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QUALITY MANUAL

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TABLE OF CONTENTS

<u>CONTENTS</u>	<u>PAGE NO.</u>
A. Purpose of This Quality Manual	3
B. Information about the Organization	3
B.1 Brief IIUM History	4
B.2 The Objectives of the University	4
B.3 IIUM Vision, Mission and Educational Goal	4
B.4 Organizational Structure	6
1.0 Scope	7
1.1 General	7
1.2 Application	7
1.3 Exclusion of the Clauses	7
2.0 References	7
3.0 Terms and Definitions	7
4.0 Context of Organization	8
4.1 Understanding the Organization and Its Context	8
4.2 Understanding the Needs and Expectations of Interested Parties	8
4.3 Determining the Scope of the QMS	8
4.4 Quality Management and Its Processes	9
5.0 Leadership	9
5.1 Leadership and Commitment	9
5.2 Policy	10
5.3 Organizational roles, Responsibilities and Authorities	10
6.0 Planning	11
6.1 Action to Address the Risks and Opportunities	11
6.2 Quality Objectives and Planning to Achieve Them	11
6.3 Planning of Changes	11
7.0 Support	12
7.1 Resources	12
7.2 Competence	12
7.3 Awareness	13
7.4 Communication	13
7.5 Documented Information	13
8.0 Operation	14
8.1 Operational planning and control	14
8.2 Requirements for products and services	15
8.3 Design and development of products and services	15
8.4 Control of externally provided processes, products and services	18
8.5 Production and service provision	18
8.6 Release of products and services	19
8.7 Control of non-conforming outputs	20
9.0 Performance Evaluation	20
9.1 Monitoring, measurement, analysis and evaluation	20
9.2 Internal audit	20
9.3 Management Review	21
10.0 Improvement	21
10.1 General	21
10.2 Non-conformity and corrective action	21
10.3 Continual Improvement	22

A. PURPOSE OF THIS QUALITY MANUAL

The purpose of this Quality Manual is to display the International Islamic University Malaysia (IIUM)'s overall commitment to quality in work practice and customer service which is defined through its core and support business processes. Through each of these business processes, the University's Management System is aligned with the goals and strategic direction of the organization. The University's Management System as described in this Quality Manual defines the University's commitment:

- by demonstrating its ability to consistently provide quality service that meets customer and applicable regulatory requirements,
- by addressing customer satisfaction through the effective application of the system, including processes for continual improvement and the prevention of nonconformity,
- through staff empowerment, especially for innovative action to improve the department's performance, and
- through orderly change management that will maintain a high level of service in technologically complex and fast-paced environments, both to accommodate technological change and for continual improvement of the technical skill and capability.

This Quality Manual provides an overview of the quality policies, key requirements as well as guidelines for the University in implementing the Quality Management System (QMS). It is the source of reference for all matters dealing with quality. It is available for reference by all KCDIOM and inspection by our customers, potential customers, third party quality auditors, and regulatory agencies.

B. INFORMATION ABOUT THE ORGANIZATION

B.1 Brief IIUM History

B.1.1 The International Islamic University Malaysia (IIUM) offers students a unique opportunity for academic excellence and individual growth. The University is committed to a rigorous, comprehensive approach to higher learning. The University regards knowledge as a trust from Allah to be utilized, in accordance with His guidance for the benefit of mankind. The University values intellectual inquiry and considers the quest for knowledge as an act of worship. By integrating sources of revealed knowledge into arts and sciences curricula, the University contributes to the enrichment and the advancement of the individual and society.

B.1.2 The International Islamic University Malaysia (IIUM) was founded by the Malaysian Government and co-sponsored by the Organization of the Islamic Conference (OIC) and several Muslim countries in 1983. The move for the establishment was initiated by the Prime Minister, Dato' Seri Dr. Mahathir Mohammad, in 1982.

B.1.3 The University operates under the direction of a Board of Governors with representatives from Malaysia (host country), Bangladesh, Egypt, Libya, Maldives, Pakistan, Saudi Arabia, Turkey and the Organization of the Islamic Conference (OIC).

B.1.4 The University is the only public University in Malaysia which uses English as its medium of instruction. Arabic is also used as the medium of instruction for undergraduate and postgraduate programmes in a number of Kulliyahs. Currently, IIUM has five (5) campuses namely;

- (a) Gombak Campus
- (b) Kuantan Campus
- (c) Kuala Lumpur Campus (Jalan Duta and Jalan Damansara)
- (d) Centre for Foundation Studies, Gambang Campus
- (e) Pagoh Campus

B.1.5 In order to ensure that functional integration and comparability of educational quality in all these campuses are adhered to, the University has assigned a Campus Director for a big campus like Kuantan and made him or her as a part of the University Management Committee. The Campus Director is the principal executive, administrative and academic officer of the campus and performs his functions and discharges his duties under the direction and control of the Rector. The terms and conditions of service of the Campus Director are determined by the Rector.

