



# CERTIFICATION AUDIT REPORT

HX SOLUTIONS SDN BHD

19793987

*Bureau Veritas Certification (Malaysia) Sdn Bhd on behalf of BVC Holding SAS - UK Branch (Address: 5th Floor, 66 Prescott Street, London, E18HG, United Kingdom)*

*Surveillance 1 Audit / ISO 9001:2015*

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# 1 GENERAL INFORMATION

## 1.1 ORGANIZATION INFORMATION

Organization Name	HX SOLUTIONS SDN BHD		
Address	No. 73-1, Jalan Komersial IAN 2, Industri Angkasa Nuri,		
City	Durian Tunggal		
Postal Code	76100		
County/State	Melaka		
Country	Malaysia		
Phone N°	06 332 9380 / 017 221 6799	Fax N°	
Contract n°	19793987		

## 1.2 CONTACT INFORMATION

Contact Name	Mr. Philip Yong / Mr Ho Chan Hoong		
Email Address	philip@sentrum.com.my; choon@hxsolutions.com.my; chho@hxsolutions.com.my	Phone N°	06 332 9380 / 017 221 6799

## 2 AUDIT INFORMATION

### 2.1 AUDIT STANDARDS

Audit Standard(s)	ISO 9001:2015
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### 2.2 SCOPE OF CERTIFICATION

Language	Standard	Site Name	Head Office	Scope of Certification
English	ISO 9001:2015	HEAD OFFICE	<input type="checkbox"/>	PROVISION OF SUPPLY, INSTALLATION, MAINTENANCE AND SERVICING OF MECHANICAL AND ELECTRICAL SYSTEMS

N° of Sites	1
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N° of Employees	9
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Head Office	HEAD OFFICE
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If this is a multi-site audit an Appendix listing all the relevant sites and/or remote locations has been established and attached to the audit report.

Type	Surveillance 1 Audit
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Audit Start Date	11/10/2024
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Audit End Date	11/10/2024
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Duration	1
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## 2.3 AUDITOR INFORMATION

Team Leader	Initials	Team Members	Initials
CHOO JOO YEW	YCJ		

## 2.4 AUDIT SCOPE

### Audit Objectives

1. To confirm that the management system conforms with all the requirements of the audit standard(s);
2. To confirm that the organization has effectively implemented its planned arrangements;
3. To confirm that the management system is capable of achieving the organization's policies and objectives and evaluation of the ability of the management system to ensure the client organization meets applicable statutory, regulatory and contractual requirements;
4. If applicable to identify areas for potential improvement of the management system.
5. To confirm that the certified management system(s) conforms with requirements of to the standard, including, but not limited to :
  - a) internal audits and management review,
  - b) a review of actions taken on nonconformities identified during the previous audit,
  - c) treatment of complaints,
  - d) effectiveness of the management system with regard to achieving the certified client's objectives,
  - e) progress of planned activities aimed at continual improvement,
  - f) continuing operational control,
  - g) review of any changes, and
  - h) use of marks and/or any other reference to certification.

# Audit Plan

Date - Time Activity	Site Name	Process	Auditor	Comment
11/10/2024 - 09:00 Opening meeting	HEAD OFFICE	-	YCJ	
11/10/2024 - 09:20 Audit	HEAD OFFICE	Project & QA process	YCJ	Clause : 9K-4.1 Understanding the organization and its context 9K-6.1 Actions to address risks and opportunities 9K-6.3 Planning of changes 9K-7.1.3 Infrastructure 9K-7.1.2 People 9K-7.1.4 Environment for the operation of processes 9K-7.1.5 Monitoring and measuring resources 9K-7.2 Competence 9K-7.3 Awareness 9K-8.1 Operational planning and control 9K-8.2.1 Customer communication 9K-8.4 Control of extern. provided products and services 9K-8.5 Production and service provision 9K-8.5.1 Control of production and service provision 9K-8.5.2 Identification and traceability 9K-8.5.3 Property belonging to customers or external providers 9K-8.5.4 Preservation 9K-8.5.5 Post-delivery activities 9K-8.5.6 Control of changes 9K-8.6 Release of products and services 9K-8.7 Control of nonconforming outputs 9K-9.1.3 Analysis and evaluation 9K-10.1 Improvement - General 9K-10.2 Nonconformity and corrective action 9K-10.3 Continual improvement
11/10/2024 - 12:00 Lunch	HEAD OFFICE	-	YCJ	

Date - Time Activity	Site Name	Process	Auditor	Comment
11/10/2024 - 13:00  Audit	HEAD OFFICE	Top management interview / management system	YCJ	
	Clause :			9K-4.1 Understanding the organization and its context
	9K-4.2 Understanding the needs and expectations of interested parties-			9K-4.3 Determining the scope of the QMS
	9K-4.4 Quality management system and its processes			9K-5.1 Leadership and commitment
	9K-5.1.1 General			9K-5.1.2 Customer focus
	9K-5.2 Quality policy			9K-5.2.1 Establishing the quality policy
	9K-5.2.2 Communicating the quality policy			9K-5.3 Organizational roles, responsibility and authorities
	9K-6.1 Actions to address risks and opportunities			9K-6.2 Quality objectives and planning to achieve them
	9K-6.3 Planning of changes			9K-7.4 Communication
	9K-9.2 Internal audit			9K-9.2.2 Internal audit programme
	9K-9.3 Management Review			9K-9.3.1 General
	9K-9.3.2 Management review inputs			9K-9.3.3 Management review outputs
	9K-10.1 Improvement - General			9K-10.3 Continual improvement
	9K-* Use of marks, and/or reference to the certification			
11/10/2024 - 15:00  Audit	HEAD OFFICE	Customer related process	YCJ	
	Clause :			9K-4.1 Understanding the organization and its context
	9K-4.2 Understanding the needs and expectations of interested parties-			9K-5.1.2 Customer focus
	9K-6.1 Actions to address risks and opportunities			9K-6.2 Quality objectives and planning to achieve them
	9K-6.3 Planning of changes			9K-8.2 Requirements for products and services
	9K-8.2.1 Customer communication			9K-8.2.2 Determining the requirements related to products and services
	9K-8.2.3 Review of requirements related to products and services			9K-8.2.3.1 ( )
	9K-8.2.3.2 ( )			9K-8.2.4 Changes to requirements related to products and services
	9K-8.5.5 Post-delivery activities			9K-9.1.1 General
	9K-9.1.2 Customer satisfaction			9K-9.1.3 Analysis and evaluation
	9K-10.1 Improvement - General			9K-10.2 Nonconformity and corrective action
	9K-10.3 Continual improvement			

