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Position : Executive, Centre for Quality Assurance

P.

Position : Director, Centre for Quality Assurance



Position : Vice Chancellor

| No. | Date | Justification | Revision No. | Approved by |
|-----|----------|--|--------------|-----------------|
| 1 | 14/06/24 | Establishment | 00 | Vice Chancellor |
| 2 | 02/10/24 | Review on scope of application; quality policy; and understanding the organization and its context | 01 | Vice Chancellor |

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1 INTRODUCTION

1.1 Scope of Application

The scope of Quality Management System (QMS) of University of Technology Sarawak (UTS) covers all teaching and learning activities which include:

- Design and develop the academic programmes for Foundation, Undergraduate and Postgraduate levels;
- Provide the educational services at Foundation, Undergraduate and Postgraduate levels; and
- Related support processes.

This documented Quality Manual shall be applied for all QMS activities carried out at:

University of Technology Sarawak
No.1, Jalan Universiti,
96000 Sibu, Sarawak.

2 BACKGROUND OF ORGANIZATION

2.1 About University of Technology Sarawak (UTS)

The establishment of University College of Technology Sarawak (UCTS) was approved by the Ministry of Education Malaysia on 8 August 2012 and started operating on 1 April 2014. On 8 December 2021, UCTS was upgraded to a full-fledged university status, known as University of Technology Sarawak (UTS). UTS is managed by Edusar Resources Sdn. Bhd., a company owned by the Yayasan Sarawak. Located in Sibu, one of the main gateways into Sarawak Corridor of Renewable Energy (SCORE), UTS campus is equipped with the latest state-of-the-art facilities to facilitate teaching, learning, and research activities necessary in the preparation of graduates required by the industries within SCORE and other regions.

UTS offers a broad range of professional and industry-linked academic programmes that are relevant to the unique requirements of Sarawak in particular and Malaysia in general. UTS has continuously expanded physically to cater for the growing needs of the academic programmes and campus activities.

UTS is the first university in Malaysia to be awarded a GBI “Platinum Index” rating, the highest achievement in rating for energy and water efficiency, utilization of environmental-friendly

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materials and resources, ensuring good quality performance indoor air quality, sustainable site planning management and the use of innovative active design and initiatives.

UTS has obtained 4-star (competitive) for SETARA rating after 8 years operating. UTS has set a vision to become a global technical university based on sciences and technology. In future, UTS will be complemented by its own Science and Technology Park located next to the university campus, which will bring about vast research and entrepreneurial opportunities through local and international industrial and educational collaborations.

2.2 Organization Chart

Reference: *Appendix 1 UTS Organization Chart*

2.3 Vision, Mission and Core Values

Vision

A Global Technical University

- Global recognition
- Global acceptable and globally relevant
- Attracts global talent to teach and draws students from across the world
- Global partnership

Mission

To Provide Global Technical Education through Strategic Collaboration and Smart Partnership.

Core Values

The core values that guide us in our mission are Commitment, Integrity, Caring, Enterprising, and Green.

2.4 Quality Policy

UNIVERSITY OF TECHNOLOGY SARAWAK (UTS) is committed to fulfil the needs of our clients through great teaching and learning experience.

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We strive for great quality services through the implementation of the Quality Management System MS ISO 9001:2015. We believe in the continual improvement in Quality Management System in order for UTS to be a global technical university.

It is compulsory for the staff employed by UTS to implement this Quality Management System. The top management and all staff shall ensure that they are aware, understand, and responsible for the quality of their works up to acceptable degree for effective operation of the Quality Management System.

Reference: *Appendix 2 Quality Policy*

2.5 Quality Objectives

Quality objectives are measurable targets for improving operational performance to ensure process conformity and customer satisfaction. The objectives shall be specific, measurable, achievable, realistic, and timely. These are established by the top management by setting up the UTS Quality Objectives that need to be achieved by the staff. The top management may revise the objectives, issue corrective action requests or take other appropriate actions to address the issues.

Reference: *Appendix 3 UTS Quality Objectives*

3 TERMS AND DEFINITIONS

3.1 Terms and Definitions

| | |
|------|------------------------------------|
| EE | : External Examiner |
| IAP | : Industry Advisory Panel |
| KPI | : Key Performance Indicators |
| MOHE | : Ministry of Higher Education |
| MQA | : Malaysian Qualifications Agency |
| PAC | : Programme Advisory Committee |
| QMS | : Quality Management System |
| SOP | : Standard Operating Procedure |
| UTS | : University of Technology Sarawak |

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4 CONTEXT OF THE ORGANIZATION

4.1 Understanding the Organization and Its Context

UTS has determined external and internal issues that are relevant to its purpose and its strategic direction. It will be reflected in the quality policy which will influence the ability to achieve the objectives of UTS.

