

SURVEILLANCE AUDIT PLAN

1. Audit Objectives

- a) To determine the continued compliance of the client's quality management system to the ISO 9001 standard;
- b) To evaluate the ability of the management system to ensure client meets applicable statutory, regulatory and contractual requirements, where applicable;
- c) To evaluate the effectiveness of the management system to ensure the client is continually meet its specified objectives;
- d) To identify areas of improvement of the management system, as applicable;
- e) To assess changes that has been made to the client's quality management system;
- f) To verify the effective implementation of corrective actions arising from the findings of the previous audit.

2. **Date of audit** : 13th until 17th May 2013

3. **Site of audit** :

Universiti Putra Malaysia
43400 Serdang
Selangor Darul Ehsan

4. **Scope of certification** :

Teaching And Learning Services At Tertiary Level, Management And Implementation Of Research, Networking With Industry And Community, Management Of Student Development And Alumni, And Corporate Services

5. **Audit Criteria** :

- a) ISO 9001: 2008
- b) Client's quality system documentation

6. **Audit team & Role**

- a) Audit Team Leader : Hanida Ghazali - 0133980242
- b) Auditor : Teh Seok Im - 0123521188
Mohd Shazwan Ariff Mohamad Kashim - 0132440836
Suri Yati Amran - 0122344455
Nor Hasifah Abdul (except 15th May) - 0199844192
Wang Hwee Beng (16th & 17th May only)
Mohd Jaafar Jani (15th, 16th & 17th May only) - 0163840203
Mohd Farid Mohd Zaid(15th, 16th & 17th May only) -
0176806045
Nur Eliana Abdul Razak
(13th and 14th May only) - 0196034063
Khalid Saleman (13th May only) - 0193569658

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

7. Methodology of audit

- a) Review of documentation and records,
- b) Observation of processes and activities,
- c) Interview with client's personnel responsible for the audited area.

8. Confidentiality requirements

The members of the audit team from SIRIM QAS International Sdn. Bhd. undertake not to disclose any confidential information obtained during the audit including information contained in the final report to any third party, without the express approval of the client unless required by law.

9. Working Language : English and Bahasa Melayu

10. Reporting

- i) Language : Bahasa Melayu
- ii) Format : Verbal and written
- iii) Expected date of issue : After closing meeting
- iv) Distribution List : Original copy issued to the client and copy maintained in the client file

11. Facilities and assistance required :

- i) Meeting room
- ii) Facilities for photocopying
- iii) Personal protective equipment (where necessary)
- iv) A representative appointed by the client, acting as a guide to assist the audit team.

12. Details of Audit Plan : As follows

DETAILS OF AUDIT PLAN

Day 1 13 th May 2013		
Time	Agenda	Personnel
0900–0930	<p>Opening Meeting at Dewan Auditorium Jurutera Fakulti Kejuruteraan</p> <p>Briefing on the organization's quality management system and any changes since the last audit</p> <p>Briefing by SIRIM</p>	SIRIM's auditors and client's representatives
0930 - 1700	<p>Pejabat TNC (A&A) Bahagian Akademik Activities related to Management of academic program and related matters covering Senate, curriculum approval, student recruitment, examinations timetables, graduation process and convocation.</p>	Hanida
	<p>Fakulti Pertanian Activities related to:</p> <ul style="list-style-type: none"> - Teaching And Learning Services At Tertiary Level - Management And Implementation Of Research - Other related activities including work environment and infrastructure 	Teh
	<p>Pejabat TNC (HEP & A) Bahagian Hal Ehwal Pelajar Activities related to the services provided by Bahagian Hal Ehwal including work environment and infrastructure</p> <p>Pusat Alumni Activities related to the services provided by Pusat Alumni including work environment and infrastructure</p>	Shazwan
	<p>Fakulti Sains Activities related to:</p> <ul style="list-style-type: none"> - Teaching And Learning Services At Tertiary Level - Management And Implementation Of Research - Other related activities including work environment and infrastructure 	Suri Yati
	<p>Institut Gerontologi Activities related to:</p> <ul style="list-style-type: none"> - Management And Implementation Of Research - Other related activities including work environment and infrastructure 	Hasifah
	<p>Measurement, analysis and improvement</p> <ul style="list-style-type: none"> - Customer feedbacks (complaints and satisfactions) <p>Penerbit Activities related to the services provided by Penerbit including work environment and infrastructure</p>	Eliana
	<p>Pejabat TNC (HEP&A) Activities related to Pusat Kokurikulum Dan Pembangunan Pelajar and other related activities including work environment and infrastructure</p>	Khalid

	Pejabat TNC (HEP&A) Activities related to Pusat Pembangunan Keusahawanan Dan Kebolehpasaran Graduan and other related activities including work environment and infrastructure	
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Day 2 14 th May 2013		
Time	Agenda	Personnel
0900 - 1700	Pusat Pengimejan Diagnostik Nuklear Activities related to: <ul style="list-style-type: none"> - Management And Implementation Of Research - Other related activities including work environment and infrastructure 	Hanida
	Fakulti Pertanian (Continuation of Day 1 audit) Activities related to: <ul style="list-style-type: none"> - Teaching And Learning Services At Tertiary Level - Management And Implementation Of Research - Other related activities including work environment and infrastructure 	Teh
	Pusat Islam Activities related to the services provided by Pusat Islam including work environment and infrastructure.	Shazwan
	Fakulti Sains (continuation of Day 1 audit) Activities related to: <ul style="list-style-type: none"> - Teaching And Learning Services At Tertiary Level - Management And Implementation Of Research - Other related activities including work environment and infrastructure 	Suri Yati
	Bendahari Activities related to the services provided by Pejabat Bendahari including work environment and infrastructure	Hasifah
	Pusat Pembangunan Maklumat Dan Komunikasi Activities related to the services provided by Pusat Pembangunan Maklumat Dan Komunikasi including work environment and infrastructure	Eliana