Date - Time Activity	Site Name	Process	Auditor	Comment
11/10/2024 - 15:45  Audit	HEAD OFFICE	Control of documented information	YCJ	<p>9K-7.4 Communication</p> <p>9K-7.5.1 General</p> <p>9K-7.5.3 Control of documented information</p> <p>9K-7.5.3.1.2 The Organization shall control the sufficient and appropriate protection of documented information and will identify risks for its safety and integrity</p> <p>9K-7.5.3.2 .2 Activities for storage and preservation, including activities to ensure that documented information remains legible necessary for the control of documented information shall be determined and maintained.</p> <p>9K-7.5.3.2 .4 The Different leveles of access permissions to and the authority to modify the documented information will be defined and controlled.</p> <p>9K-7.5.3.2 .6 Documented information of external origin needed for the planning and operation of the QMS will be indetified, controlled and appropriately distributed.</p>
11/10/2024 - 16:30  Reporting	HEAD OFFICE	-	YCJ	
11/10/2024 - 16:40  Closing meeting	HEAD OFFICE	-	YCJ	
11/10/2024 - 17:00  -	HEAD OFFICE	-		

Audit plan preparation date	11/10/2024
Comment	

## General & legal compliance requirements

SSM certificates with form 13 sighted. Company changed from MES Technology Sdn Bhd to Hexatech Solution Sdn Bdn on 17 July 2014, then further changed to HX Solutions Sdn Bhd on 3 May 2023; complying Company Act 1965 Section 23(2) & Company Act 2016; Company no 200401013727 (652230-P).

CIDB registration for HX Solutions Sdn Bhd with certification no 01020150331-SL162432 sighted on the certificate shown compliance to the CIDB Act 1994 (part VI). Certificate expired on 28 March 2025.

Borang Q with certificate no 2020/02718 complying Akta Bekalan Elektrik 1990, expired 22 Oct 2023 for HX Solutions Sdn Bhd

Lesen Perniagaan MPHT with new address; expired by 18 Sept 2025; complying local authority regulation

## 3 AUDIT PROCESS

### 3.1 DOCUMENT REVIEW

Document Review Item	Compliant	Comments
9K-A documentation indicating the scope of your Quality Management System (QMS)	X	
9K-If available, a documentation setting out the issues, the relevant stakeholders and their relevant requirements for the QMS	X	
9K-A detailed description of the processes determined for the QMS	X	
9K-The quality policy, quality objectives and informations on the associated planning	X	
9K-The minutes of your last management review	X	
9K-The list of codes, standards and legal / regulatory requirements applicable to products or services provided	X	
9K-Internal audit plans (realised and scheduled)	X	
Document Review and Initial Audit Comments		
Organisation Manual - Revision Date or number	QM Rev 1 dated 1 March 2017	Doc. Review Completed on 11/10/2024



	Department / Activity / Process											Total
	Top management interview / management system	Control of documented information	Customer related process	HR Training process	Purchasing process	Project & QA process						
9K-7.5.3.2 .7 Documented information retained as evidence of...	<input type="checkbox"/>											
9K-8.1 Operational planning and control					<input type="checkbox"/>							
9K-8.2 Requirements for products and services			<input type="checkbox"/>									
9K-8.2.1 Customer communication			<input type="checkbox"/>		<input type="checkbox"/>							
9K-8.2.2 Determining the requirements related to products an...			<input type="checkbox"/>									
9K-8.2.3 Review of requirements related to products and serv...			<input type="checkbox"/>									
9K-8.2.3.1 ( )			<input type="checkbox"/>									
9K-8.2.3.2 ( )			<input type="checkbox"/>									
9K-8.2.4 Changes to requirements related to products and ser...			<input type="checkbox"/>									
9K-8.3 Design and development. of products and services												
9K-8.3.1 General												
9K-8.3.2 Design and development planning												
9K-8.3.3 Design and development inputs												
9K-8.3.4 Design and development controls												
9K-8.3.5 Design and development outputs												
9K-8.3.6 Design and development changes												
9K-8.4 Control of extern. provided products and services					<input type="checkbox"/>							
9K-8.4.1 General												
9K-8.4.2 Type and extent of control												
9K-8.4.3 Information for external providers												
9K-8.5 Production and service provision						<input type="checkbox"/>						
9K-8.5.1 Control of production and service provision						<input type="checkbox"/>						
9K-8.5.2 Identification and traceability						<input type="checkbox"/>						
9K-8.5.3 Property belonging to customers or external provide...						<input type="checkbox"/>						
9K-8.5.4 Preservation						<input type="checkbox"/>						
9K-8.5.5 Post-delivery activities			<input type="checkbox"/>			<input type="checkbox"/>						
9K-8.5.6 Control of changes						<input type="checkbox"/>						
9K-8.6 Release of products and services						<input type="checkbox"/>						
9K-8.7 Control of nonconforming outputs						<input type="checkbox"/>						
9K-9.1 Monitoring, measurement, analysis and evaluation												
9K-9.1.1 General			<input type="checkbox"/>									
9K-9.1.2 Customer satisfaction			<input type="checkbox"/>									
9K-9.1.3 Analysis and evaluation			<input type="checkbox"/>		<input type="checkbox"/>							
9K-9.2 Internal audit	<input type="checkbox"/>											
9K-9.2.2 Internal audit programme	<input type="checkbox"/>											
9K-9.3 Management Review	<input type="checkbox"/>											
9K-9.3.1 General	<input type="checkbox"/>											
9K-9.3.2 Management review inputs	<input type="checkbox"/>											
9K-9.3.3 Management review outputs	<input type="checkbox"/>											
9K-10.1 Improvement - General	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>							
9K-10.2 Nonconformity and corrective action		<input type="checkbox"/>			<input type="checkbox"/>							

