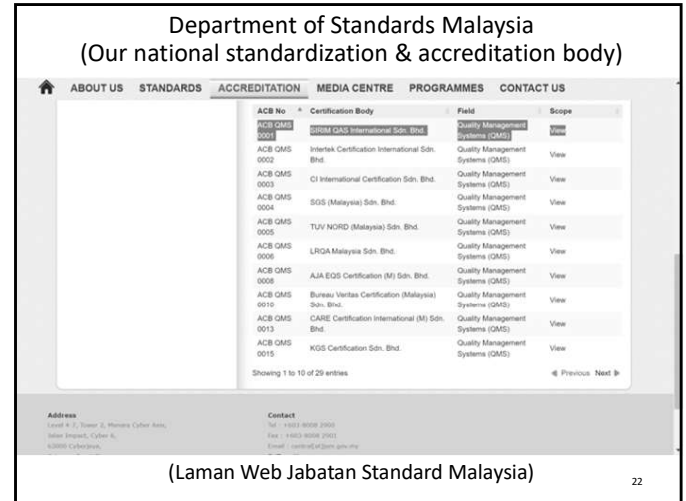


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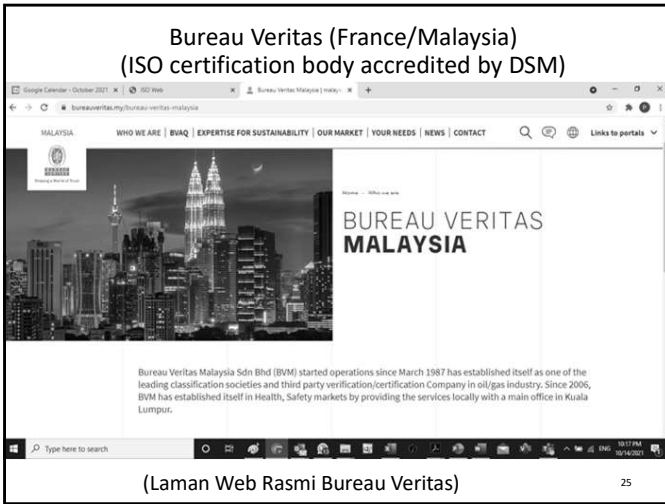
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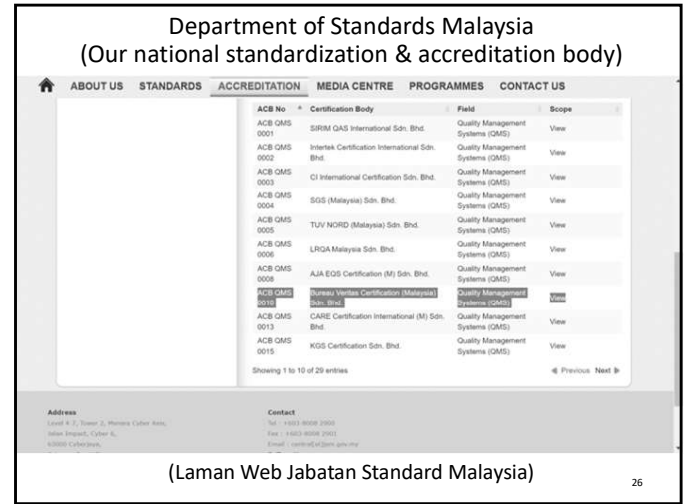


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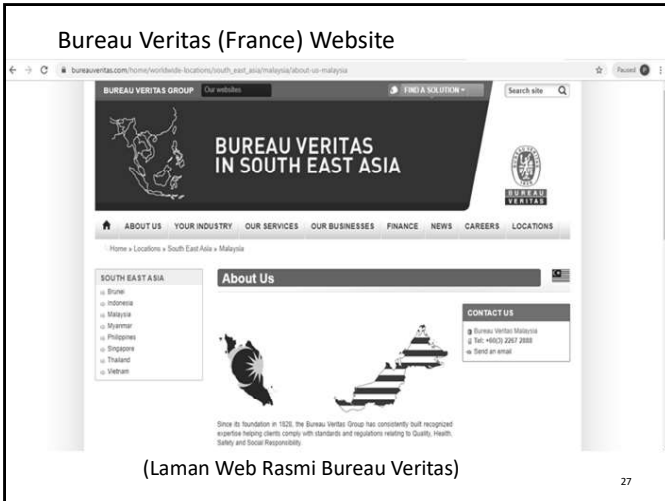
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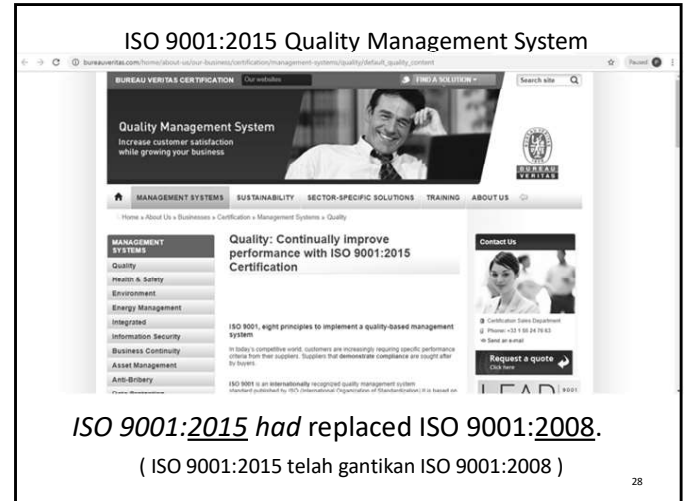
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## Determining the Scope of QMS

### Annex D - Quality Policy

Hexatech Engineering is committed to providing customers with service of the highest possible level of quality. In order to achieve this, we are continually improve our quality management system to satisfy customers' needs and strive to exceed their requirements and applicable requirements by undertaking the following:

\* Achieving and maintaining a standard of excellence in the operation of our business.

Consistently provide products and services that meet customer and applicable legal requirements. (Secara konsisten menyediakan produk dan perkhidmatan yang memenuhi keperluan pelanggan dan keperluan undang-undang).

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## 10 x Quality Objectives (Year 2024) (1)



Annex I to QMS-06 Issue No. 1 Revision No. 4 Effective 01 Jan 2022

### Annex I - Quality Objectives - Year 2024

ITEM	DEPT	QUALITY OBJECTIVES	REQUIRED RESOURCES	REQUIRED ACTION	EVALUATION METHOD	TARGET DATE	PIK
1	OCS	To have at least One (1) continual improvement item in a year.	Net profits or bank borrowing.	To improve on manpower competency, work processes or work environment.	Evidence of manpower process or work environment record or verbal report.	31 Dec 2022	MD
2	QSA	To maintain a ISO web-based quality management documentation system to allow proper identification and traceability.	Have own or outsourced Server to host the ISO Web.	To engage a reliable server host or have a good computer to act as a Server.	Service Contract or Purchase Order or Invoice.	31 Dec 2022	IM
3	AD	To hold one (1) internal communications meeting on half yearly basis.	Proper meeting room/area.	To issue early instructions for all employees to attend the twice yearly communications meeting.	Internal Communications Meeting Minutes.	31 Dec 2022	AE

### Objektif Kualiti

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## 10 x Quality Objectives (Year 2024) (2)

