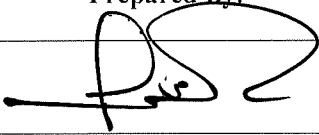
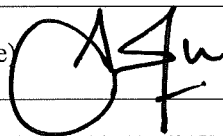




TRANSPORTATION SERVICES

Prepared By:	Approved By:
(Signature) 	(Signature) 
Name: MD. HASHIM BIN SELAMAT	Name: ANAS BIN SHAMSUDIN
Position: DEPUTY DIRECTOR	Position: DIRECTOR
Date: 1/11/2023	Date: 1/11/2023

1.0 OBJECTIVE

The purpose of this document is to ensure that the transport services provided for IIUM community are efficiently managed to meet their satisfaction.

2.0 SCOPE

The procedure covers the application for transportation services for IIUM community and vehicles maintenance.

3.0 ACCOUNTABILITY

Vehicle Management Department (VMD).

4.0 ABBREVIATION (If any)

- 4.1 AD/SAD/DD : Assistant Director / Senior Assistant Director / Deputy Director; also known as the Head of Department.
- 4.2 SAA : Senior Administrative Assistant
- 4.3 MVSC : Maintenance and Vehicle Safety Coordinator
- 4.4 D : Driver
- 4.4 VMD : Vehicle Management Department
- 4.5 STADD : Student Affairs and Development Division
- 4.6 K/C/D/I/O/M : Kulliyah/Centre/Division/Institute/Office/Mahallah

5.0 REFERENCE

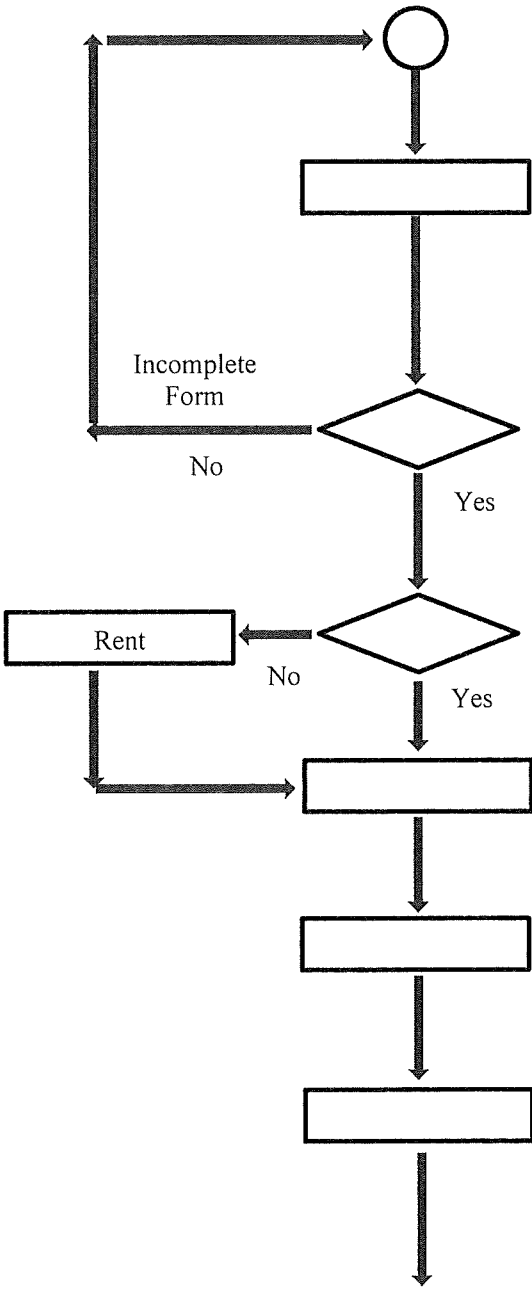
- 5.1 Guideline for Application of IIUM Transportation. (Version No: 04; Revision No: 04; Effective Date: 01/03/2024)


