

## :AGENDA 5.2.1

## : PENCAPAIAN OBJEKTIF KUALITI QMS

### 9.3 Management review

9.3.1 General Top management shall review the organization's quality management system, at planned intervals, to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction of the organization.

9.3.2 Management review inputs The management review shall be planned and carried out taking into consideration:

- a) the status of actions from previous management reviews;
- b) changes in external and internal issues that are relevant to the quality management system;
- c) information on the performance and effectiveness of the quality management system, including trends in:
  - 1) customer satisfaction and feedback from relevant interested parties;
  - 2) the extent to which quality objectives have been met;
  - 3) process performance and conformity of products and services;
  - 4) nonconformities and corrective actions;
  - 5) monitoring and measurement results;
  - 6) audit results;
  - 7) the performance of external providers;
- d) the adequacy of resources;
- e) the effectiveness of actions taken to address risks and opportunities (see 6.1);
- f) opportunities for improvement.

..sebagaimana  
keperluan  
klausa 9.3.2,  
ISO 9001:2015,  
input kajian  
semula

### FOKUS PELAPORAN 2017:

Rujuk keperluan standard klausa 6.2.1 dan Manual Kualiti, perkara 6.2.1.

Klausa 6.2.1 ISO 9001:2015:  
Organisasi hendaklah mewujudkan objektif kualiti pada fungsi, peringkat dan proses yang relevan, yang diperlukan oleh SPK

Laporan arah aliran (trend) objektif kualiti dipenuhi akan dilaporkan pada MKSP berikutnya



# ISO 9001:2015

## OBJEKTIF KUALITI UPM

STANDARD ISO 9001:2015



Clause 6.2.1:

The organization shall establish **quality objectives** at **relevant functions, levels and processes** needed for the quality management system.

The quality objectives shall:

- a) be consistent with the quality policy;
- b) be measurable;
- c) take into account applicable requirements;
- d) be relevant to conformity of products and services and to enhancement of customer satisfaction;
- e) be monitored;
- f) be communicated;
- g) be updated as appropriate.

The organization shall maintain documented information on the quality objectives.



# OBJEKTIF KUALITI UPM

## OBJEKTIF KUALITI UPM:

1. KPI UPM
2. Pencapaian Pelan Tindakan Peringkat Fungsian dan Aras
3. Piagam Pelanggan
  - i) Proses Utama Universiti
  - ii) Proses Sokongan dan Operasi Perkhidmatan Sokongan

3 kategori objektif kualiti yang akan menterjemahkan pencapaian yang dihasratkan menerusi sistem pengurusan kualiti

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### REQUIREMENTS



### Clause 5.1

### LEADERSHIP AND COMMITMENT

#### 5.1.1 General

Top Management shall demonstrate leadership and commitment with respect to quality management system by:

a) **taking accountability** for the **effectiveness** of the quality management system;

b) ensuring that the **quality policy** and **quality objectives** are **established** for the quality management system and are **compatible with the content and strategic direction of the organization**;