B.2 The Objectives of the University

The objectives of the University are as follow:

B.2.1 To revitalize the Islamic concept of learning which considers the seeking of knowledge as an act of worship and the spirit behind the pursuit of scientific inquiry as inspired by the teachings of the Holy Qur'an.

B.2.2 To re-establish the primacy of Islam in all fields of knowledge consistent with the Islamic tradition of the pursuit of knowledge and truth, as reflected by those pioneering works of early Islamic scholars.

B.2.3 To revive the ancient Islamic tradition of learning where knowledge was propagated and sought after in the spirit of submission to Allah (Tawhid).

B.2.4 To widen the choices open to the Muslim Ummah in higher education through the establishment of an Islamic Institution of higher learning which seeks to excel in all forms of academic achievement.

B.3 IIUM's Philosophy, Vision and Mission

In conjunction with the first World Conference on Muslim Education held in Mecca in year 1977, the idea of establishing the IIUM was mooted. The philosophy of IIUM as a guideline for establishing the University was also recommended. The philosophy encompasses the following:

B.3.1 IIUM Philosophy

- a) The philosophy of the University shall be based on, but not confined to, the meaning and spirit of Surah Al-'Alaq verses 1-5 of the Holy Qur'an.
- b) Knowledge shall be propagated in the spirit of Tawhid, leading towards the recognition of Allah as the Absolute Creator and Master of mankind.
- c) The recognition of Allah as the Absolute Creator and Master of mankind represents the apex in the hierarchy of knowledge.
- d) Knowledge is a trust (*amanah*) from Allah and its development shall be in conformity with the purposes behind Allah's creation of the universe.
- e) Knowledge should be utilized by man, as the servant (*'abd*) of Allah and vicegerent (*khalifah*) on earth, in accordance with the will of Allah.
- f) The quest for knowledge is regarded as an act of worship (*'ibadah*).
- g) The University shall be international and Islamic in character.

B.3.2 IIUM Vision Statement

Inspired by the worldview of tawhīd and Islamic philosophy of the unity of knowledge as well as its concepts of holistic education, the University aims at becoming a leading international centre of excellence in education, research and innovation which seeks to restore the dynamic and progressive role of the ummah in all branches of knowledge for the betterment of human life and civilisation.