Internal and external issues had been identified and the issues are listed in Appendix 4 List of External and Internal Issues.

UTS shall monitor and review these internal and external issues annually.

Reference: *Appendix 4 List of external and internal issue*

4.2 Understanding the Needs and Expectation of Interested Parties

Due to the effect or potential effect of various interested parties on the ability of UTS to consistently provide products and services that meet customer and applicable statutory and regulatory requirements, UTS has determined:

- a) the interested parties that are relevant to the QMS;
- b) the requirements of these interested parties that are relevant to the QMS.

UTS is committed to continually monitor, review and analyse information and relevant requirements of the interested parties to ensure the continuous quality improvement and customer satisfaction. The changes are made based on necessities as stated in Appendix 5. Appendix 6 listed all applicable Act and Regulations that relate to UTS.

Reference: *Appendix 5 List of Interested Parties and Requirements*
Appendix 6 List of Applicable Acts and Regulations

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4.3 Determining the Scope of the Quality Management System

UTS has determined the boundaries and applicability of the QMS to establish its scope. When determining the scope, UTS has considered:

- the external and internal issues as listed in Appendix 4;
- the requirement of interested parties as listed in Appendix 5;
- the products and services which are teaching and learning as a core business of UTS.

The QMS provides a framework for managing the activities in order to provide quality services to customers and to satisfy the stakeholders requirements by implementing continuous quality improvement through monitoring, measuring and evaluating the processes, products and services.

The scope of QMS for UTS covers all core activities including management and development related to teaching and learning activities.

4.4 Quality Management System and Its Processes

UTS has established, implemented, maintained, and continually improved the QMS through the use of the quality policy, quality objectives, SOPs, customer feedback, audit results, analysis of data, management review, and other activities that related to QMS process.

Note: Not all activities are considered “processes” – the term “process” in this context indicates the activity has been elevated to a higher level of control and management oversight. The controls indicated herein are applicable only to the top-level processes identified.

Each process may be supported by other activities, such as tasks or sub-processes. Monitoring and control of top-level processes ensures effective implementation and control of all subordinate tasks or sub-processes.

The sequence of interaction of these processes is illustrated in *Appendix 7: UTS Business Process Mapping*.

Note: Business Process Flowchart represents the typical sequence of processes and may be altered opportunities for improvement are sought and implemented, for the identified processes.

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Reference: *Appendix 7 UTS Business Process Mapping*

5 LEADERSHIP

5.1 Leadership and Commitment

5.1.1 General

The top management of UTS has demonstrated their leadership and commitment and actively involved in the QMS by:

- a) taking the accountability for the effectiveness of the QMS;
- b) ensuring that the quality policy and objectives are established for the QMS and are compatible with the context and strategic direction of UTS;
- c) ensuring the integration of the QMS requirements into the business processes of UTS;
- d) promoting the use of the process approach and risk-based thinking;
- e) ensuring that the resources needed for the QMS are available;
- f) communicating the importance of effective quality management and of conforming to the QMS requirements;
- g) ensuring that the QMS achieves its desired results;
- h) engaging, directing, and supporting persons to contribute to the effectiveness of the QMS;
- i) promoting improvement;
- j) supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

5.1.2 Customer Focus

The top management of UTS has demonstrated their leadership and commitment to achieve the customer satisfaction by ensuring:

- a) the customer and applicable statutory and regulatory requirements are determined, understood, and consistently met;

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- b) the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed;
- c) the focus on enhancing customer satisfaction is maintained.

5.2 Policy

5.2.1 Establishing the Quality Policy

The top management of UTS has defined the Quality Policy. It provides the guideline to set the quality objectives, satisfying the customer requirements and support the continuous quality improvement of the university. The policy is shown in Clause 2.4, page 6 and 7 in this Quality Manual.

5.2.2 Communicating the Quality Policy

The Quality Policy is documented in the Quality Manual and is communicated by the Vice Chancellor in management meetings, annual briefing and other formal events that involve the university's stakeholders. It is also being uploaded on the university's website. The printed versions are displayed in the offices and the available notice boards located in the university.