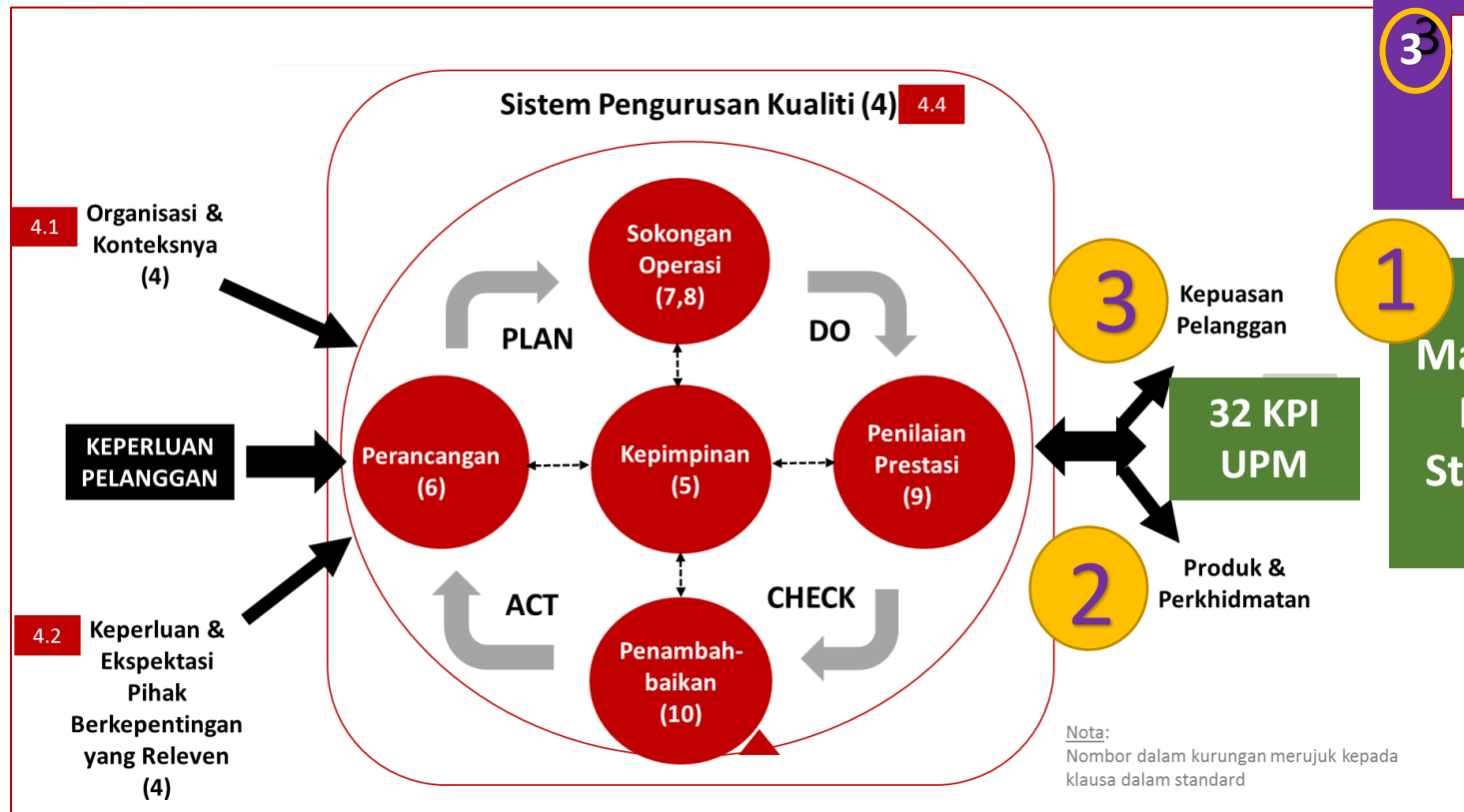


3 kategori objektif kualiti yang ditentu, dan relevan dengan fungsi, peringkat dan keputusan SPK

## PEMETAAN SISTEM PENGURUSAN KUALITI UNIVERSITI PUTRA MALAYSIA

ISU DALAMAN UPM & ISU LUARAN YANG RELEVAN

PIHAK BERKEPENTINGAN YANG RELEVAN DENGAN UPM & KEPERLUAN MEREKA



### OBJEKTIF KUALITI UPM:

- 1 **KPI UPM**
- 2 **Pencapaian Pelan Tindakan Peringkat Fungsian dan Aras**
- 3 **Piagam Pelanggan**
  - i) **Proses Utama Universiti**
  - ii) **Sokongan dan Operasi Perkhidatan Sokongan**

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5 **Matlamat Pelan Strategik UPM**

**VISI UPM**

## OBJEKTIF KUALITI UPM

- **1. KPI UPM**  
Oleh Pengarah CosComm
  - Kali pertama KPI dilapor sebagai Objektif Kualiti
  - Laporan Pencapaian KPI 2016 dan Pencapaian KPI Q2 2017 serta kawalan ketakakuran/tindakan pembetulan/penambahbaikan oleh Pengarah CosComm
- **2. Pencapaian Pelan Tindakan Peringkat Fungsian dan Aras**
  - Kali pertama Pelan Tindakan Peringkat Fungsian dan Aras (PTFA) dilapor sebagai Objektif Kualiti & dalam MKSP
  - Laporan pencapaian PTFA Jan –Jun 2017 oleh KB CQA **NEW!**
- **3. Piagam Pelanggan**
  - i) **Proses Utama Universiti**
  - ii) **Proses Sokongan dan Operasi Perkhidmatan Sokongan**
  - Kali pertama Piagam Pelanggan Proses Sokongan dan Operasi Perkhidmatan Sokongan dilapor dalam Pencapaian Objektif Kualiti & MKSP
  - Laporan Pencapaian Piagam Pelanggan Proses Utama Jan – Jun 2017 dan Laporan Pemantauan Piagam Pelanggan Proses Sokongan dan Operasi Perkhidmatan Sokongan oleh Pegawai Kepuasan Pelanggan (PKP) UPM **NEW!**

Mesyuarat Kajian Semula Pengurusan dimohon mengambil perhatian berhubung laporan pencapaian 3 kategori objektif kualiti UPM:

1. **KPI UPM 2016 dan KPI UPM Q2 2017.** Peneraju KPI dan Ketua PTJ dimohon melaksanakan kawalan ketakakuran/tindakan pencegahan/penambahbaikan terhadap KPI Q2 yang tidak mencapai sasaran;
2. Status pencapaian **Pelan Tindakan Peringkat Fungsian dan Aras Jan – Jun 2017.** Peneraju proses/ Ketua PTJ dimohon melaksanakan kawalan ketakakuran/tindakan pencegahan/penambahbaikan terhadap Pelan Tindakan Peringkat Fungsian dan Aras yang tidak mencapai sasaran;
3. Status pencapaian **Piagam Pelanggan Proses Utama dan** status pemantauan **Piagam Pelanggan Proses Sokongan dan Operasi Perkhidmatan.** Peneraju proses/ Ketua PTJ dimohon melaksanakan kawalan ketakakuran/tindakan pencegahan/ penambahbaikan terhadap piagam pelanggan yang tidak mencapai sasaran, dan membuat persediaan tindakan pengukuran bagi piagam pelanggan baharu.