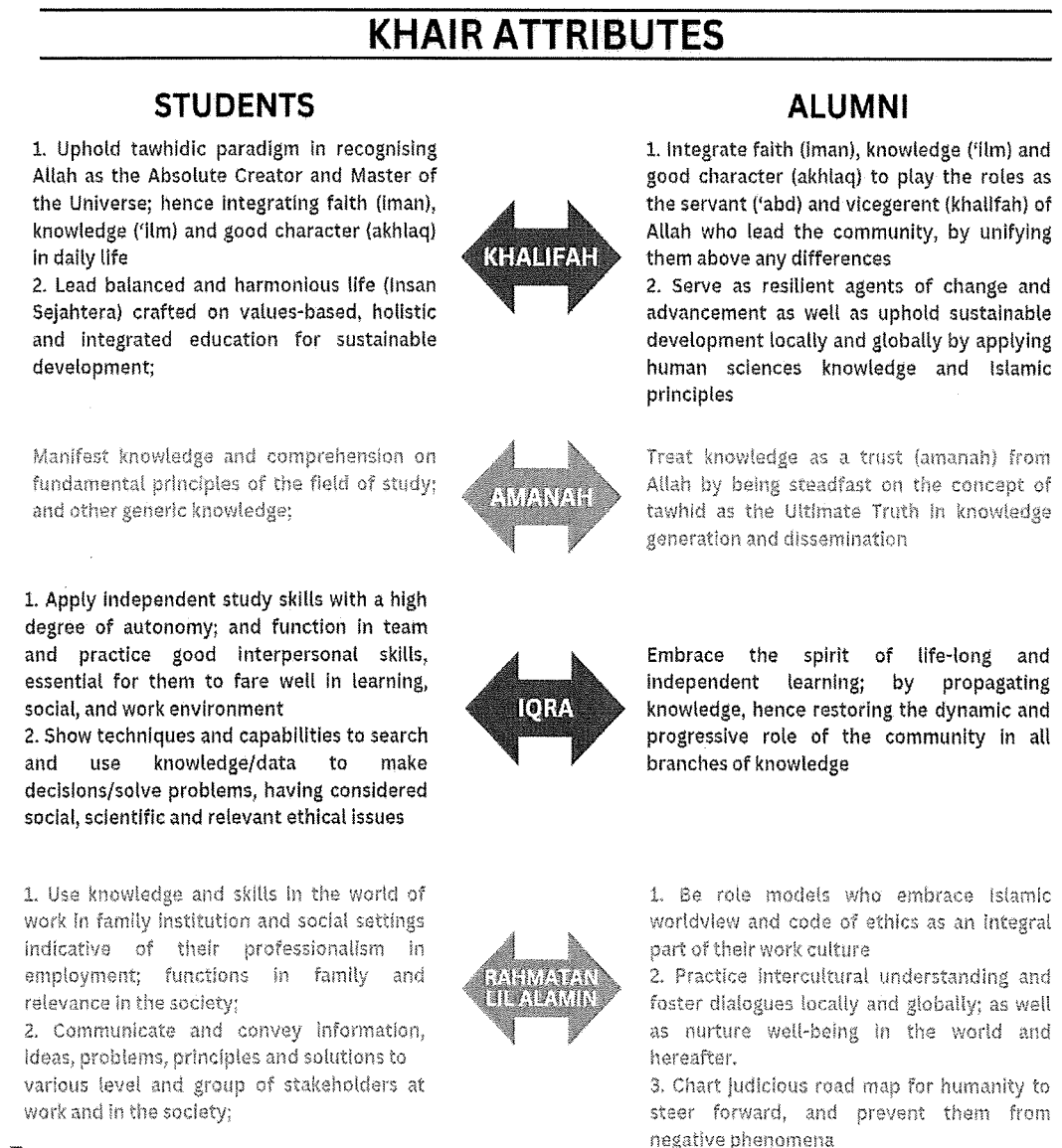
B.3.3 IIUM Mission Statement

- i. To undertake the special and greatly needed task of reforming contemporary Muslim mentality and integrating Islamic Revealed Knowledge and Human Sciences in a positive manner
- ii. To produce better quality intellectuals, professionals and scholars of distinction by integrating quality of faith (*īmān*), knowledge (*'ilm*), and good character (*akhlāq*) to serve as agents of comprehensive and balanced progress as well as sustainable development in Malaysia and in the Muslim world.
- iii. To promote the concept of Islamisation of human knowledge in teaching, research and consultancy, dissemination of knowledge and the development of academic excellence in the University
- iv. To nurture the quality of holistic excellence imbued with Islamic moral-spiritual values, in learning, teaching, research, consultancy, publication, administration and student life
- v. To exemplify an international community of dedicated intellectuals, scholars, professionals, officers and staff motivated by the Islamic world-view and code of ethics as an integral part of their work culture
- vi. To exemplify an international community of dedicated intellectuals, scholars, professionals, officers and staff motivated by the Islamic world-view and code of ethics as an integral part of their work culture

- vii. To develop an environment which instills commitment for life-long learning and a deep sense of social responsibility among staff and students

B.4 IIUM Educational Goal

Graduates who are Insan Sejahtera, equipped with useful knowledge and specialised skills, and committed to Islamic values and practices manifesting the KHAIR attributes



Organizational Structure

The organizational structure of the International Islamic University Malaysia (IIUM) is as attached in **Appendix 1**.

The organizational structure of the Kulliyahs/Divisions/Centres/Institutes can be referred to the respective Kulliyahs /Divisions /Centres /Institutes/ Offices/ Mahallah (KCDIOM).

1.0 SCOPE

1.1 General

The University has implemented the ISO 9001:2015 standard requirements in order to enhance customer satisfaction through the effective application of the system, including processes for continual improvement of the system and the assurance of conformity to customer and applicable regulatory requirements.

1.2 Application

The scope of the University's ISO 9001:2015 Quality Management System is:

- a) Design and development of education programmes;
- b) Provision of education services at foundation, undergraduate and postgraduate levels
- c) Management of Research and Publication activities;
- d) Management of Student Development;
- e) Provision of Corporate Services.

1.3 Exclusion of the Clauses

The Scope for the University's Quality Management System encompasses all teaching and learning activities for undergraduate and postgraduate students, research and publication, student affairs and development, and corporate services which support the core businesses of the University.

2.0 REFERENCES

Applicable references for the above are as follows:

- a) Memorandum and Articles of Association
- b) MS ISO 9001:2015 Standard Requirements
- c) Policies from Ministry of Higher Education
- d) University's Policies, Rules and Regulations
- e) University's Senate Decisions
- f) And other ISO Standards as applicable
- g) Malaysian Qualification Framework (MQF)

The system also takes into consideration any changes or amendments made to the above references.