	Department / Activity / Process														Total	
	Top management interview / management system	Control of documented information	Customer related process	HR Training process	Purchasing process	Project & QA process										
9K-10.3 Continual improvement	<input type="checkbox"/>		<input type="checkbox"/>			<input type="checkbox"/>										
9K-* Use of marks, and/or reference to the certification	<input type="checkbox"/>															
<b>Total</b>																

Not Applicable	Justification For Not Applicable
- 9K-8.3 Design and development of products and services.	Validated non-applicability of clause 8.3 through audited Manipal project found that the organization did not involve in design and development process. Project realization performed as per specification provided by client.

# 4 PERFORMANCE TO DATE

**Previous Audit Results**

The results of the last audit of this system (i.e Last Recertification audit) have been reviewed, in particular to assure appropriate correction and corrective action has been implemented to address any nonconformity identified.

No. of nonconformities from previous audit Major0Minor1  
(i.e Last Re-certification audit)

No. of nonconformities closedMajor0Minor1

No. of nonconformities re-raisedMajor0Minor0

This review has concluded that:

- actions have been taken for 1 NCR identified during previous audit and the actions continue to be effective.

Non conformity number	Non conformity description	Process	Standard	Clause	Grade	Issued Date	Date of Completion	Verification of Corrective action

## 5 EXECUTIVE AUDIT SUMMARY

### 5.1 AUDIT CONCLUSIONS

Auditing is based on a sampling process of the available information and the audit methods used were interviews, observations, sampling of activities and review of documentation and records.

A 1.0 man day Surveillance 1 audit was conducted by Mr Yew Choo Joo as Sole Auditor at client site at its new location at No. 73-1, Jalan Komersial IAN2, Industri Angkasa Nuri, 76100 Durian Tunggal, Melaka. The audit was conducted against the ISO 9001:2015 standard. The objective of the audit was to determine conformance to the QMS requirements.

Audit plan was communicated in advance. The audit was started with an opening meeting attended by the Management Representative & all auditees where the audit scope, criteria, methodology, sampling principle & confidentiality clause were explained. The possible outcomes of the audit & the processes of raising nonconformity reports & gradation of nonconformance were also explained. The audit plan was confirmed & communicated at the end of the opening meeting.

During the audit no nonconformity report was raised. The audit findings were shared with the auditees in the closing meeting at respective sites attended by the concerned auditees & the MR. The audit sampling principle & process for closure of non-conformities was also explained. It was informed that all Bureau Veritas Certification auditors are bound by a confidentiality agreement with Bureau Veritas Certification and that any information that we may come across during the audit process will be strictly kept as confidential and not disclosed to any third party without prior consent from the organization. The organization can be recommended for continuation of certification to ISO 9001:2015 standard without subject to any corrective action plan as there is no non-conformity report issued.

Surveillance 1 audit report confirmed that Surveillance 1 audit objectives have been fulfilled.

#### Conclusion:

- The management system documentation demonstrated conformity with the requirements of the audit standard and provided sufficient structure to support implementation and maintenance of the management system,
- The organization has demonstrated effective implementation and maintenance / improvement of its management system.
- The organization has demonstrated the establishment and tracking of appropriate key performance objectives and targets and monitored progress towards their achievement,
- The internal audit programme has been fully implemented and demonstrates effectiveness as a tool for maintaining and improving the management system,
- Throughout the audit process, the management system demonstrated overall conformance with the requirements of the audit standard.

#### Recommendation

The audit team conducted a process-based audit focussing on significant aspects/risks and objectives required by the standard(s). The audit methods used were interviews, observations, sampling of activities and review of documentation and records.

The structure of the audit was in accordance with the audit plan and audit planning matrix included in the Appendices to this summary report.

The audit team concludes that the organization has established and maintained its management system in line with the requirements of the standard(s) and demonstrated the ability of the system to achieve requirements for products and/or services within the scope and the organization's policy and objectives.

Therefore the audit team recommends that, based on the results of this audit and the system's demonstrated state of development and maturity, that this management system certification be continued with certificate issuance as per

client's new location addressed in this report without subject to any corrective action plan.