5.3 Organizational Roles, Responsibilities and Authorities

The top management has assigned the responsibilities and authorities for all relevant functions of UTS. These are communicated through the organization chart, letter of appointment, job description and instructions from time to time.

The responsibility and authority has been assigned by the top management to:

- a) ensure that the QMS conforms to the requirements of the Quality Manual;
- b) ensure that the processes are delivering the intended inputs;
- c) report on the performance of the QMS and on opportunities for improvement, in particular to top management;
- d) ensure the promotion of customer focus throughout the company;
- e) ensure that the integrity of the QMS is maintained when the changes in the QMS are planned and implemented.

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The organization chart can be referred to the *Appendix 1 UTS Organization Chart*. Each school or department in UTS has its own roles to meet the customer requirement which will lead to the customer satisfaction and a room for continuous quality improvement. The responsibilities of Head of Departments or Deans and the staff are defined separately in the individuals' Job Descriptions. The responsibilities and authorities regarding quality are also stated in procedures and supporting documents.

Reference: *Appendix 1 UTS Organization Chart*

6 PLANNING

6.1 Actions to Address Risks and Opportunities

UTS has its external and internal issues as stated in Appendix 4. The risks and opportunities are identified as part of the understanding of the internal and external issues to address the concern of the university and its interested parties.

The risks and opportunities are managed and documented through the use of Risk Assessment. The document defines how risks are managed in order to minimize their likelihood and impact. Moreover, the opportunities are likewise identified, described, managed and assessed the effectiveness of the action to improve their likelihood and positive consequences.

Reference: *Appendix 8 Risk Assessment*
Standard Operating Procedure of Risk Management (UTS/CQA/P14)

6.2 Quality Objectives and Planning to Achieve Them

UTS has established the quality objectives at relevant functions, levels and processes needed for the QMS. The quality objectives established are:

- a) consistent with the quality policy;
- b) measurable;
- c) in line with the applicable requirements;

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- d) relevant to conformity of products and services and to enhancement of customer satisfaction;
- e) monitored;
- f) communicated;
- g) updated as appropriate.

UTS has maintained the documented information of the quality objectives. When planning the strategies on how to achieve the quality objectives, the university has determined:

- a) what will be done;
- b) what resources will be required;
- c) who will be responsible;
- d) when it will be completed;
- e) how the results will be evaluated.

Quality Objectives also could be indicated as KPI.

Reference: *Appendix 3 UTS Quality Objectives*

6.3 Planning of Changes

When the changes of the QMS are needed, UTS ensures that the changes are carried out in a planned manner, implemented and then verified for effectiveness. The university will consider:

- a) the purpose of the changes and their potential consequences;
- b) the integrity of the QMS;
- c) the availability of resources;
- d) the allocation or reallocation of responsibilities and authorities

Reference: *Standard Operating Procedure of Management of Change (UTS/VCO/P01)*

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7 SUPPORT

7.1 Resources

7.1.1 General

UTS is committed to provide adequate resources required for the establishment, implementation, maintenance and continual improvement of the QMS. The university considers:

- a) the capabilities of, and constraints on, existing internal resources
- b) what needs to be obtained from the external providers

The process of determining and communicating resource requirements has been discussed in:

- a) Top Management Meeting includes meeting with Board of Directors
- b) Annual Budget Meeting
- c) Programme and School Meeting

7.1.2 People

UTS commits to provide sufficient and competent human resources necessary to consistently meet customer, applicable statutory and regulatory requirements for the effective operation of the QMS as well as its identified processes.

Likewise, the university employs the lecturers and administrative staff who are competent in terms of qualifications, skills and experience in order to meet the customer requirement and achieve the customer satisfaction.

In the effort to enhance the knowledge and increase the competency of the staff, the university provides the training scheme for them.

Reference: *Standard Operating Procedure of Employment Procedures (UTS/HCAD/P01)*

Standard Operating Procedure of Training Application (UTS/HCAD/P12)

Staff Personal File

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7.1.3 Infrastructure

UTS determines, provides and maintains the necessary and functional infrastructure that contribute in the attainment of its quality objectives. The infrastructure provided by the university includes:

- a) academic and administrative blocks, classrooms, gymnasium, lecture theatres, student lounge, library, laboratories, computer laboratories, workshop, hostels, cafeteria, studios, parking area, storage areas;
- b) equipment, including hardware and software for teaching and learning activities;
- c) transportation resources; university's bus, van and car;
- d) support services such as information and communication systems; telephone lines and internet connection.