3.0 TERMS AND DEFINITIONS

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

4.0 CONTEXT OF ORGANIZATION

4.1 Understanding the Organization and Its Context

The International Islamic University Malaysia (IIUM) management has determined relevant external and internal issues and items that may become relevant to the University's purpose and strategic direction, and may affect our ability to achieve the intended results of the QMS. The task of coordinating this is given to the Risk Management Office (RMO) This office is responsible to coordinate all activities related to the University's strategic planning and risk management. In addition, all KCDIOM also would do their external and internal environmental scanning to ensure that they could achieve what they have planned.

4.2 Understanding the Needs and Expectations of Interested Parties

To ensure the University's ability to consistently provide products and services that meet our customer and applicable statutory and regulatory requirements, all KCDIOM are requested to individually determine the following:

- a) the interested parties relevant to the QMS;
- b) the requirements of the identified interested parties relevant to the QMS;

All KCDIOM are requested to identify the needs and expectation of interested parties dealing with their KCDIOM. The University's will ensure that all KCDIOM are committed to continually monitor, review, and analyse information and relevant requirements of the interested parties are effectively managed in the QMS.

Overall, the interested parties and expectation as follows:

Interested Parties	Expectation	Policies/Regulation
Government Agencies - Ministry of Higher Education - Ministry of Finance - Ministry of Health - Royal Malaysian Police - Local government and - Other related government agencies	Compliance with relevant Circulars or regulations	Treasury Circulars, Pekeliling Perkhidmatan Kerajaan
Parent	Safe and conducive environment, good programmes, student with high employability	
Student	Safe and conducive environment & good programmes, good service delivery, good teaching,	Student Disciplinary Rules SAPER Postgraduate Regulations
Employer/Industry	Good quality students Industry ready students Strategic Partnership with industries for employability/ internship	

Supplier Vendor	Prompt payment, continuous operations	IIUM Financial Policies
Professional Bodies	Academic programme meet respective professional bodies requirement	Related professional bodies guidelines

4.3 Determining the Scope of the QMS

The University has determined the boundaries and the applicability of the QMS and how it relates to our core processes.

The University is also committed to applying all applicable requirements of the International Standard to the intent and Scope of our QMS.

The Scope of our QMS shall always be available to internal and external parties and maintained as documented information. The QMS was determined, designed and implemented to cover and support the following Scope:

- a) Design and development of education programmes;
- b) Provision of education services at foundation, undergraduate and postgraduate levels
- c) Management of Research and Publication activities;
- d) Management of Student Development;
- e) Provision of Corporate Services

4.4 Quality Management and Its Processes

The International Islamic University Malaysia (IIUM) has established, documented, implemented and maintained a quality management system and continually improves its effectiveness in accordance with the requirements of ISO 9001:2015 Standard.

The guidelines and standard operating procedures were established and maintained by respective office in charge as a guidance in performing their duties. Staff are provided with individual job descriptions and access to all policies and procedures. The guidelines, policy and procedures are communicated to all staff via email announcement, meeting, staff gathering etc.

To ensure that the quality management system is effective, the University has determined the interaction between the processes involved in the implementation of the quality management systems. Flow chart of main processors is available in the individual website and KCA website.

5.0 LEADERSHIP

5.1 Leadership and Commitment

The Management is committed to the development and implementation of the quality management system and to the continual improvement of its effectiveness by:

- a) communicating to the University's staff on the importance of meeting customer needs as well as statutory and regulatory requirements,
- b) establishing and reviewing when necessary the Quality Policy,
- c) ensuring that the Quality Objectives are established and monitored,
- d) conducting management reviews, and
- e) ensuring the availability of resources.

In order to ensure that the IIUM customers are always given priority, The University Management has ensured that customer requirements are determined and are met in an effort to enhance customer satisfaction.

Related Documentation

- i) IIUM Roadmap
- ii) Minutes of the Management Review Meeting

5.2 Policy

The International Islamic University Malaysia (IIUM) is committed to achieve comprehensive excellence in managing its educational programmes and activities by adopting Quality Management System (QMS).

In pursuit of this, we are dedicated to ensure:

- That all staff are available and focusing at all times on customer needs and expectations
- Our commitment to continual improvement of the quality management system
- That all legislatives and regulatory requirements are complied with.

This policy will be communicated to all staff, and as a minimum, when requested, stakeholders and or interested parties.