6.0 RECORD RETENTION PERIOD

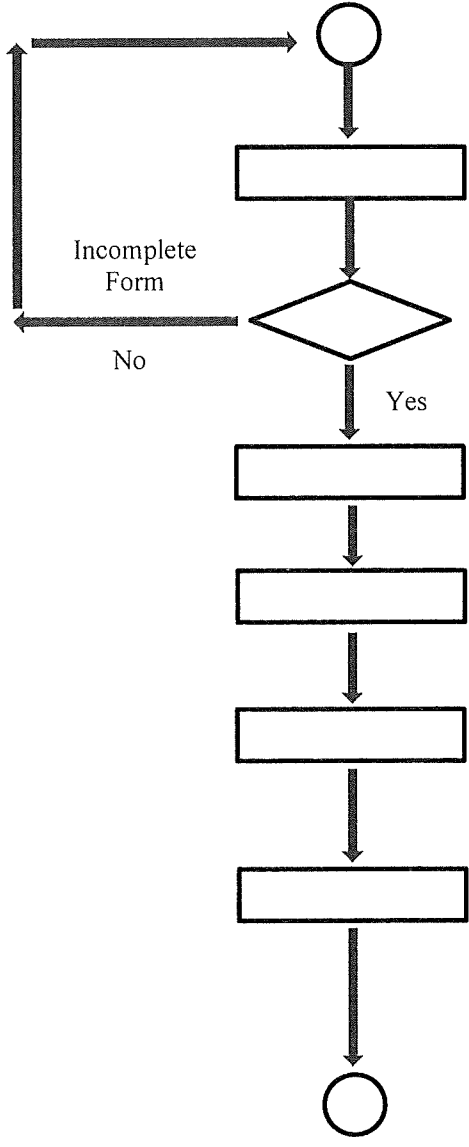
NO	QUALITY RECORDS	LOCATION	RETENTION PERIOD	RESPONSIBILITY
1	Transportation Request Form	IIUM/300/VMU/4/2/1	1 Year	SAA
2	Verification of Vehicles (Bus Checklist)	IIUM/300/VMU/2/5/6	1 Year	SAA
3	Borang Penyelenggaraan Kenderaan	IIUM/300/VMU/2/5/6	1 Year	SAA
4	Work Order Form	IIUM/300/VMU/2/5/6	1 Year	SAA

7.0 PROCESS FLOW

- Responsibility
- Flow Chart
- Remarks
 - must include timeline
 - May include document

Responsibility	Flow Chart	Remarks
	 <pre> graph TD Start(()) --> Step1[] Step1 --> D1{ } D1 -- Incomplete Form --> Start D1 -- No --> D2{ } D1 -- Yes --> Step2[] D2 -- No --> Step3[Rent] D2 -- Yes --> Step4[] Step3 --> Step4 Step4 --> Step5[] Step5 --> Step6[] Step6 --> Step7[] Step7 --> End(()) </pre>	<u>APPLICATION FOR TRANSPORTATION</u>
SAA		Receive the completed application form from students/staff. (Refer to Appendix 1 – Transportation Request Form) (Version No: 04; Revision No: 04; Effective Date: 01/03/2024)
SAA		Check and verify the application form submitted by the students/staff. The form must be attached with the letter / proposal of approved program by K/C/D/I/O/M or recommendation letter from officer in-charge of the program.
SAA		Check the availability of vehicle and driver. If the requested vehicle / driver is not available, opt for renting the vehicle from transportation company registered with IIUM.
SAA		Inform the students/staff about the availability of the transportation booked.
SAA		Assign a driver for the trip. Refer to Appendix 2 – Duty Instruction) or rent vehicle (Refer to Appendix 3 – Rental of Vehicle Request.
SAA		Receive feedback and respond from users after they had used the services through Feedback Survey Form (google/microsoft form link) provided. (Refer to Appendix 4) If there is any complaint, action will be taken within 21 working days.

SAA		Record the document in the relevant files. Process payment for rented vehicle once received invoice from the company.
-----	---	--

Responsibility	Flow Chart	Remarks
		<u>VEHICLE MAINTENANCE</u>
SAA		Receive the application 'Borang Penyelenggaraan Kenderaan' (Appendix 5) from driver.
SAA & MVSC		Verify the application form submitted by the driver. Check the odometer (mileage) for schedule maintenance or wear and tear part.
SAA		Fill up the Work Order Form (Appendix 6)
HOD / DD		Sign the Work Oder Form
D		Send the vehicle to the panel workshop (in some cases, the workshop will tow the vehicle to the workshop)
SAA & MVSC		Monitor the progress for the maintenance work done and update HOD / DD. (Photo of the vehicle / parts replaced may be captured if necessary for reference).
D		Pick up vehicle back to VMD. (Sometimes the workshop would arrange to send the vehicle to VMD). Process payment once received invoice from the workshop.