Any required infrastructure to ensure the efficiency of the operation will be presented in Annual Budget Meeting and will be included in the capital expenditure of the following year.

Reference: *List of UTS Facilities*

List of UTS Assets

List of Hardware and Software Available in UTS

7.1.4 Environment for the Operation of Processes

UTS determines, provides and maintains necessary environment for the operation of processes to achieve conformity of products and services. The necessary environment includes classrooms and offices conducive to learning and working.

UTS has been awarded as the 353rd World's Most Sustainable University in 2022 UI GreenMetric World University rankings, the highest achievement in ranking for energy and water efficiency, utilization of environmental-friendly materials and resources, ensuring good quality performance indoor air quality, sustainable site planning management and the use of innovative active design and initiatives.

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The university has established the Safety Committee as a part of the effort to ensure a safe working and learning environment for the staff and students. In addition, the evacuation plans have been displayed at all main doors of the buildings. The university is working closely with the Fire and Rescue Department of Malaysia to plan and organize the emergency drills in order to increase the awareness of staff and students.

Reference: *UI GreenMetric*

*Standard Operating Procedure of Fire Drill in UTS Campus
(UTS/MFS/P12)*

7.1.5 Monitoring and Measuring Resources

UTS determines and provides the resources needed for monitoring or measuring to verify the conformity of products and services being offered by the university.

The university ensures that the resources provided:

- a) are suitable for the specific type of monitoring and measurement activities being undertaken;
- b) are maintained to ensure their continuing fitness for their purpose.

The records of calibration and maintenance are retained as documented information to serve as evidence of fitness for the purpose of monitoring and measurement resources.

Reference: *Standard Operating Procedure of Preventive Maintenance (UTS/FD/P04)*

*Standard Operating Procedure of Maintenance (Corrective/Repair)
(UTS/FD/P05)*

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7.1.6 Organizational Knowledge

UTS considers the specific knowledge necessary for the operation of its processes and to achieve conformity of products and services. The university has developed SOPs to ensure effective planning, operation and control of the QMS processes.

The organizational knowledge of the university can be based on:

- a) internal sources include administrative and management of learning records; e.g. course file, student records, intellectual property, knowledge gained from experience;
- b) external sources include the standards as indicated in statutory and regulatory issuances from MOHE, MQA and professional bodies, conferences, student exit survey, or any information gathered from customers or any interested parties in the form of feedback among others; e.g. PAC, EE, IAP.

This knowledge is maintained and made available to the extent necessary.

7.2 Competence

UTS determines the extent of competence necessary for its people to ensure the effectiveness of the QMS. To guarantee the competence of the staff, the university employs the staff who are competent on the basis of their appropriate education qualifications, skills and experience.

Staff recruitment is based on the job requirements in order to meet the required competency of the designation. Likewise, the duties, responsibilities and authority of staff performing works have been compiled in job descriptions.

Whenever applicable, the university provides staff development programs in order to enhance necessary competencies and evaluate its effectiveness and Human Capital and Administration Department has allocated the funding for this initiative.

Reference: *Standard Operating Procedure of Training Application (UTS/HCAD/P12)*

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*Standard Operating Procedure of New and Renewal Teaching Permit Application
(UTS/HCAD/P23)*

Human Resource Policy Manual

Staff Personal File

7.3 Awareness

UTS ensures that the staff performing the work are aware of:

- a) the quality policy;
- b) relevant quality objectives;
- c) their contribution to the effectiveness of the QMS, including the benefits of improved performance;
- d) the implication of not conforming with the QMS requirements.

The university conducts awareness briefing, meeting and follow up activities on the QMS in all levels of the university. The Quality Policy is also being uploaded in the university's website. The printed versions are displayed in the offices and the available notice boards located in the university.

7.4 Communication

The top management of UTS determines the internal and external communications relevant to the QMS, including:

- a) the subject of the communication;
- b) when communication occurs;
- c) the target audience;
- d) ways of effective communication.

The documented information of communication includes student exit survey, customer complaint and minutes of management meeting.

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Other communication methods include emails, internal memo, correspondence, consignment notes, board resolutions, special orders, official website, social media platforms and internal portal.

7.5 Documented Information

7.5.1 General

UTS maintains the documented information required by the QMS to ensure the conformity of products and services.