Day 3 15 th May 2013		
Time	Agenda	Personnel

0900 - 1700	Pusat Sumber Dan Pendidikan Kanser Activities related to: <ul style="list-style-type: none"> - Management And Implementation Of Research - Other related activities including work environment and infrastructure 	Hanida
	Fakulti Perhutanan Activities related to: <ul style="list-style-type: none"> - Teaching And Learning Services At Tertiary Level - Management And Implementation Of Research - Other related activities including work environment and infrastructure 	Teh
	Fakulti Ekonomi Dan Pengurusan Activities related to: <ul style="list-style-type: none"> - Teaching And Learning Services At Tertiary Level - Management And Implementation Of Research - Other related activities including work environment and infrastructure 	Shazwan
	Pusat Asasi Pertanian Activities related to: <ul style="list-style-type: none"> - Teaching And Learning Services - Other related activities including work environment and infrastructure 	Suri Yati
	Kolej Kedua Activities related to the services provided by Kolej Kedua including work environment and infrastructure. Kolej Kelima Activities related to the services provided by Kolej Kelima including work environment and infrastructure.	Jaafar
	Kolej Sultan Alaeddin Suleiman Activities related to the services provided by Kolej 15 including work environment and infrastructure. Kolej Sebelas Activities related to the services provided by Kolej 15 including work environment and infrastructure.	Farid

Day 4	16 th May 2013	
Time	Agenda	Personnel

0900 – 1700	Institut Teknologi Maju Activities related to: <ul style="list-style-type: none"> - Management And Implementation Of Research - Other related activities including work environment and infrastructure 	Hanida
	Fakulti Perhutanan (continuation of Day 1 audit) Activities related to: <ul style="list-style-type: none"> - Teaching And Learning Services At Tertiary Level - Management And Implementation Of Research - Other related activities including work environment and infrastructure 	Teh
	Fakulti Ekonomi Dan Pengurusan (continuation of Day 1 audit) Activities related to: <ul style="list-style-type: none"> - Teaching And Learning Services At Tertiary Level - Management And Implementation Of Research - Other related activities including work environment and infrastructure 	Shazwan
	Pejabat TNC (P&I) RMC Activities related to management of research activities and other related activities including work environment and infrastructure	Suri Yati
	Pendaftar Activities related to the services provided by Pejabat Pendaftar including work environment and infrastructure	Hasifah
	Pejabat TNC (P&I) Putra Science Park Activities related to patent, promotion, pre-commercial other related activities including work environment and infrastructure	Wang
	Kolej Pendeta Za'ba Activities related to the services provided by Kolej Pendeta Za'aba including work environment and infrastructure. Kolej Sepuluh Activities related to the services provided by Kolej Sepuluh including work environment and infrastructure.	Jaafar
	Kolej Tun Perak Activities related to the services provided by Kolej Tun Perak including work environment and infrastructure. Kolej Dua Belas Activities related to the services provided by Kolej Dua Belas including work environment and infrastructure.	Farid

Day 5		
17 th May 2013		
Time	Agenda	Personnel

0900–1500	Measurement, analysis and improvement - Internal audit - Corrective and preventive actions Management review	Hanida
	Pusat Kesenian Dan Kebudayaan SSAAS Activities related to Pusat Kesenian Dan Kebudayaan SSAAS and other related activities including work environment and infrastructure	Teh
	Institut Pertanian Tropika Activities related to: - Management And Implementation Of Research - Other related activities including work environment and infrastructure	Shazwan
	Pejabat TNC (Jaringan Industri & Masyarakat) Pusat Transformasi Komuniti Universiti Activities related to the services provided by Pusat Transformasi Komuniti Universiti including work environment and infrastructure	Suri Yati
	Pejabat Penasihat Undang-undang Activities related to the services provided by Pejabat Penasihat Undang-undang including work environment and infrastructure	Hasifah
	Pejabat NC Pejabat Pengurusan Keselamatan Dan Kesihatan Pekerjaan Activities related to the services provided by Pejabat Pengurusan Keselamatan Dan Kesihatan Pekerjaan including work environment and infrastructure	Wang
	Taman Pertanian Universiti Activities related to the services provided by Taman Pertanian Universiti including work environment and infrastructure	Jaafar
	Keselamatan Activities related to the services provided by Keselamatan univerisit including work environment and infrastructure	Farid
1500–1630	Preparation of Report	SIRIM's auditor
1630	Closing Meeting : Presentation of Findings and Recommendation at Dewan Auditorium Jurutera Fakulti Kejuruteraan	SIRIM's auditor & client's representatives

Note: The audit process will include the verifications of the previous findings.

Note: Where applicable, the audit activities will cover the requirements of Clause 4 Quality management system, Clause 5 Management responsibility, Clause 6 Resource management, Clause 7 Product realization and Clause 8 Measurement, analysis and improvement.

Note: The break time will follow the organization's time.