Verification by:
Name :
Date :
Reference no.:

Version No. : 04
Revision No.: 04
Effective date: 01/03/2024
Workstation : STADD

**VEHICLE MANAGEMENT DEPARTMENT
STUDENT AFFAIRS AND DEVELOPMENT DIVISION
TRANSPORTATION REQUEST FORM**

Requestor's Particulars

Name: Matric / Staff No.:

Post: Handphone No: Ext. No:

Kulliyah / Division / Centre / Society: Fax No:

Program Particulars

Passenger Name: Handphone No:

Name of Program:

Destination (full address):

Departure from IIUM: Date: Time: No. of Passengers:

Departure from Destination: Date: Time:

☐ Stay During Program

☐ Sent and fetch only

Boarding Place

☐ Main Staircase Admin Building

☐ Male / Female Sport Complex

☐ Others

Type and quantity of transportation required

☐ Bus (42 seats)

☐ Lorry

☐ Mini Bus (25 seats)

☐ Coaster (27 seats)

☐ Van (16 seats)

☐ Car

☐ MPV

☐ Disability Van

☐ 4x4

Applicant's Signature: Date:

Recommendation

Name / Post : Handphone / Ext.:
(Deputy Dean / Director / Principal / Head of Department)

I hereby recommend / do not recommend the above request with / without Transportation Budget

Officer's Signature & Chop: Date:

FOR OFFICE USE ONLY (APPROVAL)

Date Received :

I am pleased / regret to inform you that your requisition has been accepted / rejected

☐ IIUM Vehicle

☐ External Vehicle

Driver's Name: Driver's Contact No.:

Vehicle Registration No.: Total Cost (if any): RM.....

****(Please read the instruction at the back before filling up this form)***

GUIDELINES FOR APPLICATION OF IIUM TRANSPORTATION

1. University Transportation is provided for official usage of students and staff.
2. The application forms from staff must be certified by Head of Department or Officer In-Charge.
Please attach relevant supporting document such as programme's approval letter, invitation letter etc.
3. Transportation services are provided for the programs approved by the Dean/ Director/ Deputy Dean / Director / Principal / Head of Department.
4. All applications must be forwarded to the Vehicle Management Department at least three (3) working days in advance of the intended date for Klang Valley trip and seven (7) working days for out station.
5. Any Incomplete application form (if any) will be returned to the applicants.
6. The applicants are required to re-confirm the booking at least three (3) working days for external trip and two (2) working days for Klang Valley trip.
7. Any **cancellation must be done 48 hours before** the expected time of departure. For late cancellation, the cost (if any) will be borne by the requester.
8. A passenger has to verify and submit any related form upon request by the driver.

TYPES AND QUANTITY OF VEHICLES UNDER VMD

(as of March 2024)

NO.	TYPES	QUANTITY
1	Bus (42 seats)	6
2	Mini Bus (25 seats)	2
3	Coaster (27 seats)	1
4	Van (18 seats)	2
5	Car	1
6	MPV - Innova	2
7	Disability Van	2
8	Pickup truck 4x4	2
9	Lorry 1 ton	1

**Vehicle Management Department
Student Affairs and Development Division**

APPENDIX 2

SAMPLE OF DUTY INSTRUCTION FORMAT SENT TO THE DRIVER

PROGRAM : SHUTTLE BUS FOR STAFF

DATE : 15/4/24 (MON)

TIME : 7.30 AM (SENT)
4.30 PM (FETCH)