The documented information includes procedures, forms, records, policies, guidelines and other relevant supporting documents in relation to the scope of the university.

Reference: *Appendix 9 Master List of Documents (UTS-CQA-P06-MLD)*

Appendix 10 ISO Clause-Document Matrix

7.5.2 Creating and Updating

When creating and updating the documented information, the university ensures the appropriate:

- identification and description (e.g. a title, date, author, revision no., document no.);
- format (e.g. electronic, hard copy, language, graphics, media, software version);
- review and approval for suitability and adequacy.

Reference: *Standard Operating Procedure of Control of Document (UTS/CQA/P06)*

7.5.3 Control of Documented Information

UTS has adopted a documented procedure for the control of documented information. Documented information is required to support the effectiveness of the QMS and is controlled to ensure that:

- it is available and suitable for use, where and when it is needed;

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- b) it is adequately protected (e.g. from loss of confidentiality, improper use, or loss of integrity;
- c) distribution, access, retrieval and use;
- d) storage and preservation, including preservation of legibility;
- e) control of changes;
- f) retention and disposition.

The procedure defines the controls to ensure that all staff have access to the latest approved information and to restrict the use of obsolete information. The latest approved procedures are being uploaded in the internal portal.

Reference: *Standard Operating Procedure of Control of Document (UTS/CQA/P06)*

Standard Operating Procedure of Control of Records (UTS/CQA/P09)

8 OPERATION

8.1 Operational Planning and Control

UTS has planned, implemented and controlled the processes (refer to Clause 4.4) needed to meet the requirements for the provision of products and services, and to implement the actions determined as stated in Clause 6, by:

- a) determining the requirements for the products and services;
- b) establishing criteria for the processes and the acceptance of products and services;
- c) determining the resources needed to achieve the conformity of the products and services requirements;
- d) implementing control of the processes in accordance with the criteria;
- e) determining, maintaining and retaining documented information to the extent necessary; to have confidence that the processes have been carried out as planned and to demonstrate the conformity of products and services to their requirements.

The university has adopted the quality planning mechanisms to meet the requirements of the standards and outcomes of its QMS. ~~by developing the procedure of Risk Management.~~

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Reference: *Appendix 9 Master List of Documents (UTS-CQA-P06-MLD)*
Academic Calendar

8.2 Requirements for Products and Services

8.2.1 Customer Communication

UTS provides mechanisms to ensure effective communication with the customer and other relevant interested parties. These mechanisms include the brochures, flyers, official website, telephone and email facility, notice boards, posters, social media, conduct of meetings and distribution of notifications and other pertinent documents. The communication documentation with the customers and other relevant interested parties include:

- a) provision of information related to the products and services; e.g. flyers, brochures, programme guide, etc;
- b) handling of inquiries pertaining to circular offerings and course requirements;
- c) obtaining the customer feedback; e.g. student exit survey, customer complaint;
- d) handling or controlling customer property; and
- e) establishing specific requirements for contingency actions, when relevant.

Reference: *Marketing Kit and Materials*

8.2.2 Determining the Requirements for Products and Services

When determining the requirements for the products and services to be offered to the customers, UTS ensures that:

- a) the requirement for the products and services are defined, including any applicable statutory and regulatory requirements and those considered necessary by the university;
- b) the university can meet the claims for the products and services.

Documented procedures have been available for programme development and teaching and learning activities. The university ensures the programme development

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and teaching and learning activity being conducted comply with all the requirements set by the MOHE and MQA.

The university has adopted the contract management process to determine the requirements of the products and services to be offered to the potential customers by means of Contracts, Memorandum of Agreement, Memorandum of Understanding and Terms of Reference that spells out the capabilities in meeting the requirements to include outsourced services of the university e.g. online system, security services, cleaning services, cafeteria, etc.

Reference: *Standard Operating Procedure of Student Admission (UTS/AAR/P12)*

8.2.3 Review of the Requirements for Products and Services

The university ensures that it has the ability to meet the requirements of products and services offered to the customers. The management conducts a meeting prior to committing to supply products and services that meet the customer requirement. The university retains applicable documented information of the initial review or applicable external party requirements for the products and services provided.

Reference: *Standard Operating Procedure of Student Admission (UTS/AAR/P12)*
Standard Operating Procedure of Registration (UTS/AAR/P01)

8.2.4 Changes to Requirements for Products and Services

UTS ensures that relevant documented information is amended and that relevant persons are aware of the changed requirements, when the requirements for products and services are changed.