4	AD	To hold one (1) leadership, management or motivational session as staff development in a year.	Own top management to lead.	Arrange a yearly outing or management/company get together activity for staff motivation.	Annual Company Activities Chart.	31 Dec 2022	AE
5	QSA	To conduct at least one (1) training session per year related to quality management system or construction management or administration.	Proper training room.	Engage in house or external trainer	Training evaluation forms.	31 Dec 2022	IM
6	PD	To prepare Project Quality Plan (PQP) within Thirty (30) days from the official date of acceptance of a contract / letter of award / purchase order.	Assign project team responsibilities.	Comply to mandatory ISO procedure for project management.	Project Log.	31 Dec 2022	PM
7	PD	To deliver projects on schedule and within budget.	Assigned project team responsibilities and operations director project budget management.	Project management control and monitoring.	Project Gantt Chart/ MS Project / Excel Milestone Chart and Costing Control System software.	31 Dec 2022	OD

### Objektif Kualiti

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## 10 x Quality Objectives (Year 2024) (3)

8	CD	To attain at least Ten Percent (10%) of tender/project secured against tender/project submitted on a yearly basis.	Adequate quantity surveyors/ estimator/sub contractor.	To participate in more tenders/projects to garner better success chances.	Tender / Project Log.	31 Dec 2022	CM
9	CD	To qualify Suppliers and Sub-Contractors with performance attaining to Grade C and above	Vendor performance evaluation system.	To conduct yearly performance evaluation for active suppliers and subcontractors.	Vendor Performance Evaluation Report.	31 Dec 2022	PURE
10	ENG	To conduct a minimum of one (1) reengineering review for each project, i.e. prior to implementation approval by customer or at mid implementation stage. (Applicable to Design and Build projects only)	Assign design engineer responsibility.	To conduct design reviews for each project.	Design input Sheet.	31 Dec 2022	DE

### Objektif Kualiti

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## Why our Company need ISO 9001 certification?

(Keperluan Pensijilan ISO 9001)

### (1) Delivering Consistent Level of Service:

- Able to deliver products and services of high quality.
- Improve the consistency of your operations (continued improvement).
- Improve efficiency, reduce waste, and save money. (Menyampaikan taraf perkhidmatan selaras)

### (2) Customer Orientated:

- Meet customer requirements.
- Increase customer satisfaction with your products and services.
- Get more revenue and business from new customers. (Sentiasa menenuhi Kehendak/keperluan pelanggan)

### (3) Address Risks & Opportunities:

- Identify negative trends (risks) and positive trends (opportunities).
- Overcome weakness and take advantage of opportunities. (Mengenalpasti risiko dan peluang)

### (4) Motivated Workforce:

- Focus on the context of your company (management and employees).
- Describe, understand, and communicate your company processes.
- Develop a professional culture and better employee morale. (Tenaga kerja yang bermotivasi)

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## What MS ISO 9001:2015 does not cover

1. Accounting (perakaunan).
2. Security (keselamatan aset).
3. Safety (keselamatan perkerja).
4. Salary (gaji).
5. Employee welfare & benefits (kebijakan & manfaat Pekerja).

(Perkara-perkara yang tidak ada kaitan dengan MS ISO 9001:2015 )

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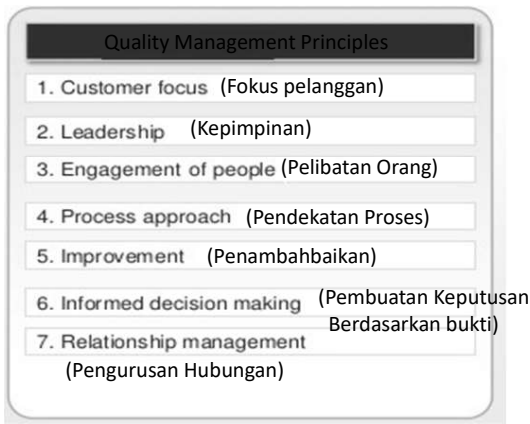
**MS ISO 9001:2015 focuses on:**  
(MS ISO 9001:2015 memfokuskan kepada: ... )

1. Compliance (Pematuhan).
  - (a) ISO & DSM Policies.
  - (b) Regulatory Rules & Regulations.
  - (c) ISO Processes & Procedures.
  - (d) Quality Assurance & Quality Control (QAQC).
  
2. Customer Satisfaction (Kepuasan Pelanggan).
  - (a) Customer requirements.
  - (b) Customer complaints.
  - (c) Defect / Punch lists.
  - (d) Customer annual assessment survey.

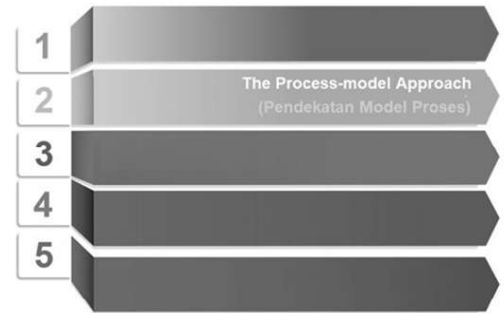
**ISO 9001: 2015 Clause 0.2  
Quality Management Principles**



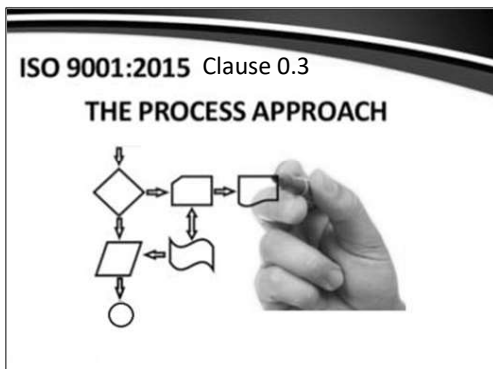
**Prinsip-prinsip Pengurusan Kauliti**



**Part 2**



**The Process-based Model - Clause 0.3**



Pendekatan Proses

**MS ISO 9001: 2015 Single Process - Clause 0.3.1**

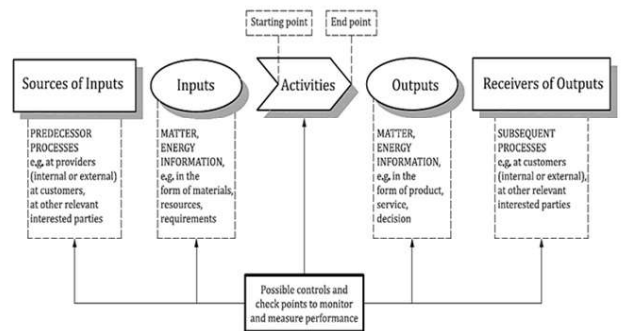
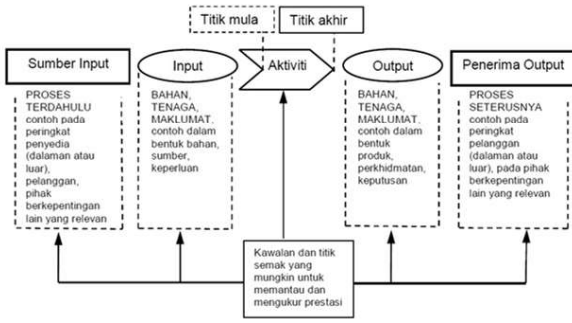