The policy, procedures and objectives will be reviewed periodically with the aim of continually improving the effectiveness of the Quality Management System (QMS) as well as ensuring its integrity, effectiveness, compatibility and alignment with the context and strategic direction of the University.

5.3 Organizational roles, Responsibilities and Authorities

As per provisions in the Memorandum and Articles of Association of the University, the Board of Governors is the highest governing, policy making and monitoring body of the University. The Board has also established committee and sub-committees to assist the Board to make decision for the company. In order to assist the board committee and sub-committees to perform their functions effectively, a wide range of standing committees have also been established.

Any decision made by the Senate shall be submitted to the Board for notification. The Senate shall consider any matter transmitted to it by the Board.

The current University's structure is as illustrated in **Appendix 1**. Their roles and responsibilities are spelled out in the Memorandum and Articles of Association.

Related Documentation

- i) Memorandum and Articles of Association

6.0 PLANNING

6.1 Action to Address the Risks and Opportunities

The IIUM has tasked the Risk Management Office to develop extensive risk management methodology through the application of other risk management guidance, standards and tools. It are responsible in managing the risks in the University.

It is therefore responsible for the planning and monitoring of risks management programmes and activities. These includes measuring these actions and gathering, analyzing and evaluating appropriate data and information to determine the effectiveness of such actions. This planning must be periodically reviewed and updated as necessary when taking corrective actions or at management reviews. These actions must be proportional to the potential impact on the conformity of products and services.

6.2 Quality Objectives and Planning to Achieve Them

Quality objectives of the University derived from University's strategic agenda as explained in the IIUM Roadmap. The target for the University is as attached in Appendix 3. The achievement and action plan shall be reported in the Management Review Meeting by the Office for Strategy and Institutional Change(OSIC).

Quality Objectives are measurable targets for improving operational performance to ensure process conformity and customer satisfaction. They apply to all KCDIOM having direct responsibility for activities that require improvement. Performance objectives and goals are established by their respective management and through staff involvement and monitored within the framework of management reviews or department and Kulliyah meetings and was cascading form University's annual target.

The achievement and action plan shall be reported at the KCDIOM meeting.

6.3 Planning of Changes

When changes to the QMS are deemed necessary, the University Management shall ensure the change will comply with the requirements of ISO 9001:2015 and shall consider:

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

Any changes require due process before implementation.

7.0 SUPPORT

7.1 Resources

The respective Division/Office are responsible to coordinate with respective KCDIOM as follows:

- a) Human resources : Management Services Division is responsible on overall human resource management
- b) Financial resources: Finance Division is responsible on overall management of financial resources
- c) Infrastructure and facilities : Development Division is responsible on University physical development, providing necessary infrastructure and maintaining the available facilities
- d) Information technology : Information Technology Division is responsible for IT related facilities
- e) The University outsources a number of its processes and activities as required by respective KCDIOM.

The Kulliyahs/Divisions/Centres/Institutes must provide the inputs in terms of resources and facilities needed to ensure effective and efficient services.

The University continually monitors to ensure that all staff are provided with the work environment needed to achieve conformity to service requirements.

The safety and security aspects that relate to all activities and processes such as laboratory, teaching and other related facilities are always closely monitored. The Occupational Safety and Health Built Environment Department, IIUM has been entrusted to monitor the above.

7.2 Competence

Staff performing work affecting service quality shall be competent on the basis of appropriate education, training, skills and experience.

In order to ensure the necessary competency level of staff, the University has taken the following action:

- a) Determine the necessary competence for personnel performing work affecting service quality (i.e. identify staff qualification prior to their appointment). The above information is available in the staff's personal file.
- b) Provide training and take other actions to achieve the necessary competence for staff. Training is provided in accordance to the staff's job requirements and specifications. Records on training are kept in the staff's personal file. Training needs at the kulliyahs/divisions are identified based on the following:
 - i. Individual Request
 - ii. Recommendation from Heads of Department
 - iii. Directive from Dean or Heads of Department

- c) Evaluate the effectiveness of the training given or actions taken. The effectiveness of the training is done through the Annual Performance Appraisal Report (APAR) for evaluation.
- d) Ensure that all University staff are aware of the relevance and importance of their activities and the role they play in achieving the University's quality objectives. The Heads of Department have to convey to their staff of the quality policy and objectives during the meetings or discussion.
- e) Records of education, training, skills and experience are available in IIUM HURIS.

Trainings for administrative staff are currently monitored by Management Services Division and Centre for Professional Development is responsible for training for academic staff. However, subject to KCDIOM initiatives, each KCDIOM may have their own training programmes.