## 5.2 SUMMARY OF AUDIT FINDINGS

	Major	Minor
N° of Non Conformities recorded	0	0

## 5.3 MANAGEMENT SYSTEM EFFECTIVENESS

### MANDATORY REQUIREMENT REVIEW OF :

1. Management system Documentation
2. Effective implementation and maintenance
3. Improvement
4. Key performance objectives and the monitoring of these towards achievement
5. Internal Audit programme
6. Management Review
7. Corrective and preventive action

### MANAGEMENT SYSTEM EFFECTIVENESS

1. Management system Documentation

#### Audit Findings

The audit team conducted a process-based audit focussing on the significant aspects, risks and objectives. The audit method used were interviews, observations of activities and review of documentation and records.

The onsite audit was started with an opening meeting which attended by the senior management of the organization.

No shift audit required as the organization operating at normal daily working hours from 8.30am to 5.30pm in office & project site. These operation hours have been verified with the organization with audit plan confirmed & communicated at the end of the opening meeting.

The audit findings were communicated to the management of the organization during the closing meeting, final conclusion of the audit results and recommendation by the audit team also briefed to the management during the meeting.

#### Adequacy of Documented Information

Quality manual and relevant procedures approved by Managing Director. QMS documentation upload into Sentrum website. Required procedures related to control of documents and control of records audited found adequately addressed requirements as per ISO9001:2015 clause 7.5. Scope of the QMS clearly stated in the quality manual. Process identified found in line with business process.

Design and development identified under quality management system; however, no design and development process sighted in Maming project audited. Project realization performed as per specification provided by client.

Boundary of the scope of the organization is at current company location and project sites. Process identified found in line with business process. Process sequence and interaction sighted in appendix II of quality manual. This diagram clearly describes the processes of the QMS and its interactions. Cross check on document, data and records sighted during auditing respective process has justified the applicability of process sequence and interaction determined towards conformance of planned outputs.

#### Level of Integration (in case of Integrated Management System Audit)

The organization implementing ISO9001:2015 quality management system with relevant quality manual, procedures and work instruction established with latest version sighted at user location. No integration with other management system sighted during audit. Process sequence and interaction demonstrated by auditees shown the maturity of the integration of their business process identified under quality management system towards achievement of the company policy, target set for objectives and conformance of planned output.

#### Achievement of Policy commitments and Objectives

Quality policy was reviewed in last management review and found suitable to the organization and no change was made. The policy fulfilled the requirements of the standard. The organization found to be continually striving to achieve the policy commitments.

10 quality objectives, including those needed to meet requirements for project / processes were found established at relevant functions within the organization. Data for each quality objective were found compiled with data analysis and evaluation conducted. The results showed the level of achievement against the objective target and all were reviewed in the latest management review. Improvement plan established towards achievement on the objectives sighted.

Top management showed good leadership in integrating QMS into organization's operations and commitment to properly implement and maintain the QMS. Resources were found to adequately provided and properly managed.

#### Context of the organization

The organization has adequately determined external and internal issues that are relevant to its purpose and its strategic direction and that affect its ability to achieve the intended results of its quality management system. The organization has addressed, monitored and reviewed information about interested parties and their relevant requirements. These were listed in the Risk & Opportunity Assessment Record. In planning for the QMS, sufficient actions were taken to address risks that were identified taking into account of external and internal issues. These actions were evaluated to be effective as seen from documented information analyzed under Risk & Opportunity Assessment Record and minutes of management review established.

## 2. Effective implementation and maintenance

#### Basic Input:

QMS controller appointed as management representative has leads their team in ensuring effective implementation and maintenance of their quality management system.

QMR demonstrated the changes of procedure and forms since last audit with 1 DCN established. Verification on the changes found that any new creation or changes in respective process shall be responsible by the committee member from affected process / department with proposal / changes brought up for review and decision in working committee. Document change Notice established with approval obtained prior issued. Potential risk and or opportunity from the proposal / changes being determined ad updated in Risk & Opportunity Assessment Record upon review.

#### Confirm the data provided in the application is valid

Data provided by the organization include the company name, company registration number, address and contact, scope and business process being verified and found valid as per relevant documents / processes seen. Above information have been updated into this reports; no changes on above information.

Organization structure sighted as per current man power allocated & job assigned. No dispute in man power distribution verified against the information of man power distribution stated in contract signed. No changed in business processes audited as per audit plan which adequately covered scope proposed.

#### Description of the company activities

HX Solutions Sdn Bhd is a provate company actively involve in Supply, Installation, Maintenance And Servicing Of Mechanical And Electrical Systems to various industries in Malaysia.

Activities demonstrated and audited include wiring, trunking & cabling work as well as installation of electrical & mechanical equipment and maintenance / servicing process which identified under Project & QA process and other supporting activities include contract, training, external provider and control of documented information.

Monitoring and measurement activities for scope of work performed at respective work location as seen during audit process.

Above activities have been clearly specified in the quality manual and reflecting in certificate issued as per scope audited. No change in their QMS processes, organization structure and man power as demonstrated by QMR & respective process PIC during audit process as per QMS documentationretained. Quality manual and other procedures / work instruction with latest version sighted at user locations.

#### Validation of scope of certification

The audit team has validated the scope of certification through following activities:

a) On site audit based on the process established with verification evidence

- b) Observation of the activities at the site
- c) Reviewed the documentation / contract review of the customer clients.
- d) Records stating the verification and validation of the process and inspection activities.

Processes audited with documentations provided / observed at respective processes audited, observing processes demonstration by respective process owner, interviewing process owner on their understanding, contract documents from client as well as data / records established resulted from process monitoring; Infrastructure and man power observed during audit at respective process justified the supporting and commitment from the organization in meeting outputs conformance.

Activities demonstrated and audited from Manipal project and maintenance / service works include wiring, trunking & cabling work as well as installation of electrical & mechanical fitting / equipment and maintenance & servicing process which identified under Project & QA process and other supporting activities include contract, training, external provider and control of documented information.