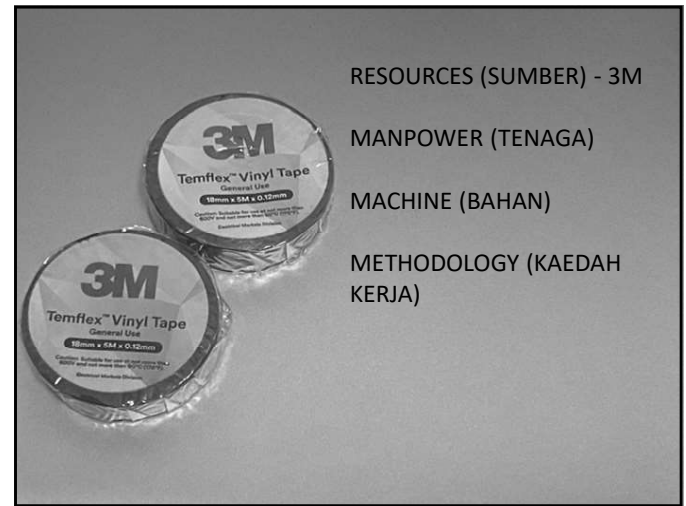
Figure 1 — Schematic representation of the elements of a single process

MS ISO 9001: 2015 Proses Pendekatan Tunggal - Klausa 0.3.1



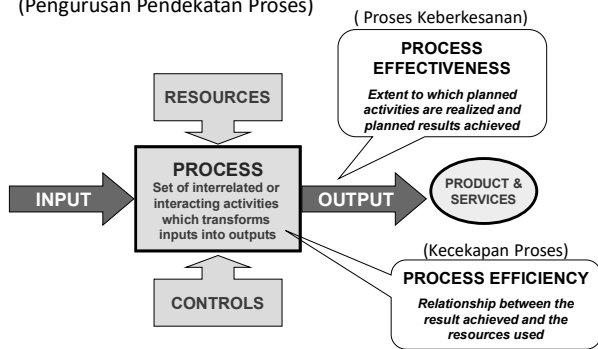
Rajah 1. Gambaran skematik unsur proses tunggal

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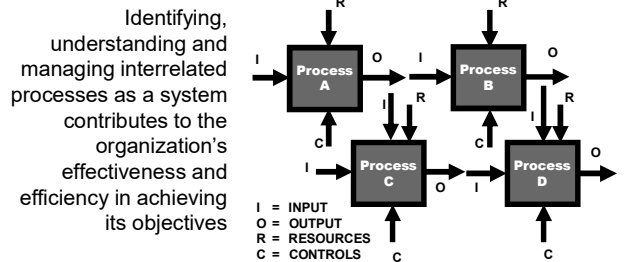
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ISO 9001:2015 Process Approach to Management (Pengurusan Pendekatan Proses)



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Managing Interrelated Processes (Pengurusan Pendekatan Proses Saling Berkait)

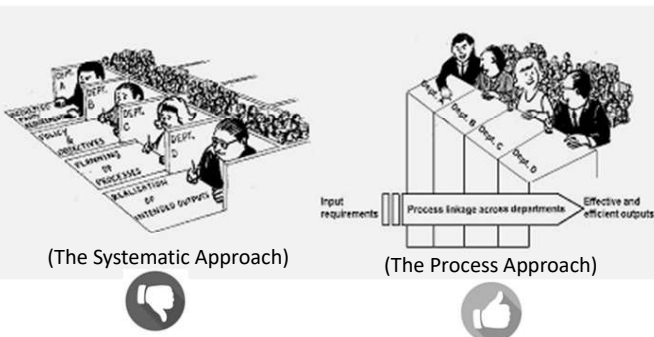


Mengenalpasti, memahami, mengurus ....

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Vertical Management Vs Horizontal Management

(Pengurusan Menegak ... bandingkan ... Pengurusan Mendatar)

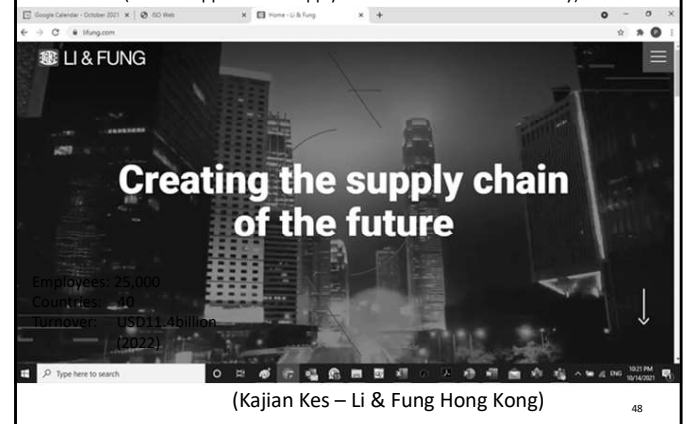


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Case Study - Li & Fung (Hong Kong)

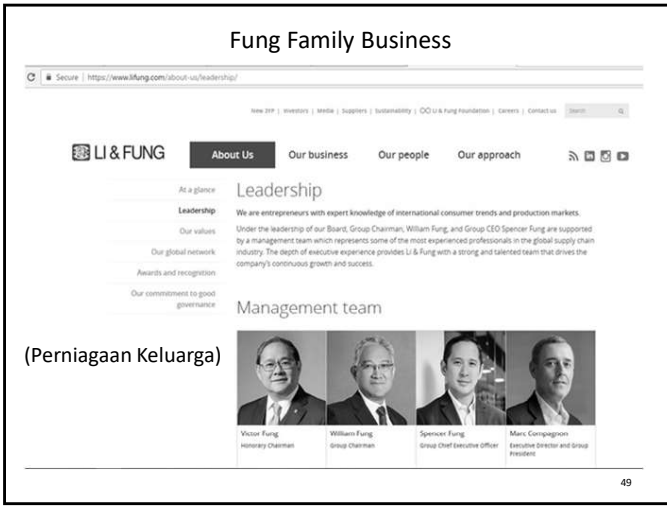
(Process Approach to Supply Chain Network – Success Story)



(Kajian Kes – Li & Fung Hong Kong)

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### Best Universities in the World

#### Cream of the crop

2024 rank	2023 rank	University	Location
1	1	Massachusetts Institute of Technology	US
2	2	University of Cambridge	Britain
3	4	University of Oxford	Britain
4	5	Harvard University	US
5	3	Stanford University	US
6	6	Imperial College London	Britain
7	9	ETH Zurich	Switzerland
8	11	National University of Singapore	Singapore
9	8	University College London	Britain
10	27	University of California, Berkeley	US

Source: QS WORLD UNIVERSITY RANKINGS 2024 STRAITS TIMES GRAPHICS

(Univeristi terbaik di dunia)