8.3 Design and Development of Products and Services

UTS has established, implemented and maintained a design and development process that is appropriate to ensure the subsequent provision of products and services.

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In terms of new designs and for significant design changes of products and services such as curriculum structure and course syllabus, UTS ensures the translation of student needs and requirements into detailed design outputs. These address the performance, validity, regulatory, and statutory concerns.

The process ensures design planning is conducted; design input requirements are captured; and design outputs are created under controlled conditions; design reviews, verification and validation are conducted; and design changes are made in a controlled manner.

Reference: *Standard Operating Procedure of Application for Programme Approval (New and Renewal) (UTS/CQA/P01)*

Standard Operating Procedure of Application for Programme Accreditation (UTS/CQA/P02)

Standard Operating Procedure of Curriculum Review (UTS/CQA/P03)

8.4 Control of Externally Provided Processes, Products and Services

8.4.1 General

UTS ensures that externally provided processes, products and services conform to the requirements.

The university determines the control to be applied to externally provided processes, products and services when:

- products and services from external providers are intended for incorporation into the university's own products and services;
- products and services are provided directly the customers by external providers on behalf of the university;
- a process, or part of a process, is provided by an external provider as a result of a decision by the university.

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The documented information shall be available for procurement of suppliers, contractors and consultants. Where required, the relevant staff may verify the supplied products or services at the supplier's premise.

The purchase requisition information will be verified and inspected prior to use. They are handled and stored in a proper manner. Any lost, damaged, inaccurate, incomplete or unsuitable for use as appropriate shall be recorded and reported.

Reference: *Standard Operating Procedure for Tender Selection Committee (UTS/FD/P15)*
Standard Operating Procedure of Asset Receiving (UTS/CQA/P01)
Standard Operating Procedure of Asset Lost (UTS/CQA/P07)
Standard Operating Procedure of Asset Write-off (UTS/CQA/P08)
Standard Operating Procedure of Asset Disposal (UTS/CQA/P09)
List of UTS Asset

8.4.2 Type and Extent of Control

The university ensures that externally provided processes, products and services will not adversely affect its ability to consistently deliver conforming products and services to the customers.

The selection, evaluation and recommendation of appointing the suppliers, consultants and contractors are under the responsibility of Bursary Office.

Reference: *Standard Operating Procedure for Quotation Selection Committee (UTS/FD/P14)*
Standard Operating Procedure for Tender Selection Committee (UTS/FD/P15)

8.4.3 Information for External Providers

UTS uses purchase requisition form to define the product or services to be purchased. Purchasing documents are reviewed for adequacy and approved by the purchasing

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staff prior to release. The documents clearly describe the product of service to be provided by the supplier.

Reference: *Purchase Requisition Form (UTS-FD-P11-PR)*

Service Order

Standard Operating Procedure for Quotation Selection Committee (UTS/FD/P14)

Standard Operating Procedure for Tender Selection Committee (UTS/FD/P15)

8.5 Production and Service Provision

8.5.1 Control of Production and Service Provision

The university plans and implements production and service provision under controlled conditions and as required by job specific requirements. Examples of the controls include:

- availability of information that define characteristics and results to be achieved;
- availability of competent and effectively trained staff and adequate equipment;
- availability and use of suitable monitoring and measuring devices and resources;
- evidence that all inspection operations have been completed as planned.

8.5.2 Identification and Traceability

When necessary, UTS identifies its products or services and other critical process outputs by suitable means. Such identification includes the status of products or services with respect to monitor and measure the requirements.

The university controls and records the unique identification of the customers if unique traceability is required by contract, regulatory or other established requirements by:

- verifying the original certificates, collecting, storing and preserving the copy of certificates and the complete application form of each student in a personal file;
- issuing the student identification number;
- scheduling of classes and room utilization;

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- d) maintaining the attendance sheets of students;
- e) requiring the filing of accountability clearance by the students;
- f) compiling the record of courses taken and grades obtained by the students;
- g) uploading of grades earned in every course to the student's record.

Reference: *Student Personal File*
Course File

8.5.3 Property Belonging to Customers or External Providers

UTS exercises care over the customer or supplier property while it is under its control or use. Upon receipt, such property is identified, verified, protected and safeguarded, if such property is lost, damaged or otherwise found to be unfit for use, it is reported to the customer or supplier and will be recorded. The staff and students furnished data are identified, maintained and preserved to prevent accidental loss, damage or inappropriate use.