7.3 Awareness

To ensure that all University staff are aware of the relevance and importance of their activities and the role they play in achieving the University's quality objective, the Heads of Department must convey to their staff of the quality policy and objectives during the meetings or discussion.

7.4 Communication

The University has determined and implemented effective arrangements for communicating with customers in relation to:

- a) Service information,
- b) Enquiries, contract or order handling, including amendments and
- c) Customer feedback, including customer complaints.

The above will be communicated through the following:

- a) Undergraduate and Postgraduate Prospectus.
- b) Brochures and Pamphlets.
- c) Letters, Notices and Memos.
- d) Customer Complaints/Suggestions.
- e) Al-Liqa Al-Shahri (Monthly University Gathering)
- f) Website
- g) E-Mail
- h) Other means of communication such as the social network (yahoo messenger, facebook, whatsapp, etc.)

7.5 Documented Information

The University maintains a documented QMS as a means to ensure that its products and services conform to specified requirements.

Documented information required to support the effectiveness of our QMS is controlled to ensure:

- a) it is available and suitable for use, where and when it is needed;
- b) it is adequately protected 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.

In order to do all of the above, the University has established a documented procedure to define the controls needed for the identification, storage, protection, retrieval, retention and disposition of records. The University has also exercised control on these records.

Records associated with quality system and the achievement of the desired quality of services (i.e. work performance) have been identified, collected, indexed, filed, stored, maintained and disposed of in accordance with documented procedures. These records are kept safely in a systematic order for easy reference and retrieval, whenever needed.

Specific controls are implemented to maintain the security and confidentiality of all staff and student records and other confidential records. All identified records are subjected to a specific agreed retention period. Retention period is specified in each procedure. For records that are stored in electronic devices/format, password and access limitations are implemented to maintain security and confidentiality.

KCDIOM has to maintain online or physical record for references and retrieval purposes.

8.0 OPERATION

8.1 Operational planning and control

The University defines the expectation and implements controls for each of QMS processes. The planning of controls is required to ensure consistent acceptability of products and services. Planning processes include the definition of quality objectives, development for required processes, establishment for appropriate verification programs and the requirement for records necessary to demonstrate the process and products conform to intended requirements. Operational planning and control is required prior to new and/or revised products or processes being implemented. During the planning phase, management will identify:

- a) requirements for the products and services;
- b) criteria for the processes and the acceptance of products and services;
- c) resources needed to achieve conformity to the product and service requirements;
- d) control of the processes in accordance with the criteria;
- e) 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 output of operational planning and control includes documented quality plans, resource requirements, processes, equipment requirements, procedures, test data, and design outputs.

8.2 Requirements for products and services

The University has reviewed the requirements related to the service given. The review has been conducted prior to the University's commitment to provide service to the customer and has ensured that:

- a) service requirements are defined
- b) contract or order requirements differing from those previously expressed are resolved, and
- c) the University has the ability to meet the defined requirements

Records of the results of the review and actions arising from the review shall be maintained.

Where the customer provides no documented statement of requirement, the University shall confirm on the customer requirements before acceptance.

Where service/product requirements are changed, the University shall ensure that relevant documents are amended and relevant staff are made aware of the changed requirements.

8.3 Design and development of products and services

The University has planned and controlled the design and development of activities related to Academic Affairs, Research and Publication, Student Development and Corporate Services.

During the design and development of the above activities, the University has determined the following procedures:

- a) the design and development stages
- b) the review, verification and validation that are appropriate to each design and development stage
- c) the responsibilities and authorities for design and development

The University has managed the interfaces between different groups involved in design and development to ensure effective communication and clear assignment of responsibility.

The University shall update the planning output as appropriate as the design and development progresses.

8.3.1 Design and Development Inputs

Inputs related to service requirements has been determined and related records have been maintained.

These inputs include the following:

- i) Functional and performance requirements.
- ii) Applicable statutory and regulatory requirements (i.e. Policies from Ministry of Higher Education, Malaysian Quality Framework, Code of Practice for Programme Accreditation (COPPA), Senate Policies, University's Rules and Regulations etc.).
- iii) Other requirements essential for design and development of course curriculum.

The inputs shall be reviewed for adequacy. Requirements shall be complete, unambiguous and not in conflict with each other.

8.3.2 Design and Development Outputs

The outputs of the design and development of activities related to Academic Affairs, Research and Publication, Student Development and Corporate Services have been provided in a form that enables verification against the design and development input and has been approved by the relevant parties prior to the release.

Design and development outputs must meet the following requirements:

- i) Meet the input requirements for design and development.
- ii) Provide appropriate information for service provision.
- iii) Contain service acceptance criteria.
- iv) Specify the characteristics of the service that is essential for proper use.