7.45 AM (SENT)
4.45 PM (FETCH)

8.00 AM (SENT)
5.00 PM (FETCH)




8.15 AM (SENT)
5.15 PM (FETCH)

8.30 AM (SENT)
5 30 PM (FETCH)

8.45 AM (SENT)
5.45 PM (FETCH)

9.00 AM (SENT)
6.00 PM (FETCH)

SAMPLE OF REQUEST FOR VEHICLE RENTAL

 <p>UNIVERSITI ISLAM ANTARABANGSA MALAYSIA SUSTAINABILITY INSTITUTION OF THE IPAP</p>	<p>UNIVERSITI ISLAM ANTARABANGSA MALAYSIA SUSTAINABILITY INSTITUTION OF THE IPAP</p>
<p>Penggunaan BRAMESRA Anak-Anak Perak SDIRMD 500, 10, Jalan Teras Bandar Baru Klang 41150 Klang, Selangor Tel : 03-31441999 Fax : 03-33445999</p>	<p>22/04/2024</p>
<p>Dengan Nama Allah Yang Maha Pengasih, Lagi Maha Penyayang Assalamualaikum W & A</p>	
<p>Tuan/Puan,</p>	
<p>MENYEWAKAN PERKHIDMATAN RASNYAN : Geniat Genesis : Lighting The Path To Excellence</p>	
<p>Parkir di atas adalah rajak</p>	
<p>Selaras dengan fungsi bahagian Jabatan Pengurusan Kenderaan, Bahagian Hal-Elwa dan Pembangunan Pelajar, Universiti Islam Antarabangsa Malaysia ingin memohon sewakan ke atas bas untuk syarikat yang akan datang. Berikut adalah seperti berikut:</p>	
<p>Tarikh/Perkhidmatan (Platan) Tarikh/Perkhidmatan (Tempat) Dah Re Person In Charge Kategori Perkhidmatan Cender Jumlah Kenderaan Jenis Kenderaan Harga</p>	<p>: 24.04.2024 (Rabas 30 pg) : 04.00 pg : HUM, Gombak : Gak Musang : Nurazma : 2 Hala : : 1 Van : Van : RM 1,600.00</p>
<p>Pihak kami berdeklari mengemukakan info ke Jabatan ini dalam tempoh dua (2) minggu selepas tarikh perjanjian bagi memudahkan pihak kami untuk melakukan proses penyewaan.</p>	
	
<p>MD HASHIM BIN SELAMAT Timbalan Pengarah Jabatan Pengurusan Kenderaan Bahagian Hal-Elwa dan Pembangunan Pelajar Universiti Islam Antarabangsa Malaysia</p>	
<p>...</p>	

VEHICLE MANAGEMENT DEPARTMENT (VMD), STADD (SERVICE QUALITY SURVEY) 2024-IIUM VEHICLES

Assalamu'alaikum wrt wbh

Dear Tan Sri/ Dato'/ Prof./ Dr./ Sir/ Madam,


The objective of this survey is to assess the service quality of the services rendered by the Vehicle Management Unit, STADD. We seek your good self cooperation to complete this questionnaire. All information given will be treated as confidential and for the purpose of continuous improvement only.

Should you need further information, please do not hesitate to email to mhashim@iium.edu.my

Your cooperation in responding this evaluation is highly appreciated.

Thank you and have a good day.

mhashim@iium.edu.my Switch account

 Not shared

* Indicates required question

Vehicle Reg. No. i.e ABC 1234 *

Your answer

Type of Vehicle *

- ☐ Car
- ☐ Van
- ☐ 4 x 4
- ☐ Bus
- ☐ Mini Bus
- ☐ Lorry
- ☐ OKU Van

Destination: (Example - Putrajaya) *

Your answer

Departure Date from IIUM *

Date

dd/mm/yyyy

Departure Time from IIUM *

Time

: AM ▼



Arrival Date at IIUM *

Date

dd/mm/yyyy

Arrival Time at IIUM *

Time

: AM ▼

SECTION A: PERSONAL INFORMATION

Name *

Your answer

Email *

Your answer



Please state your K/C/D/I/O *

- ☐ AIKOL
- ☐ KENMS
- ☐ KIRKHS
- ☐ KICT
- ☐ KAED
- ☐ KOED
- ☐ KOE
- ☐ IIUM Academy
- ☐ CELPAD
- ☐ AMAD
- ☐ CPS
- ☐ CPD
- ☐ IO
- ☐ OIL
- ☐ INHART
- ☐ IIBF
- ☐ ISTAC
- ☐ IIMU
- ☐ RMC
- ☐ IIUM LIBRARY
- ☐ OLA
- ☐ OMBUDS



- ☐ Office of Internal Audit
- ☐ OCAP
- ☐ KCA
- ☐ CENTRIS
- ☐ ITD
- ☐ OSIC
- ☐ STADD
- ☐ IWON
- ☐ EDC
- ☐ CCSC
- ☐ SDC
- ☐ Alumni Relations Division
- ☐ CENSERVE
- ☐ Finance Division
- ☐ RSD
- ☐ IEF
- ☐ MSD
- ☐ IHWC
- ☐ OSEM
- ☐ Development Division
- ☐ OSHBE
- ☐ DSU
- ☐ SULTAN HAJI AHMAD SHAH MOSQUE
- ☐ OFFICE OF THE DEPUTY RECTOR (STUDENT DEVELOPMENT AND COMMUNITY ENGAGEMENT)



- ☐ OFFICE OF THE DEPUTY RECTOR (ACADEMIC AND INTERNATIONALISATION)
- ☐ OFFICE OF THE DEPUTY RECTOR (RESPONSIBLE RESEARCH AND INNOVATION)
- ☐ Other:

SECTION B: GENERAL INFORMATION

Please rate the level of satisfaction based on the scale below.