Above processes audited found in line with the scope of "Provision Of Supply, Installation, Maintenance And Servicing Of Mechanical And Electrical Systems" addressed in certification issued during last cycle of audit.

Verification of each previous Bureau Veritas Certification audit nonconformities

1 NCR issued during last rectification audit. NCR verified closed; further sampling on the JD & Organization chart found no repeating of same problem. No other pending matter required further follow up.

Process owners have demonstrated effectiveness and consistency of their process with supporting evident sighted and process observed; Overall, processes found mature with competent staffs assigned on processes audited.

No changed in method used in communication with external interested parties include client, certification body and government agencies. Communication medium include phone, email, direct meeting, memo and whatsapp sighted during audit process found satisfactory with feedback / information received being reviewed and communicated with action taken as necessary; Issue arises from the feedback / information received being identified and addressed in Risk and opportunity Register.

Risks & Opportunities processes remained unchanged under continual procedure sighted during audit process. Risk & opportunity related to Climate changed & Pandemic covid-19 and feedback from its interested parties briefed by process owner with improvement action proposed. Periodical reviewed on the effectiveness on action taken on risks & opportunity determined has enhances the organization in seeking continual improvements for their quality management system and at the same time reflecting the ability and commitment from management team in ensuring and effective and consistent quality management system through considering internal and external changes sighted where their quality management system continual relevance and applicability to the scope of certification.

Mechanism of consultation & participation (For OHSMS audits)

Not applicable as the organization certified to ISO9001:2015 quality management system.

Comments on effectiveness of system implementation during the second/third shifts

No applicable as the organization did not perform any shift work; Current working hours for the organization confirmed from 8.30am to 5.30pm by process owner during opening meeting and respective process audited.

Comments on fulfilment of requirements

Planning

- Documentation requirements (Including Control of documents and records)

Relevant documentation requirements include control of documents and Control of records procedures were audited and found to be in conformance to the standard requirements on documentation. QM & procedures remained unchanged since last audit. No changed in method used in identification of documentation as seen in the procedures and found consistent in its implementation as per documents and records established. Documented information sampled was found properly maintained, controlled and retained with latest version sighted at user location

- Management System Policy

Quality policy established and maintained found relevant to business process identified under quality management system, in line with company business strategy as well as provide frame work for establishment of quality objectives.

- Objectives & Management programs

Quality objectives sighted found measureable and consistent. Total of 10 objectives established as per processes identified at respective sites. Planning with resources allocated, method and frequency in monitoring and evaluating sighted in the action plan reflecting the commitment of the auditee working towards achievement of the target set for each objective. Data compiled by respective process owner with analysis on data compiled demonstrated by respective process owner shown the ability of organization in seeking opportunity to enhance continual improvement. Data compiled and analyzed reviewed during last management review with improvement action proposed.

Planned changes were carried out systematically to ensure the integrity of the QMS is maintained sighted on the updates in the action proposed in risks & opportunities and quality objectives.

- Identification & evaluation of aspects, impacts including life cycle perspective & risks

Identification and evaluation of issues, interested parties & their needs, risks and opportunities sighted as planned in Risks & opportunity Assessment Record. Issue identified include Covid-19 and relocation of man power upon changes in business process sighted while interested parties include MITI, MOH, MKN/NSC and local authority with expectation determined as per Covid-19 issued identified. Risk of infected and delayed in Servicing schedule determined with improvement action addressed and implementing and updated in Risk and Opportunity Assessment Record; Action taken reviewed found effective as seen in sentrum website.

- Identification of legal & other requirements

Company Act 1965, Factory & Machineries Act 1967, CIDB Act 1994 and Electrical Supply Act 1990 identified as legal requirements that required to comply by the organization. Identification of above legal and other requirements with relevant certificates include company certificate and business license sighted reflecting the awareness and competence of people from the organization in planning towards compliance on above requirements at the initial stage of business process operation. Renewal on the required legal certificates has reflecting the ability of management in executing the planning in sustain continually compliance.

- Organizational structure, roles, responsibilities & authorities

Organization chart sighted; Roles, responsibility and authority of the individual positions were clearly stated in respective Job Descriptions.

Adequate resources demonstrated by top management during audit; No changes in man power distribution verified against information stated in contract signed. PIC assigned manage the realization of jobs awarded with adequate resources include man power from external provider and supporting equipment/ machineries/ facilities sighted during audit.

#### Implementation & Operation

- Operational control

The organization's planning and control of Services process were found to be properly implemented and maintained with relevant documented information maintained and retained.

Proper identification for products and materials was established. Outputs status with respect to monitoring and measurement requirements was found to be adequately indicated in the respective inspection documented information. Traceability of the materials and products used was verified through relevant documented information and found to be effective.

Customer property was found to be properly controlled during operation processes at respective sites audited. No cases of damage or loss of customer property occurred during overhaul, service / repair, testing, calibration and on site validation processes performed.

Adequate preservation of output was found throughout the product realization process which enabled product/output conformity to requirements to be maintained. Proper identification and handling of product/project was observed throughout the product / service realization process. After completion of the operation processes, the product sighted with sufficient packing and identification according to requirements before delivery to client.

Post-delivery activities include product warranty (i.e. defect liability) processes were carried out according to requirements with no complaints reported in completed project.

Project / sales / order changes were properly reviewed and approved before being implemented as evidenced from the documented information as filed in project file sighted.

Control of non-conforming outputs was well implemented according to requirements.

Maintenance of infrastructure, monitoring & measuring resources and environment for the operation of processes was conducted according to requirements with relevant documented information available.