The International Islamic University Malaysia (IIUM) is a public university and thus is subject to Section 81 of the Malaysian Qualifications Agency Act 2007 (Act 679) which requires all its academic programmes be accredited by a national body known as Malaysian Qualifications Agency (MQA). This agency has established a national register known as the Malaysian Qualifications Register (MQR), containing programmes, qualifications and higher education providers accredited under the Act.

Therefore, the University ensures that all of its programmes are accredited before offering to students. This is because having accredited programmes indicates that the University has attained the quality standards and criteria set by MQA and is in compliance with the MQF. These programmes can be considered for recognition by the government for the purpose of employment in the public sector. Accreditation is also a status or achievement as a result of rigorous quality assessment by MQA. It is a commitment by the University to ensure that all its stakeholders i.e students, parents, employers that are satisfied with the quality of IIUM graduates. The accreditation is also a basis for other parties to recognise the programmes for a variety of reasons. For example, the Public Service Department (PSD) will use this accreditation status to recognise the qualification for employment in the public service. As a self-accredited University, all MQA requirements applies. Four areas are closely monitored to ensure IIUM self-accredited status maintained;

- a) Institutional leadership and governance
- b) Academic development and management
- c) Talent and resources
- d) Continual improvement and sustainability

Related Documentation

- a) Core processes documents on Academic Affairs for Undergraduate, Postgraduate and Research and Publication
- b) Academic accreditation processes

8.3.3 Design and Development Review

In order to meet the suitability of the current changes, the University has carried out systematic reviews of design and development on the activities related to scope of QMS in accordance with planned arrangements or whenever necessary.

This review is carried out in order to:

- i) evaluate the ability of the effectiveness of the related activities, and
- ii) identify any problems and propose remedial actions.

Participants in such reviews shall include representatives of functions concerned with the design and development stage(s) being reviewed. Records of the results of the reviews and any necessary actions shall be maintained.

8.3.4 Design and Development Verification

The University has verified the design and development outputs pertaining to the above activities in accordance with planned arrangements, in order to ensure that they have met the design and development input requirements.

Related Documentation

- a) The University outsources a number of its processes and activities Core processes documents on Academic Affairs for Undergraduate, Postgraduate and Research and Publication.
- b) Academic accreditation related document

8.3.5 Design and Development Validation

The University has conducted the design and development validation in accordance with planned arrangements to ensure that the resulting service/product is capable of meeting the requirements for the specified application or intended use, where known. Wherever practicable, validation shall be completed prior to the delivery or implementation of the service. Records of the results of validation and any necessary actions shall be maintained.

Related Documentation

- i) Core processes documents on Academic Affairs for Undergraduate, Postgraduate and Research and Publication

8.3.6 Control of Design and Development Changes

The University has identified design and development changes and records have been maintained. The changes are reviewed, verified and validated, as appropriate and approved before implementation. The review of design and development changes has included evaluation of the effect of the changes on constituent parts and services delivered. Records of the results of the review of changes and any necessary actions shall be maintained.

Related Documentation

- i) Core processes documents on Academic Affairs for Undergraduate, Postgraduate and Research and Publication

8.4 Control of externally provided processes, products and services

The University maintains responsibility for the quality of all products purchased from external providers, including customer designated sources. Procedures ensure products and services being provided by external sources will conform to our customers' requirements. An example of our controls include the review of external provider's performance.

8.5 Production and service provision

The University has planned and carried out production and service provision under controlled conditions. These control conditions include, as applicable:

- a) The availability of information that describes the characteristics of the product/service,
- b) The availability of work instructions as necessary,
- c) The use of suitable equipment,
- d) The availability and use of monitoring and measuring equipment,
- e) The implementation of monitoring and measurement, and
- f) The implementation of product release, delivery and post-delivery activities.

Related Documentation

- i) All quality system procedures under the scope of Management of Academic Affairs, Research and Publication, Student Development and Corporate Services.

The University has validated all processes for production and service provision where the resulting output cannot be verified by subsequent monitoring or measurement and, as a consequence, deficiencies become apparent only after the product is in use or the service has been delivered.

Validation has demonstrated the ability of these processes to achieve planned results.

The University has established arrangements for these processes including, as applicable,

- a) Defined criteria for review and approval of the processes,
- b) Approval of equipment and qualification of personnel,
- c) Use of specific methods and procedures,
- d) Requirements for records, and
- e) Revalidation

Related Documentation

- i) All quality system procedures under the scope of Management of Academic Affairs, Research and Publication, Student Development and Corporate Services.