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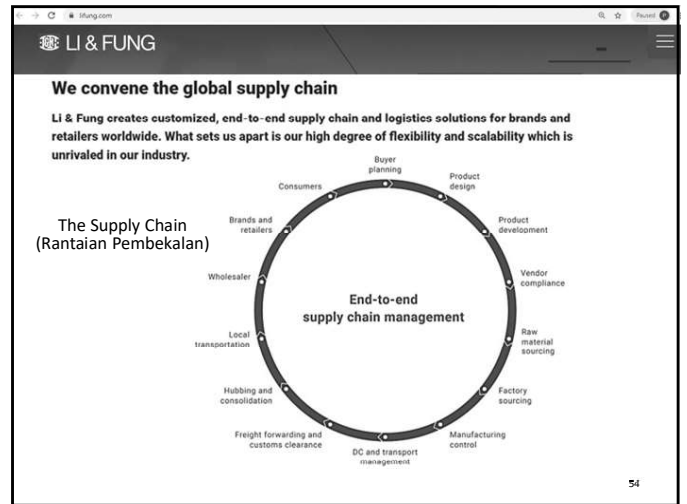
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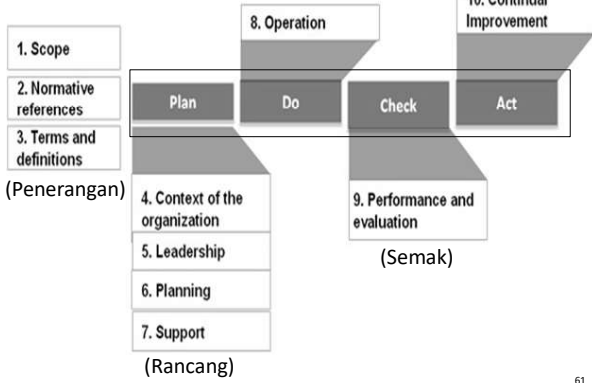


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# Kitaran PDCA Dikumpul Dalam ISO 9001:2015

## Kitaran PDCA



## ISO 9001:2015

1. Scope
2. Normative references
3. Terms & definitions
4. Context of the organization
5. Leadership
6. Planning
7. Support
8. Operation
9. Performance evaluation
10. Improvement

## Struktur ISO 9001:2015

1. Skop
2. Rujukan normatif
3. Istilah dan takrifan
4. Konteks organisasi
5. Kepimpinan
6. Perancangan
7. Sokongan
8. Operasi
9. Penilaian prestasi
10. Penambahbaikan

ISO 9001:2015 - 10 Fasal / Elemen

## ISO 9001:2015

1. Scope
2. Normative references
3. Terms & definitions
4. Context of the organization
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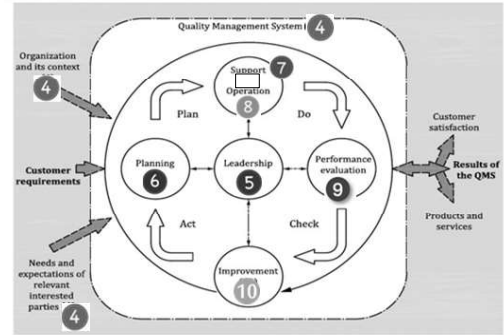
3 + 7 = 10 Elements

ISO 9001:2015 - 10 Fasal / Elemen

## ISO 9001:2015 Process Approach Clause 0.3.2

### 0.3.2 Plan-Do-Check-Act cycle

The PDCA cycle can be applied to all processes and to the quality management system as a whole. Figure 2 illustrates how Clauses 4 to 10 can be grouped in relation to the PDCA cycle.



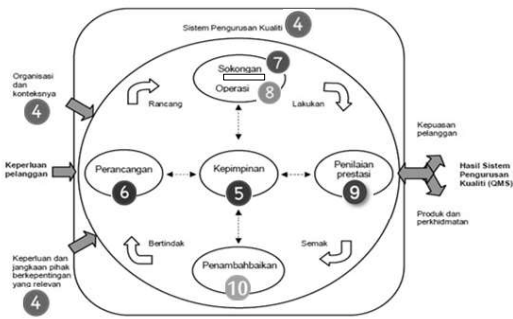
NOTE Numbers in brackets refer to the clauses in this International Standard.

Figure 2 — Representation of the structure of this International Standard in the PDCA cycle

## ISO 9001:2015 Process Approach Clause 0.3.2

### 0.3.2 Kitaran Rancang-Lakukan-Semak-Bertindak (PDCA)

Kitaran PDCA boleh diguna pakai untuk semua proses dan untuk sistem pengurusan kualiti secara keseluruhan. Rajah 2 menggambarkan cara Klausula 4 hingga Klausula 10 boleh dikumpulkan berthubung dengan kitaran PDCA.

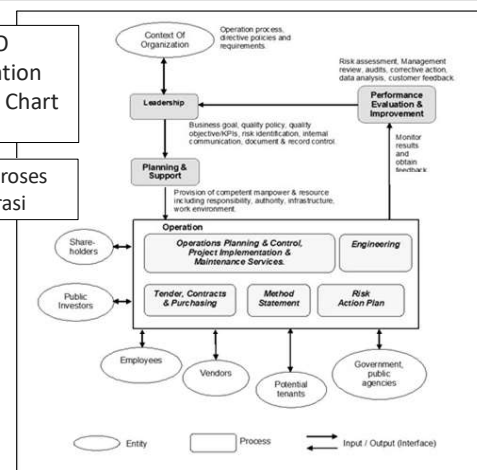


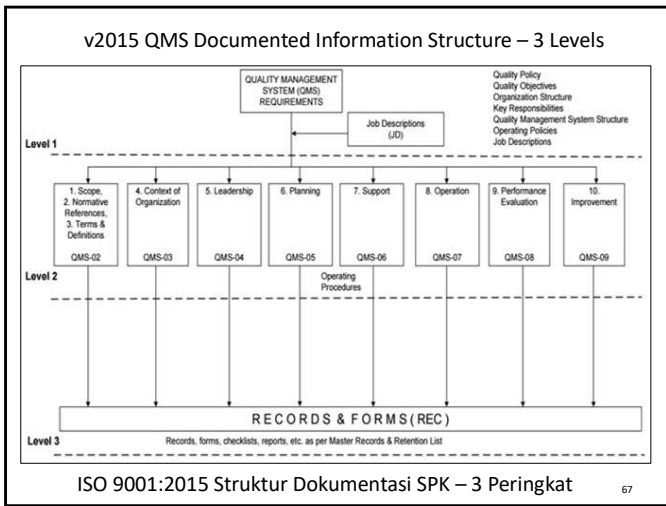
NOTA: Nombor di dalam kurungan merujuk Klausula dalam Standard Antarabangsa ini.