Proper control was found applied to the purchasing process/externally provided products and services.

Evaluation and selection of new suppliers/external providers were found properly conducted according to standard and documented information requirements before products or services are purchased.

During sales processes, customer and legal requirements were found to be properly determined and reviewed with relevant documented information available. Effective arrangements for communicating with clients were found properly implemented.

- Emergency preparedness & response

Not applicable under ISO9001:2015

- Management of resource

Adequate resources demonstrated by top management during audit; No changes in man power distribution verified against information stated in contract signed. PIC assigned manage the realization of jobs awarded with adequate resources include man power from external provider and supporting equipment/ machineries/ facilities sighted during audit.

- Communication, participation & consultation

Adequate and effective internal and external communication processes were found in place. Communication medium include hand phone, emails, whatsapp, direct meeting & memo sighted during audit found sufficient in supporting communication both externally and internally.

- Training, awareness & competence

Staff awareness on QMS was clearly evident from the interview of the relevant personnel and documented information of trainings conducted. Trainings were conducted according to Training Plan based on training needs identified with relevant training documented information and training evaluation records available. Competency requirements were found to be fulfilled. Organizational knowledge required has been properly determined and maintained.

#### Monitoring and Measurement

- Monitoring and measurement

Generally, proper monitoring and measurement of processes and job serviced were found implemented as per the organization's procedure/documentated information and standard requirements as evidenced by inspection and monitoring and measurement records/documentated information sighted. Release of products was only conducted with evidence of conformity to requirements and person authorizing the release recorded (i.e result of testing) addressed in Service report established and acknowledged by client.

1 NCR issued during last recertification audit verified closed with supporting evidence sighted; No repeating of same problem found during further sampling taken on JD & Organization chart. No other pending matter required further follow up.

Performance of external provider conducted as required with result obtained shown meeting target set.

Customer satisfaction survey was conducted on projects with result obtained. Analysis and evaluation of survey results indicate that clients are satisfied with the products and services provided by the organization.

- Compliance obligation

No feedbacks / complaints were received from client or interested parties except SOP announced by government & related agency on climate change and pandemic covid 19 issue as briefed by process owner during audit. Process owner is aware on the process involved in handling feedbacks/complaints.

Legal requirements include compliance to Company Act 1965, Factory & Machinery Act 1967, CIDB Act 1994 and Electrical Supply Act 1990 sighted with required license / certificate update and retained during audit. Above license / certificates have been verified with compliance status seen.

#### Use of logo

Use of certification logo sighted on letter head and name card as per guideline issued. Certification logo was confirmed not used on product and primary packaging, company website, company vehicle and promotional items such as pens, diaries, placemats and cups. Certification mark / logo sighted with correct standard of ISO9001:2015, latest version printed on name card, company profile and letter head sighted; no sites other than scope registered / audited found using the certification mark / logo. Management team being briefed on the guideline in utilizing logo / certification at the end of audit

#### Agreed follow-up actions [if NCR pending]

Not applicable as there is no NCR pending verification.

#### Agreed method and dates of the verification of corrective actions

Audit performed covered all processes as scheduled in Surveillance 1 audit plan

No NCR issued.

Above findings have been briefed to process owner during closing meeting.

The organization can be recommended for continuation of certification to ISO 9001:2015 standard without subject to any corrective action plan as there is no NCR issued.

#### MULTI SITE AUDIT SUMMARY

Not applicable as audit performed on single site as addressed in audit plan.

#### 3. Improvement

Continual improvement sighted from achievement of quality objectives, corrective actions to address customer complaints, analysis on customer satisfaction survey, opportunity loss on unsuccessful tender in 2022 and internal audit's non-conformances; Improvement action also sighted in the action proposed to prevent occurrence of risks identified and ensure achievement of opportunity identified in Risk & Opportunity Register audit. Improvement actions taken reviewed in management review to ensure its effectiveness and meeting objective set.

#### 4. Key performance objectives and the monitoring of these towards achievement

Analysis and evaluation of data collected for monitoring and measurement, quality objectives, customer satisfaction survey and performance of suppliers sighted.

Quality objectives found consistent & measurable on 10 objectives sighted as below;

HR:

-To conduct at least 1 internal communications meeting in a year.

Result: Internal communication conducted on 11 March 2024 with minutes established; meeting target set.

-To conduct at least 1 training on QMS or quality improvement tools.

Result: Training on ISO awareness training conducted; meeting target set.

-To conduct at least 1 training session per year related to leadership skill development.

Result: 1 training conducted; meet target set.

Project:

-To prepare Project quality plan (PQP) for projects costing RM 1M and more within thirty (30 days) from the official date of acceptance a contract / letter of award / purchase order.

Result: PQP for Maming project prepared as required; demonstrated by QMR; meeting target set.

-To prepare project summary & planning list (PSPL) for project less than RM 1M within 30 days from the date of acceptance of contract / letter of award / purchase order.

Result: Vishay project prepared within 30 days.

- To deliver project on schedule and within budget.

Result: Meeting target set as per data compiled in system.

Contract:

- To attain at least 10% of tender secured against tender submitted on a yearly basis.

Result: 2 tenders awarded from 11 tenders submission; meeting target set; improvement action sighted.

Purchasing:

-To qualify suppliers and subcontractors with performance attaining Grade C and above status:

Result: Data compiled shown that all suppliers and subcontractors obtained Grade C and above in Vendor performance monitoring conducted 15 Aug 2024.

Top management:

- To achieve at least 1 continual improvement program a year.

Result: 1 improvement dated 7 Aug 2024 sighted.