8.5.4 Preservation

The university preserves the conformity of parts and products during internal processing and delivery to the intended destination including outside services. Procedures include the instructions for identification, handling, storage and protection. Preservation of outputs also includes, where applicable:

- a) cleaning;
- b) prevention, detection and removal of foreign objects;
- c) special handling for sensitive outputs;
- d) marking and labelling including safety warnings;
- e) special handling for hazardous materials.

The university ensures safety and security of the customers and promotes well-being by:

- a) keeping safely all documents submitted by the students and staff;
- b) ensuring safety in all physical facilities;

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- c) offering guidance and counselling services to the customers;
- d) safeguarding the integrity of the evaluation and assessment tools through appropriate handling by the responsible department; protecting instructional materials from damage and loss.

Reference: *Standard Operating Procedure of Chemical Waste Disposal (UTS/MFS/P16)*
Standard Operating Procedure of Counselling (UTS/SDSC/P01)

8.5.5 Post-Delivery Activities

UTS maintains documented information of all products and services delivered to their customers. The university conducts post-delivery activities but not limited to the following:

- a) the establishment of Centre for Continuing Education and Professional Development;
- b) undertaking tracer studies;
- c) issuing referrals for possible job opportunities;
- d) collecting data of student exit and alumni survey;
- e) integration of employer's survey;
- f) utilizing the data of the surveys for continual improvement of existing curriculum and improvement of the delivery of the instruction.

The extent of these post-delivery activities include:

- a) the stakeholders' requirements;
- b) statutory and regulatory requirements.

8.5.6 Control of Changes

UTS reviews and controls both planned and unplanned changes in the service provision processes as necessary to ensure continuing conformity with all customers and legal requirements. The records such as minutes of meetings describe the results of review, the staff responsible for the change and the necessary actions arising from review are maintained.

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8.6 Release of Products and Services

UTS guarantees that only qualified students are admitted in the programmes. The students must meet the prescribed requirements of the curricular programmes; e.g thesis and dissertation and industrial training. Records such as the log book, weekly report, performance evaluation of the students are maintained and retained.

The university ensures that the graduates are equipped with knowledge, skills, values and competence as shown by satisfactorily complying with all the requirements of their curricular programmes. The evaluation and assessment are undertaken at the appropriate stages to verify that the curricular program requirements are met before the conferment of the degrees. The degree will be conferred to the students during the convocation ceremony after the compliance of all necessary requirements of the degree programmes as approved by the MOHE and MQA are met and upon recommendation of the Senate.

8.7 Control of Nonconforming Outputs

UTS ensures that the process outputs that do not conform to their requirements are identified and controlled to prevent their unintended use or delivery. Appropriate preventive and corrective action is taken based on the nature of non-conformity and its effects on the delivery of products and services.

Prompt corrective action will be taken when nonconforming process output is detected in order to resolve any deficiency or problem identified and prevent similar recurrence that may have an adverse impact on the quality of service. Deficiencies may be identified from sources such as audit findings or customer complaints. All corrective actions taken are documented both for record purposes and to provide the necessary information for subsequent review or further analysis if needed. Any preventive actions taken shall be initiated after analysis of data from reliable sources.

The records of description of nonconformity, the actions taken and identification of the authority deciding on the action to be taken is maintained.

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Reference: *Standard Operating Procedure of Corrective Action (UTS/CQA/P08)*
 Standard Operating Procedure of Customer Complaint (UTS/CQA/P10)
 Standard Operating Procedure of Control of Nonconforming Outputs
 (UTS/CQA/P17)

9 PERFORMANCE EVALUATION

9.1 Monitoring, Measurement, Analysis and Evaluation

9.1.1 General

UTS determines the process criteria, product characteristics, performance and effectiveness of the QMS to be monitored, measured, analysed and evaluated. The reports of monitoring, measurement, analysis and evaluation then are presented to the management for general review and making decision on the opportunities for improvement.

9.1.2 Customer Satisfaction

The university monitors the product and service outcomes in terms of continual ability to fulfil customer requirements. The feedback from customers is gathered from teaching assessment, student exit survey and alumni survey.

These activities aim to measure and monitor the performance of QMS processes in terms of meeting the client's requirements and expectations. Data of customer feedback is used by the management to identify the opportunities for improvement. The university believes that the customer satisfaction will lead to positive word-of-mouth of the university and it is good for marketing strategy.