Rajah 2. Gambaran struktur Standard Antarabangsa ini dalam kitaran PDCA

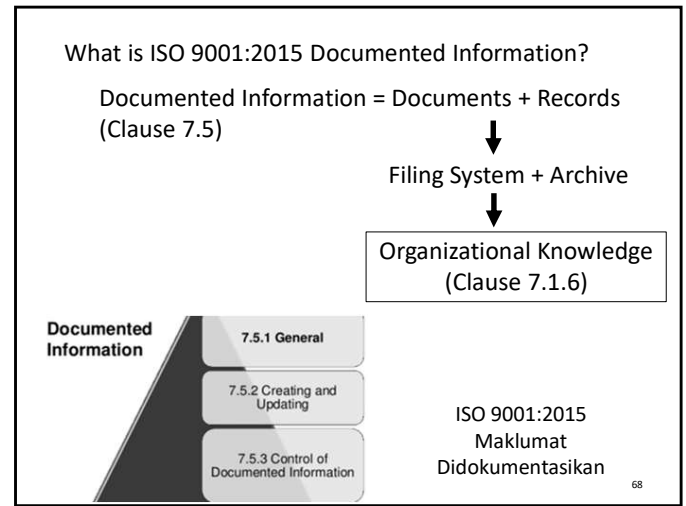
## ISO Operation Process Chart

### Carta Proses Operasi

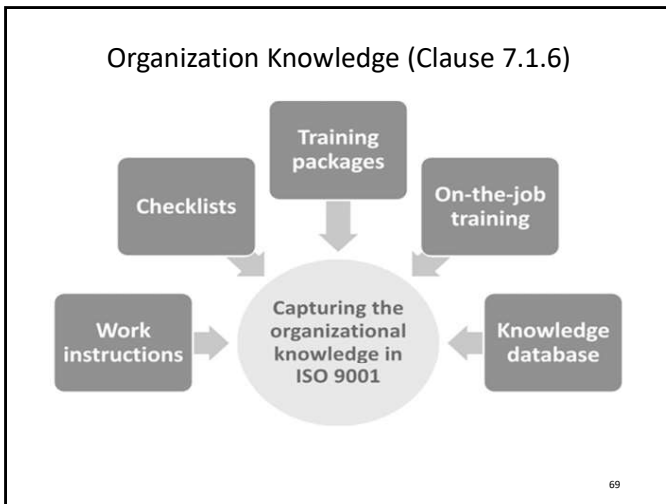




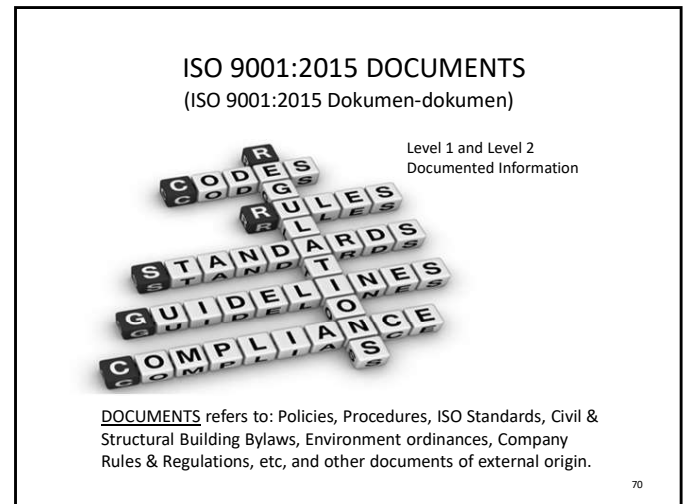
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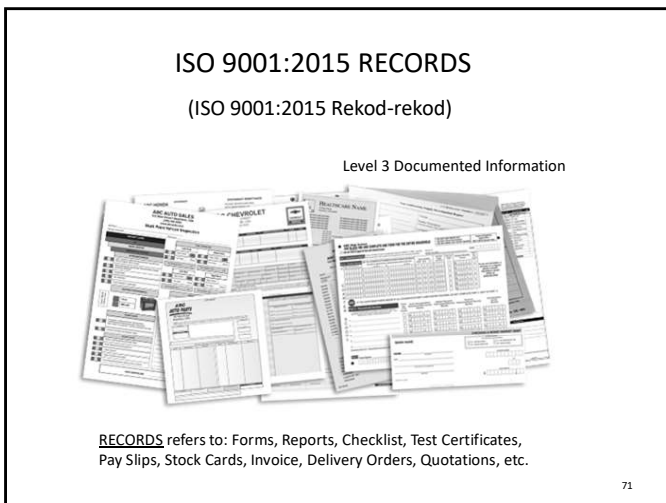
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### Document Procedure Format QSA-PRO-02

<b>HEXATECH</b>	QUALITY SYSTEM ADMINISTRATION	Issue No.: 1	Document Effective Date: 01 Aug 2017	Page 1 of 2
	Customer Satisfaction Procedure	Revision No.: 0	Document Ref: QSA-PRO-02	

Purpose: To outline the process of monitoring and measuring customer satisfaction to determine desirable changes for the Company's product and service provisions.

Scope: This procedure shall apply to gauge the satisfaction level of customers who purchased or used the Company's products and services.

ISO Reference: MS ISO 9001:2015 Clause No. 9.1.2

Step	Activity	Responsibility	Reference
1	<b>Customer Satisfaction</b> Managing Director (MD) is responsible for determining the appropriate measures, methods and use for monitoring and measuring of customer satisfaction.	MD	Customer Satisfaction Survey Form, Customer

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## Document – Record Format

QSA-REC-CSSF

<b>HEXATECH</b>	QUALITY SYSTEM ADMINISTRATION	Issue No.: 1	Document Effective Date: 01 Aug 2017	Page 1 of 1
	Customer Satisfaction Survey Form	Revision No.: 0	Document Ref.: QSA-REC-CSSF	

To: \_\_\_\_\_ From: \_\_\_\_\_

Dear Sir/Madam,  
As one of the measurements for the performance of our Company's quality management system, we seek your esteemed opinion in assessing our level of service which had been rendered to meet your requirement over the last one year. We would appreciate if you could complete the below mentioned questionnaires and return this assessment form to us at your earliest convenience. We would be grateful if you could also forward your comments or suggestions to enable us to further improve our service to you.  
Thank you.

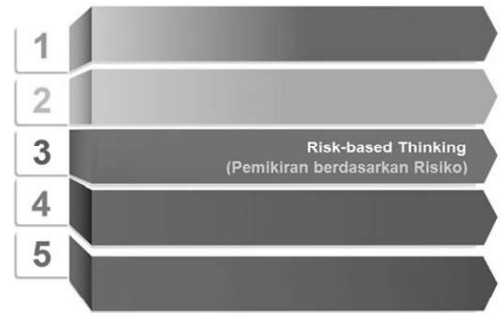
From: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
Managing Director

**Performance Assessment** (Please assign rating from 1 to 10 to each criteria mentioned below. Leave blank if not related).  
My assessment rating of the performance of your Company over the last one year is as follows:

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## Part 3



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(Pengurusan Risiko)

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## What is Risk?

### Definition of risk.

- Risk is a chance of losses
- Risk is the possibility of unfortunate occurrence
- Unforeseen events, eventualities
- Occurrence of economic loss
- Unpredictability
- Probability of some happening that is unwanted and unavoidable

(Definisi Risiko)



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## Risk-Based Thinking



(Pemikiran Berasaskan Risiko)

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### ISO 9001: 2015 Clause 0.1 (Pemikiran Berasaskan Risiko)

*Risk-based thinking* enables an organization to determine the factors that could cause its processes and its quality management system to deviate from the planned results, to put in place preventive controls to minimize negative effects and to make maximum use of opportunities as they arise (see Clause A.4).



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**ISO 9001: 2015 Clause 0.1 (Pemikiran Berasaskan Risiko)**

Pemikiran berasaskan risiko membolehkan sesuatu organisasi menentukan faktor yang boleh menyebabkan proses dan sistem pengurusan kualitinya menyimpang daripada hasil yang dirancang, menyediakan kawalan pencegahan untuk meminimumkan kesan negatif dan untuk menggunakan secara maksimum peluang yang wujud (lihat Klausu A.4).