To maintain a company communication web-based PORTAL to allow employee interaction

Result: Web-based portal maintained; meeting target set.

Process owner demonstrated result obtained from customer satisfaction survey performed with feedback received from 6 clients as per 6 criteria specified. Feedback received from Lonnix (M) S/B, Cohu Malaysia, Polytech Properties Sdn Bhd, MCC Technique, Residents Mutiara and Vishay Semiconductor; survey conducted as per 6 criteria specified in the customer satisfaction survey form. Excellent (9 -10), Very Good (7-8), Good (6), Average (5) and Below expectation (1-4); Rating from 6 to 10 points sighted. Data obtained compiled and analysed shown that client is satisfied with services provided.

Performance of external provider conducted on suppliers, service provider includes consultants and contractor with result shown that all suppliers obtained Grade C and above; meeting target set.

Process owner has demonstrated their commitment in monitored the progress of their quality objectives and monitoring process with data compiled and analyzed using statistical technique, include bar chart, pie chart and histogram seen; Process owner found aware of the importance of analysis process as a tools in enhancing continuous improvements and strengthening effectiveness and consistency of their quality management system where improvement action has been proposed and briefed by process owner on target which unable to achieve as per result obtained. Result reviewed during last management review. All objectives maintained for 2023/2024 with quality objective program updated with improvement action proposed / briefed.

##### 5. Internal Audit programme

Internal audit based on ISO9001:2015 conducted on 23 Sept 2024 with 0 CAR & 3 observations issued. Audit notes / checklist & internal audit summary established covered all processes identified. Result of internal audit demonstrated capability of the organization in evaluating their processes identified under quality management system periodically.

Result reviewed during last management review with records.

##### 6. Management Review

Management review conducted on 26 Sept 2024 as per ISO9001:2015 requirements with minutes of meeting established; attended by the relevant top management with minutes of meeting available. Review input adequately covered the requirements specified by Standard. Minutes of meeting has reflected the ability of the organization in reviewing the effectiveness and suitability of the processes implementing as well as seeking opportunity in enhancing continually improvement.

**7. Corrective action**

No change in corrective action process addressed in procedure. Process owner found aware of the process involve in handling corrective action; include root cause finding, correction & corrective action proposed and verification of the action taken with record retained.

**8. Interview following IAF requirements**

Not applicable under ISO9001:2015 audit.

## 6 TEAM LEADER RECOMMENDATIONS

Standard	Accreditation	Certificate Copies	Language
ISO 9001:2015	UKAS	1	English
ISO 9001:2015	DSM	1	English

<b>Standard</b>	ISO 9001:2015
<b>Recommendation</b>	Issue Certificate
<b>Reason for issue or change of the certificate</b>	Change of address
Is a follow up audit required	No
Follow up audit start date	
Duration (days)	

# 7 SURVEILLANCE PLAN

Site Name	Process	Clause	Surveillance								Recer
			1	2	3	4	5	6	7	8	

Site Name	Process	Clause	Surveillance								Recer	
			1	2	3	4	5	6	7	8		
HEAD OFFICE	Top management interview / management system	9K-4.1 Understanding the organization and its context 9K-4.2 Understanding the needs and expectations of interested parties- 9K-4.3 Determining the scope of the QMS 9K-4.4 Quality management system and its processes 9K-5.1 Leadership and commitment 9K-5.1.1 General 9K-5.1.2 Customer focus 9K-5.2 Quality policy 9K-5.2.1 Establishing the quality policy 9K-5.2.2 Communicating the quality policy 9K-5.3 Organizational roles, responsibility and authorities 9K-6.1 Actions to address risks and opportunities 9K-6.2 Quality objectives and planning to achieve them 9K-6.3 Planning of changes 9K-7.4 Communication 9K-9.2 Internal audit 9K-9.2.2 Internal audit programme 9K-9.3 Management Review 9K-9.3.1 General 9K-9.3.2 Management review inputs 9K-9.3.3 Management review outputs 9K-10.1 Improvement - General 9K-10.3 Continual improvement 9K-* Use of marks, and/or reference to the certification	X	X								X

Site Name	Process	Clause	Surveillance								Recer	
			1	2	3	4	5	6	7	8		
HEAD OFFICE	Control of documented information	9K-7.4 Communication 9K-7.5 Documented information 9K-7.5.1 General 9K-7.5.2 Creating and updating 9K-7.5.3 Control of documented information 9K-7.5.3.1.1 The Organization shall ensure availability and sutaibility of documentation required by the QMS and by the ISO9001 standard. 9K-7.5.3.1.2 The Organization shall control the sufficient and appropriate protection of documented information and will identify risks for its safety and integrity 9K-7.5.3.2 .1 Distribution,access and retrieval activities necessary for the control of documented information shall be determined and maintained 9K-7.5.3.2 .2 Activities for storage and preservation, including activities to ensure that documented information remains legible necessary for the control of documented information shall be determined and maintained. 9K-7.5.3.2 .3 Activities for the control of changes of documented information shall be etermined and maintained. 9K-7.5.3.2 .4 The Different leveles of access permissions to and the authority to modify the documented information will be defined and controlled. 9K-7.5.3.2 .5 Activities for retention and disposition necessary for the control of	X									X

Site Name	Process	Clause	Surveillance								Recer
			1	2	3	4	5	6	7	8	
		documented information shall be determined and maintained. 9K-7.5.3.2 .6 Documented information of external origin needed for the planning and operation of the QMS will be indentified, controlled and appropriately distributed. 9K-7.5.3.2 .7 Documented information retained as evidence of conformity shall be protected from unintended alterations.									