9.1.3 Analysis and Evaluation

The university conducts necessary analysis and evaluates appropriated data and information initiated from monitoring and measurement and uses the results to evaluate conformity of products and services delivery, customer satisfaction, the performance and effectiveness of the QMS and the opportunities for improvement.

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9.2 Internal Audit

UTS plans and conducts the internal audits once a year. Internal audits are conducted to verify quality activities and related results comply with planned expectations.

Centre for Quality Assurance is responsible for coordinating the internal audit to ensure that the audit scope, the frequency and methods are defined, and the following requirements are satisfactorily achieved:

- definition of audit responsibilities;
- definition of requirements for planning and conducting the audit including taking appropriate correction and corrective actions with undue delay;
- assurance of auditor independence;
- recording of audit results;
- communication of audit results to the management.

The Internal Auditors tasked to perform the audit should meet these criteria:

- must be independent in fact and in mental attitude;
- must possess good communication skills;
- must exercise sound professional judgment and no bias.

The internal audit report will be produced and brought to the attention of the process owner for improvement. The Head of Department/Dean that is responsible in the area of the process being audited have to take appropriate corrective actions with undue delay. Follow up activities are conducted to verify and record implementation and effectiveness of the actions taken. The summary of the audit and results of verification activities are reported to the top management during the management review meeting.

Reference: *Standard Operating Procedure of Implementation of Internal Audit (UTS/CQA/P07)*

Internal Audit Plan (UTS-CQA-P07-IAP)

Internal Audit Notes (UTS-CQA-P07-IAN)

Internal Audit Report Summary (UTS-CQA-P07-IARS)

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9.3 Management Review

9.3.1 General

The top management meets once a year to review the QMS to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction of the university.

9.3.2 Management Review Inputs

The review is led by the Vice Chancellor and the inputs to this review are as follow:

- a) the status of actions from previous management reviews;
- b) changes in external and internal issues that are relevant to the QMS;
- c) information on the performance and effectiveness of the QMS, including trends in:
 - i) customer satisfaction and feedback from relevant interested parties;
 - ii) the extent to which quality objectives have been met;
 - iii) process performance and conformity of products and services;
 - iv) nonconformities and corrective actions;
 - v) monitoring and measurement results;
 - vi) audit results;
 - vii) the performance of external providers.
- d) the adequacy of resources;
- e) the effectiveness of actions taken to address risks and opportunities;
- f) opportunities for improvement.

9.3.3 Management Review Outputs

The outputs of the management review include decisions and actions related to:

- a) opportunities for improvement;
- b) any need for changes to the QMS;
- c) resource needs.

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Approved items for improvement are documented as action plans. Notes are taken, retained as minutes of meeting and distributed to the concerned process owners. Records of management review are maintained.

Reference: *Internal Audit Report Summary (UTS-CQA-P07-IARS)*
Management Review Agenda Input and Output
Minutes of Management Review

10 IMPROVEMENT

10.1 General

University of Technology Sarawak (UTS) determines and selects the opportunities for improvement and implements necessary actions to meet the customer requirements and enhance the customer satisfaction. These include:

- improving products and services to meet requirements as well as to address future needs and expectations;
- correcting, preventing or reducing undesired effects;
- improving the performance and effectiveness of the QMS.

10.2 Nonconformity and Corrective Action

UTS maintains a corrective action and control of nonconforming products and services procedures to eliminate the cause of nonconformities and prevent recurrence. These mechanisms ensure that the university reacts to the nonconformities and applicable actions are taken to control and correct these or deal with the consequences.

The mentioned mandatory procedures provide a system for reviewing, analysing, determining the causes and if similar nonconformities exist or could potentially occur, to ensure that appropriate actions are taken. Records of the nature of the nonconformities and any subsequent action taken and results of any corrective action are maintained.

Reference: *Standard Operating Procedure of Corrective Action (UTS/CQA/P08)*
Standard Operating Procedure of Customer Complaint (UTS/CQA/P10)

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*Standard Operating Procedure of Control of Nonconforming Output
(UTS/CQA/P17)*

10.3 Continual Improvement

UTS initiates actions to continually improve the suitability, adequacy and effectiveness of the QMS through the analysis results and evaluation and the outputs from management reviews, to determine if there are needs or opportunities that shall be addressed as part of continual improvement.