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**Risk-based Thinking**

Risk-based thinking:

- Ensures risk is considered throughout the process approach
- Makes prevention of error integral to the management system
- Can help to identify opportunities

(Pemikiran Berasaskan Risiko)

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(Pemikiran Berasaskan Risiko)

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**Risk & Opportunities Assessment Form (Borang Penilaian Risiko & Peluang)**

HEXATECH		OPERATIONS CONTROL SERVICES					Issue No.: 1	Document Effective Date: 01 Jan 2019	Page 1 of 1
DEPARTMENT:		Risk & Opportunities Assessment Form					Revision No.: 1	Document Ref.: OCS-REC-ROAF	
FUNCTION / SCOPE:							DATE:		
No.	Risk	Impact	Immediate Precaution (Correction Action)	Long Term Precaution (Corrective & Preventive Action)	Opportunities (if any)	Action By	Target Completion Date	Actual Completion Date	
Prepared by:	Verified by:	Approved by:		Recorded by:					
Signature: _____ Name: _____ Appointment: _____ Date: _____	Signature: _____ Name: _____ Appointment: ISO Manager Date: _____	Signature: _____ Name: _____ Appointment: MD Date: _____		Signature: _____ Name: _____ Appointment: Document Controller Date: _____					

Refer: Risk & Opportunities Assessment Form (ROAF)

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**Risk & Opportunities Assessment Form (Borang Penilaian Risiko & Peluang)**

HEXATECH		OPERATIONS CONTROL SERVICES				
DEPARTMENT:		Risk & Opportunities Assessment Form				
FUNCTION / SCOPE:						
No.	Risk	Impact	Immediate Precaution (Correction Action)	Long Term Precaution (Corrective & Preventive Action)		

Refer: Risk & Opportunities Assessment Form (ROAF)

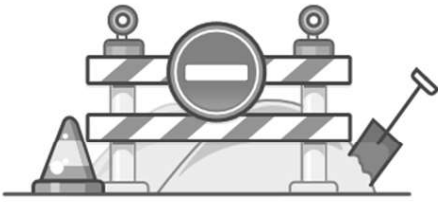
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**Risk & Opportunities Assessment Form (Borang Penilaian Risiko & Peluang)**

HEXATECH		OPERATIONS CONTROL SERVICES		Issue No.: 1	Document Effective Date: 01 Jan 2019	Page 1 of 1
DEPARTMENT:		Risk & Opportunities Assessment Form		Revision No.: 1	Document Ref.: OCS-REC-ROAF	
FUNCTION / SCOPE:				DATE:		
				PROCEDURE NO.:		
Opportunities (if any)	Action By	Target Completion Date	Actual Completion Date			

Refer: Risk & Opportunities Assessment Form (ROAF)

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Something went wrong

**NCR**  
Non Conformance Report

**Nonconformity and Corrective Action - Clause 10.2**  
( Ketakakuran dan tindakan pembetulan – Klaus 10.2 )

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**10.2 Nonconformity and corrective action ( Ketakakuran dan tindakan pembetulan )**

10.2.1 When a nonconformity occurs, including any arising from complaints, the organization shall:

- a) react to the nonconformity and, as applicable:
  - 1) take action to control and correct it;
  - 2) deal with the consequences;
- b) evaluate the need for action to eliminate the cause(s) of the nonconformity, in order that it does not recur or occur elsewhere, by:
  - 1) reviewing and analysing the nonconformity;
  - 2) determining the causes of the nonconformity;
  - 3) determining if similar nonconformities exist, or could potentially occur;
- c) implement any action needed;
- d) review the effectiveness of any corrective action taken;
- e) update risks and opportunities determined during planning, if necessary;
- f) make changes to the quality management system, if necessary.

Corrective actions shall be appropriate to the effects of the nonconformities encountered.

10.2.2 The organization shall retain documented information as evidence of:

- a) the nature of the nonconformities and any subsequent actions taken;
- b) the results of any corrective action.

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**10.2 Ketakakuran dan tindakan pembetulan ( Nonconformity and corrective action )**

10.2.1 Apabila ketakakuran berlaku, termasuk apa-apa yang timbul daripada aduan, organisasi hendaklah:

- a) bertindak balas terhadap ketakakuran itu dan, jika berkenaan:
  - 1) mengambil tindakan untuk mengawal dan membetulkannya;
  - 2) menguruskan akibatnya;
- b) menilai keperluan untuk mengambil tindakan menghapuskan penyebab ketakakuran, supaya tidak berulang atau berlaku di tempat lain, dengan cara:
  - 1) menyemak semula dan menganalisis ketakakuran;
  - 2) menentukan penyebab ketakakuran;
  - 3) menentukan jika ketakakuran serupa wujud, atau mungkin boleh berlaku;
- c) melaksanakan apa-apa tindakan yang diperlukan;
- d) menyemak semula keberkesanan apa-apa tindakan pembetulan yang diambil;
- e) mengemas kini risiko dan peluang yang ditentukan semasa perancangan, jika perlu;
- f) membuat perubahan dalam sistem pengurusan kualiti, jika perlu.

Tindakan pembetulan hendaklah bersesuaian dengan kesan ketakakuran yang dihadapi.

10.2.2 Organisasi hendaklah mengekalkan maklumat didokumentasikan sebagai bukti:

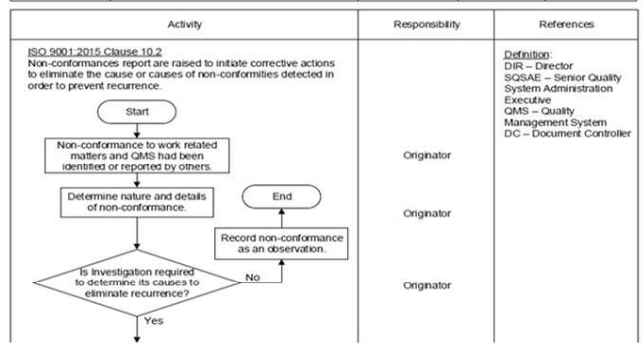
- a) keadaan ketakakuran dan apa-apa tindakan susulan yang diambil;
- b) hasil apa-apa tindakan pembetulan.

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**Non-conformance Reporting Procedure**

<b>HEXATECH</b>	QUALITY SYSTEM ADMINISTRATION	Issue No.: 1	Document Effective Date: 01 Aug 2017	1 of 2
	Non-Conformance & Corrective Action Procedure	Revision No.: 0	Document Ref: QSA-PRO-06	

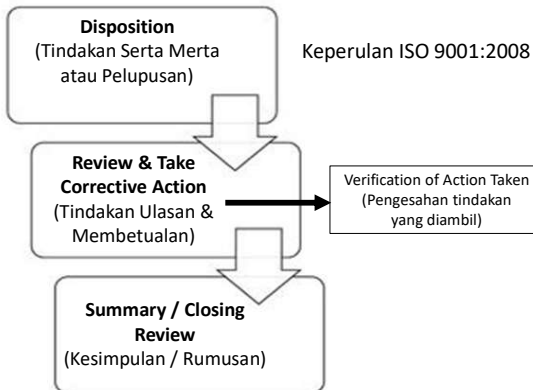


(Prosidur Lapuran Tidak Pematuhan)