Site Name	Process	Clause	Surveillance								Recer	
			1	2	3	4	5	6	7	8		
HEAD OFFICE	Customer related process	9K-4.1 Understanding the organization and its context 9K-4.2 Understanding the needs and expectations of interested parties- 9K-5.1.2 Customer focus 9K-6.1 Actions to address risks and opportunities 9K-6.2 Quality objectives and planning to achieve them 9K-6.3 Planning of changes 9K-8.2 Requirements for products and services 9K-8.2.1 Customer communication 9K-8.2.2 Determining the requirements related to products and services 9K-8.2.3 Review of requirements related to products and services 9K-8.2.3.1 ( ) 9K-8.2.3.2 ( ) 9K-8.2.4 Changes to requirements related to products and services 9K-8.5.5 Post-delivery activities 9K-9.1.1 General 9K-9.1.2 Customer satisfaction 9K-9.1.3 Analysis and evaluation 9K-10.1 Improvement - General 9K-10.2 Nonconformity and corrective action 9K-10.3 Continual improvement	X									X

Site Name	Process	Clause	Surveillance								Recer	
			1	2	3	4	5	6	7	8		
HEAD OFFICE	HR Training process	9K-4.1 Understanding the organization and its context 9K-4.2 Understanding the needs and expectations of interested parties- 9K-5.3 Organizational roles, responsibility and authorities 9K-6.1 Actions to address risks and opportunities 9K-6.2 Quality objectives and planning to achieve them 9K-6.3 Planning of changes 9K-7.1 Resources 9K-7.1.2 People 9K-7.1.6 Organizational knowledge 9K-7.2 Competence 9K-7.3 Awareness		X								X
HEAD OFFICE	Purchasing process	9K-4.1 Understanding the organization and its context 9K-4.2 Understanding the needs and expectations of interested parties- 9K-6.1 Actions to address risks and opportunities 9K-6.2 Quality objectives and planning to achieve them 9K-6.3 Planning of changes 9K-8.4 Control of extern. provided products and services 9K-8.4.1 General 9K-8.4.2 Type and extent of control 9K-8.4.3 Information for external providers 9K-9.1.3 Analysis and evaluation 9K-10.1 Improvement - General 9K-10.2 Nonconformity and corrective action 9K-10.3 Continual improvement		X								X

Site Name	Process	Clause	Surveillance								Recer	
			1	2	3	4	5	6	7	8		
HEAD OFFICE	Project & QA process	9K-4.1 Understanding the organization and its context 9K-4.2 Understanding the needs and expectations of interested parties- 9K-6.1 Actions to address risks and opportunities 9K-6.2 Quality objectives and planning to achieve them 9K-6.3 Planning of changes 9K-7.1.3 Infrastructure 9K-7.1.2 People 9K-7.1.4 Environment for the operation of processes 9K-7.1.5 Monitoring and measuring resources 9K-7.1.6 Organizational knowledge 9K-7.2 Competence 9K-7.3 Awareness 9K-8.1 Operational planning and control 9K-8.2.1 Customer communication 9K-8.4 Control of extern. provided products and services 9K-8.5 Production and service provision 9K-8.5.1 Control of production and service provision 9K-8.5.2 Identification and traceability 9K-8.5.3 Property belonging to customers or external providers 9K-8.5.4 Preservation 9K-8.5.5 Post-delivery activities 9K-8.5.6 Control of changes 9K-8.6 Release of products and services 9K-8.7 Control of nonconforming outputs 9K-9.1.3 Analysis and evaluation 9K-10.1 Improvement - General 9K-10.2 Nonconformity and corrective action	X	X								X

Site Name	Process	Clause	Surveillance								Recer
			1	2	3	4	5	6	7	8	
		9K-10.3 Continual improvement									
Man Days			1	1							

All processes shall be audited during the recertification audit. Performance of the management system over the period of certification shall be considered, which includes a review of the previous surveillance audit reports

Surv. plan prepared / modified by	CHOO JOO YEW	Date	11/10/2024
Comment			

# 8 AUDIT PROGRAMME ISO 9001:2015

Sites	Audits		
	Main	Surv1	Surv2
HEAD OFFICE - Head Office	2	1	1
Man Days	2	1	1

Tentative number of days for recertification	2
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Date	11/10/2024	Prepared / revised by	CHOO JOO YEW
Comment	Similar processes (s indicated in Recertification audit plan) shall be audited during RC Audit		

# 9 NEXT VISIT AUDIT PLAN

Date - Time Activity	Site Name	Process	Auditor	Comment
-				

Audit plan preparation date	11/10/2025
Comment	

## 10 Certificate information

### 10.1 ISO 9001:2015 - UKAS - English

#### Certificate information

Site Name	HX SOLUTIONS SDN BHD
Address	No. 73-1, Jalan Komersial IAN 2, Industri Angkasa Nuri,
City	Durian Tunggal
Postal Code	76100
County/State	Melaka
Country	Malaysia
Scope	PROVISION OF SUPPLY, INSTALLATION, MAINTENANCE AND SERVICING OF MECHANICAL AND ELECTRICAL SYSTEMS
Number of certificates	1

## 10.2 ISO 9001:2015 - DSM - English

### Certificate information

Site Name	HX SOLUTIONS SDN BHD
Address	No. 73-1, Jalan Komersial IAN 2, Industri Angkasa Nuri,
City	Durian Tunggal
Postal Code	76100
County/State	Melaka
Country	Malaysia
Scope	PROVISION OF SUPPLY, INSTALLATION, MAINTENANCE AND SERVICING OF MECHANICAL AND ELECTRICAL SYSTEMS
Number of certificates	1