1 = Very Poor 2 = Poor 3 = Satisfactory 4 = Good 5 = Excellent

a. The booking process is well attended *

1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

b. The vehicle is clean and in good condition *

1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

c. The punctuality at pick up point is adhere to the time schedule *

1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



d. The driver is friendly and helpful *

1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

e. The driver is adhered to the road traffic rules and regulations *

1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

f. Satisfaction over safety and security of the vehicle adhered to *

1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

g. Overall satisfaction of services provided by Vehicle Management Unit, STADD *

1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

We welcome any comment/suggestion for continual improvement *

Your answer



Submit

Clear form

Never submit passwords through Google Forms.

This form was created inside of International Islamic University Malaysia. [Report Abuse](#)

Google Forms



Verification by:.....

Name :

Date :

Reference :

Version No. :02
Revision No. 02
Effective Date : 01/04/2024
Workstation : STADD

(BORANG PENYELENGGARAAN KENDERAAN)

NO. KENDERAAN: _____ JENIS KENDERAAN: _____

BACAAN ODOMETER: _____

NAMA: _____ NO PERJAWATAN: _____

MAKLUMAT LAPORAN KEROSAKAN/PENYELENGARAAN[illegible]

TANDATANGAN PELAPOR : _____

Verification by:.....	
Name	:.....
Date	:.....
Reference	:.....

Version No. :02
Revision No. 02
Effective Date : 01/04/2024
Workstation : STADD

TARIKH/MASA : _____

APPENDIX 6

**STUDENT AFFAIRS AND DEVELOPMENT DIVISION
INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA
P.O Box 10, 50728 Kuala Lumpur**

PROCUREMENT APPROVAL FORM

Requisitioner:

Vehicle Management Department
Student Affairs and Development Division, IIUM

Date: «Date_of_Booking»

NO	SPECIFICATION	QTY	REMARKS
	As attached		

JUSTIFICATION

- 2.1 International Islamic University Malaysia (IIUM) has been established since may 1983 and tremendous development has taken place ever since that date, all in pursuit of becoming the leading international center for educational excellence, which seeks to restore the dynamic and progressive role of Muslim Ummah in all branches of knowledge.
- 2.2 The established of IIUM has led to the established of the Student Affairs and Development Division of IIUM which is to facilitate development of student's abilities through management of quality services and co-curricular activities.
- 2.3 IIUM Vehicle Management Unit is one of the units under Student Affairs and Development Division to support the mission and vision of Student Affairs and Development Division of becoming the leading agency in contributing towards nurturing well-rounded personalities through excellent management of student's affairs and development.
- 2.4 Due to the high demand from IIUM community, IIUM Vehicle Management Unit is not able to fulfil the demand for using University's vehicle. Therefore, it led to the rental of outside bus from «Destination_1» to «Destination_2» on «Date_Finish»«Date_Begin» . Due to that, to fulfill the demand, we have engaged outside bus to ferry the students with the total cost of **RM«Amount»**

QUOTATION

NO	Name of Contractors	Amount (RM)	Remarks
1.	Speedy Star Travel And	«Amount»	

[Type here]

	Holidays Sdn Bhd		
--	------------------	--	--

BUDGET ALLOCATION

Budget shall be deducted from **Student Transportation Trust Account**

RECOMMENDATION

Due to the limited number of vehicles owned by the University and fulfill students request for their activities, The Student Affairs and Development Divison would like to recommend that the rent of outside bus for student's activities on «Date_Begin» be awarded to **Messr. Speedy Star Travel And Holidays Sdn Bhd** at the total cost of **RM «Amount»** based on the following reasons:

- i. Messr. **Speedy Star Travel And Holidays Sdn Bhd** is a registered contractor and has delivered its work timely and efficiently.
- ii. We do not have sufficient vehicle to accommodate the demand.