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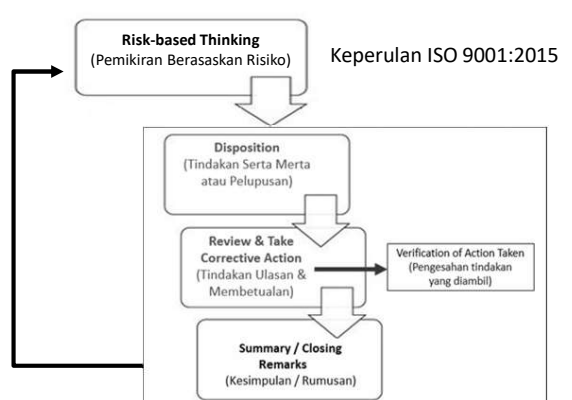
**Resolving A Nonconformity Case (Incident / Complaint)**  
(Menyelesaikan Kes Ketidakpatuhan)



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**Resolving A Nonconformity Case (Incident / Complaint)**  
(Menyelesaikan Kes Ketidakpatuhan)



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### Non-Conformance Report (NCR) (Laporan Tidak Pematuhan)

<b>HEXATECH</b>	QUALITY SYSTEM ADMINISTRATION	Issue No.: 1	Document Effective Date: 01 Aug 2017	Page 1 of 1
	Non-Conformance Report (NCR)	Revision No.: 0	Document Ref.: QSA-REC-NCR	

**PART 1 - NON-CONFORMANCE STATEMENT & DISPOSITION ACTION BY ORIGINATOR**

Department / Function Involved:	NCR Category: A - Audit B - Company C - Customer Complaint D - Others	ISO Clause / Document Ref. No.:	Required Completion Date:	NCR No.:
Non-Conformance Statement:		Disposition / Immediate / Remedial Action Taken:		
<p>This form can also be used to record the complaints and grievances made by a customer (Borang ini juga digunakan untuk buat catitan rasa tidak puas hati oleh seseorang pelanggan).</p>				
Originator Name & Signature & Date:		Next Recipient Name & Signature & Date:		

Refer: Non-Conformance Report (NCR) Form 91

<b>HEXATECH</b>	QUALITY SYSTEM ADMINISTRATION
Non-Conformance Report (NCR)	

**PART 1 - NON-CONFORMANCE STATEMENT & DISPOSITION ACTION BY ORIGIN**

Department / Function Involved:	NCR Category: A - Audit B - Company C - Customer Complaint D - Others	ISO Clause / Document Ref. No.:
Non-Conformance Statement:		Disposition

NCR Category:	
A – Audit	Used by internal quality auditor.
B – Company	Used by any Company personnel on non-conformance affecting the Company internal processes.
C – Customer Complaint	Used by any Company personnel to record complaints received from customer.
D – Others	Used by any Company personnel on non-conformance relating to external issues / affecting external parties.

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### Customer Complaint Form (CCF) (Laporan Pelanggan Tidak Pematuhan)

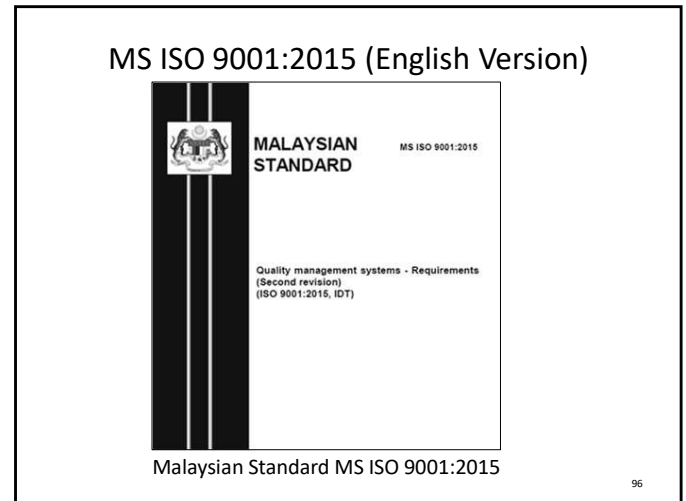
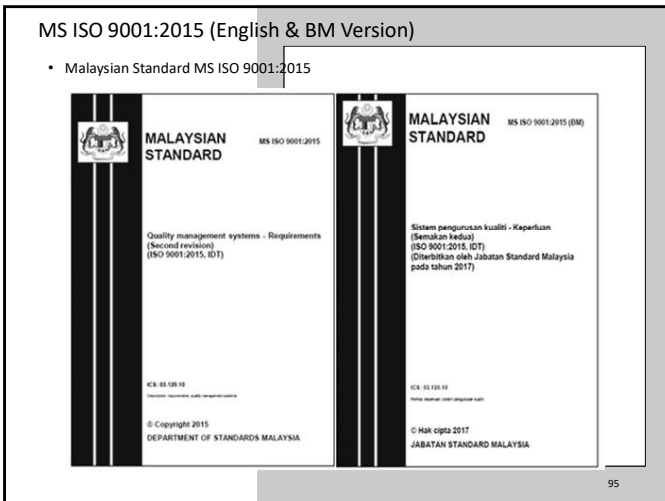
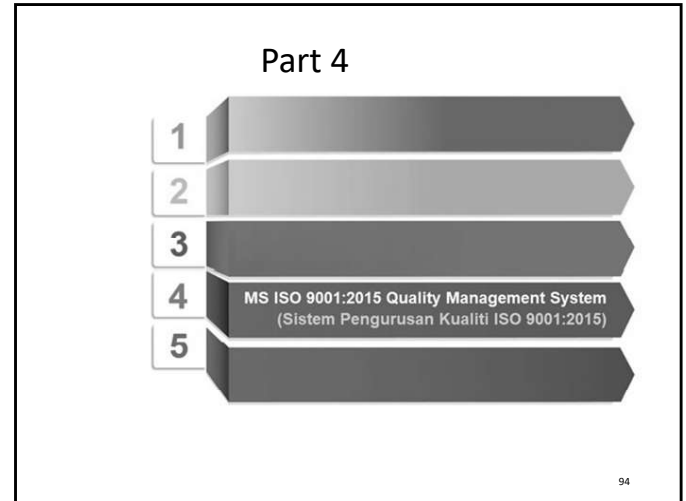
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	Customer Complaint Form (CCF)	Revision No.: 0	Document Ref.: QSA-REC-CCF	

**PART 1 - INFORMATION AND CUSTOMER COMPLAINT STATEMENT BY ORIGINATOR**

Department / Function / Project Involved:	Required Completion Date:	CCF No.:
Name & Designation of Customer Making Complaint:	ISO Clause / Document Ref. / Method Statement Ref. No.:	
Customer Complaint Statement on Non-conformities / Potential Non-conformities:		
Originator Name & Signature & Date:		Next Recipient Name & Signature & Date:

This form is used to record the complaints and grievances made by a customer (Borang ini digunakan untuk buat catitan rasa tidak puas hati oleh seseorang pelanggan).