The University has identified the service by suitable means throughout service delivery.

Where traceability is a requirement, the University has controlled the unique identification of the service and records have been maintained. Examples of the above are as follows:

- Students: All students are identified by means of student matriculation numbers.
- Lecturers: Lecturers are identified by their staff number.
- Classrooms: The classrooms are identified as seen appropriate by the K/C/D/Is.
- Courses: Courses are assigned with the relevant code numbers.

The University has exercised care with customer property while it is under the University's control or being used by the University. The University has identified, verified, protected and safeguarded customer property. If any customer property is lost, damaged or otherwise found to be unsuitable for use, the University shall report this to the customer and maintain records.

Examples of customer property are student records, intellectual property and personal data of staff and student.

8.6 Release of products and services

The University monitors and verify that requirements have been met before the Senate endorses any student for completing of their studies and thus allows him/her to graduate. Documented procedures have been established for this verification. Documented Records and information of verification include evidence of conformity with the acceptance criteria and traceability to the person authorizing the release. Records of verification are maintained.

8.7 Control of non-conforming outputs

The University ensures that products or services that do not conform to established requirements are identified and controlled to prevent their unintended use.

9.0 PERFORMANCE EVALUATION

9.1 Monitoring, measurement, analysis and evaluation

The University has monitored information relating to customer perception as to whether the University has met customer requirements. The methods for obtaining and using information on customer perception have been determined. Student Feedback Survey was conducted starting week 10 for all students of IIUM as stated in SFS Policy. Tracer study was conducted during convocation to capture feedback from IIUM graduands. Both reports will be presented in the Management Review Meeting or other meeting is deemed necessary.

9.2 Internal Audit

The University has conducted internal audits at planned intervals in order to determine whether:

- a) KCDIOM have conformed to the planned arrangements in accordance to the requirements of MS ISO 9001:2015 and to the quality management system requirements established by the University.
- b) KCDIOM have effectively implemented and maintained the quality management system.

An audit programme is scheduled at least once in the period of twelve (12) months and is planned in accordance to the status and importance of the processes and areas to be audited, as well as the results of previous audits. The audit criteria, scope, frequency and methods have been defined. The selection of auditors and conduct of audits are properly administered to ensure that the audit process is conducted objectively and impartially. Auditors shall not audit their own work.

Documented procedures have been established to define the responsibilities and requirements for planning and conducting audits, establishing records and reporting result.

Records of the audits and their results are properly maintained.

The management responsible for the area being audited has ensured that any necessary correction and corrective actions have been taken without undue delay to eliminate detected non-conformities and their causes.

9.3 Management Review

The University' Management Review process is planned and includes the following considerations:

Management Review Inputs: Assessment of the QMS is based on a review of information inputs to Management Review. Input examples include:

- the status of actions from previous management reviews;
- changes in external and internal issues that are relevant to the QMS;
- customer satisfaction and feedback from relevant interested parties;
- the extent to which quality objectives have been met;
- process performance and conformity of products and services;
- nonconformities and corrective actions;
- audit results;

In addition, management review inputs shall include the adequacy of resources, the effectiveness of actions taken to address risks and opportunities and opportunities for improvement. Results of Management Review meetings shall be retained.

Management Review Outputs: Management Review Outputs include decisions and actions related to the following:

- opportunities for improvement;
- changes needed to the QMS;
- resource needs

10.0 IMPROVEMENT

10.1 General

The University determines and selects opportunities for improvement and implements necessary actions to meet customer requirements and enhance customer satisfaction.

Examples:

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

10.2 Non-conformity and corrective action

The University initiates actions to eliminate the cause of nonconformities in order to prevent recurrence. Corrective actions are appropriate to the effects of the nonconformities encountered. When nonconformity occurs, corrective action procedures are initiated and implemented. Examples of actions taken include:

- a) taking action to control and correct it;
- b) reviewing and analyzing the nonconformity;

- c) determining the causes of the nonconformity;
- d) determining if similar nonconformities exist, or could potentially occur;
- e) implementing any action needed;
- f) reviewing the effectiveness of any corrective action taken;
- g) updating risks and opportunities determined during planning, if necessary;
- h) making changes to the QMS, if necessary.

10.3 Continual improvement

The University initiates actions to continually improve the suitability, adequacy and effectiveness of the QMS. Continual improvement techniques and processes are applied to areas of the service that have an impact on the quality of our products and services. We analyze and take necessary actions on results of improvement projects as well as from the Management Review outputs. The implementation of the "Process Approach" including the PDCA Cycle provides verifications that our QMS is robust, and the achievement of effective process performance.