Prepared by:-

Approved by,

.....
JALILAH BINTI ABDUL GHANI
 Senior Administrative Assistant
 Student Affairs and Development Divison

.....
MD HASHIM BIN SELAMAT
 Deputy Director
 Student Affairs and Development Divison



الجامعة الإسلامية العالمية ماليزيا
INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA
يُؤَيِّدُ سَبْقَ إِسْلَامِ أُمَّةٍ مُلْكِيَا

PAYMENT APPROVAL FORM

K/C/D/I/O : VMD, STADD

Payable to : Speedy Star Travel and Holidays Sdn Bhd

Staff No/Matric No : _____

Name of bank : Maybank Islamic Berhad Account No : 562508531902

(For non IIUM Staff please enclose a copy of bank statement)

Budget : OPERATING ☐ TRUST ☐ OPERATING TRUST ☐

STUDENT ACTIVITY TRUST ☐

Account Code : 136-0010

Project Code (if any) : _____

NO.	PAYMENT FOR	AMOUNT (RM)
1.	Rental of coaches from outsource for student's activities from «Destination_1» to «Destination_2» on «Date_Begin» (Invoice No. SPD/24/«Invoice_No» /BASIIUM)	«Amount»
2.		
3.		
TOTAL AMOUNT		«Amount»

Requested by:

Checked by:

Official Stamp : _____

Administrative Officer _____

Ext. No : _____
Date : «Date_Submitted»

Official Stamp : _____
Date : «Date_Submitted»

Approved by:

Dean/Director _____

Official Stamp : _____

Date : _____

1. All claims and reimbursement must be submitted within 3 month from the date of invoice/receipt
2. The supporting documents must be certified by authorized officer.

[Type here]



الجامعة الإسلامية العالمية ماليزيا
INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA
بُنيَتْ رِسْقَتِي لِشَلَا أُنْبَارَا يُغْنِيَا مِلْسِيَا
Garden of Knowledge and Virtue

LEADING THE WAY
KHALIFAH - AMANAH - IqRA' - RAHMATAN LIL-ALAMIN

SUSTAINABILITY INSTITUTION OF THE YEAR

Rujukan kami : IIUM/206/VMU/«Reference»

Tarikh: «Date_of_Booking»

SPEEDY STAR TRAVEL AND HOLIDAYS SDN BHD

LOT 46077C, Jalan Durian Kampung Sg Tua

68100, Batu Caves

Selangor Darul Ehsan

Tel : 019-3704305/016-3224305

Fax : 03-61374305

Dengan Nama Allah Yang Maha Pengasih, Lagi Maha Penyayang....

Assalamualaikum W.R.T

Tuan/ Puan;

MENYEWA PERKHIDMATAN BAS/VAN («Programme_Name»)

Perkara di atas adalah rujuk.

Sukacita dimaklumkan bahawa Jabatan Pengurusan Kenderaan, Bahagian Hal-Ehwal dan Pembangunan Pelajar, Universiti Islam Antarabangsa Malaysia ingin melakukan sewaan ke atas bas milik syarikat tuan dimana butiran adalah seperti berikut:-

Tarikh/Hari/Masa (Hantar)	: «Date_Begin»/«Day_Begin»/«Time_Begin»
Tarikh/Hari/Masa (Jemput)	: «Date_Finish»/«Day_Finish»/«Time_Finish»
Dari	: «Destination_1»
Ke	: «Destination_2»
Person In Charge	: «PIC»
Kategori Perjalanan	: «Type_of_Journey»
Catitan	:
Jumlah Kenderaan	: «Total_of_Vehicle»
Jenis Kenderaan	: «Type_of_Vehicle»
Harga	: RM«Amount»

Pihak tuan hendaklah mengemukakan invoice ke Jabatan ini dalam tempoh dua (2) minggu selepas tarikh perjalanan bagi memudahkan pihak kami untuk melakukan proses pembayaran.

MD HASHIM BIN SELAMAT

Timbalan Pengarah

Jabatan Pengurusan Kenderaan

Bahagian Hal-Ehwal dan Pembangunan Pelajar

Universiti Islam Antarabangsa Malaysia

Green-Cowp Awards
Sustainability
WINNER
2020 SUSTAINABILITY
INSTITUTION OF THE YEAR



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AL-KHAWARIZMI
EDUCATION AWARD 2020

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