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MS ISO 9001:2015 (Bahasa Malaysia Version)

 <p><b>MALAYSIAN STANDARD</b> MS ISO 9001:2015 (BM)</p>	<p>Sistem pengurusan kualiti - Keperluan (Semakan kedua) (ISO 9001:2015, IDT) (Diterbitkan oleh Jabatan Standard Malaysia pada tahun 2017)</p>
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MS ISO 9001:2015 (BM)

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Kandungan MS ISO 9001:2015 (BM)

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9. Performance evaluation	- Penilaian Prestasi
10. Improvement	- Peningkatan

↑  
ISO 9001:2015 High Level Structure (Tahap Struktur Tinggi)

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MS ISO 9001:2015

(Kandungan ISO 9001:2015)

**Quality management systems — Requirements**

**1 Scope**

This International Standard specifies requirements for a quality management system when an organization:

- needs to demonstrate its ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements, and
- aims to enhance customer satisfaction through the effective application of the system, including processes for improvement of the system and the assurance of conformity to customer and applicable statutory and regulatory requirements.

All the requirements of this International Standard are generic and are intended to be applicable to any organization, regardless of its type or size, or the products and services it provides.

**NOTE 1** In this International Standard, the terms "product" or "service" only apply to products and services intended for, or required by, a customer.

**NOTE 2** Statutory and regulatory requirements can be expressed as legal requirements.

**2 Normative references**

The following documents, in whole or in part, are normatively referenced in this document and are indispensable for its application. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO 9000:2015, *Quality management systems — Fundamentals and vocabulary*

**3 Terms and definitions**

For the purposes of this document, the terms and definitions given in ISO 9000:2015 apply.

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**Sistem pengurusan kualiti - Keperluan**

**1 Skop**

Standard Antarabangsa ini menetapkan keperluan bagi satu sistem pengurusan kualiti apabila sesuatu organisasi:

- a) perlu menunjukkan keupayaannya menyediakan secara tekal produk dan perkhidmatan yang memenuhi keperluan pelanggan serta keperluan berkanun dan peraturan yang diguna pakai, dan
- b) mempunyai tujuan untuk meningkatkan kepuasan pelanggan melalui pemakaian sistem yang berkesan, termasuk proses penambahbaikan untuk sistem itu dan jaminan keakuran terhadap keperluan pelanggan serta keperluan berkanun dan peraturan yang diguna pakai.

Semua keperluan Standard Antarabangsa ini adalah generik dan bermaksud untuk diguna pakai oleh mana-mana organisasi, tanpa mengambil kira jenis atau saiz, atau produk dan perkhidmatan yang disediakan.

NOTA 1. Dalam Standard Antarabangsa ini, istilah "produk" atau "perkhidmatan" hanya diguna pakai kepada produk dan perkhidmatan yang dimaksudkan untuk, atau diperlukan oleh, pelanggan.

NOTA 2. Keperluan berkanun dan peraturan boleh diungkapkan sebagai keperluan undang-undang.

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**2 Rujukan normatif**

Keseluruhan atau sebahagian daripada dokumen yang berikut, dirujuk secara normatif dalam dokumen ini dan sangat diperlukan untuk penggunaannya. Bagi rujukan bertarikh, hanya edisi yang disebut diguna pakai. Bagi rujukan tidak bertarikh, edisi terkini dokumen yang dirujuk (termasuk sebarang pindaan) diguna pakai.

MS ISO 9000 (BM), *Sistem pengurusan kualiti - Asas dan kosa kata*

**3 Istilah dan takrifan**

Bagi tujuan dokumen ini, istilah dan takrifan yang diberikan dalam ISO 9000:2015 adalah diguna pakai.

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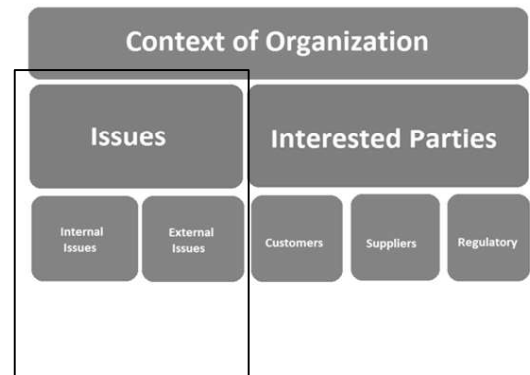
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**4 Konteks organisasi (Context of the Organization)**

- 4.1 Memahami organisasi dan konteksnya
- 4.2 Memahami keperluan dan jangkaan pihak yang berkepentingan
- 4.3 Menentukan skop sistem pengurusan kualiti
- 4.4 Sistem pengurusan kualiti dan prosesnya

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**5 Kepimpinan (Leadership)**

- 5.1 Kepimpinan dan komitmen
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  - 5.1.2 Fokus kepada pelanggan
- 5.2 Dasar
  - 5.2.1 Membangunkan dasar kualiti
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- 6.1 Tindakan menyatakan risiko dan peluang
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7.2 Kekompetenan

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7.4 Komunikasi

7.5 Maklumat didokumentasikan

7.5.1 Am

7.5.2 Mewujudkan dan mengemas kini

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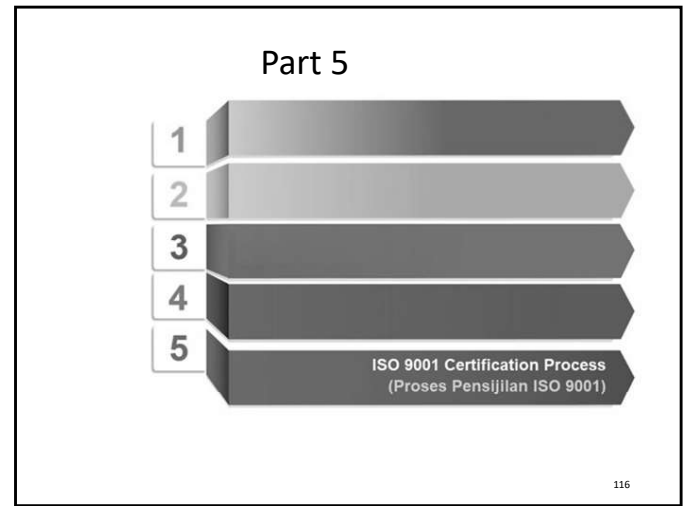
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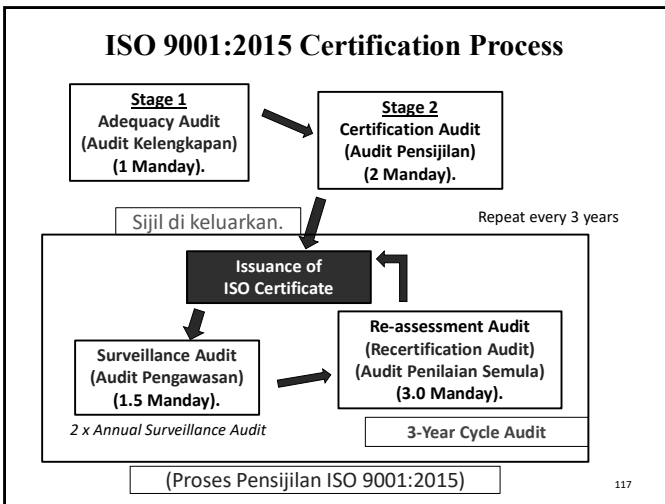
<p><b>MS ISO 9001:2015 (BM)</b></p> <p>Lampiran A (bermaklumat) Penjelasan struktur, istilah dan konsep baharu</p> <p>Lampiran B (bermaklumat) Standard Antarabangsa lain tentang pengurusan kualiti dan sistem pengurusan kualiti yang dibangunkan oleh ISO/TC 176</p> <p>Bibliografi</p>
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