



## ***PROPOSAL***

# **SYSTEM DEVELOPMENT PROJECT ISO 9001:2015 QUALITY MANAGEMENT SYSTEM for**

## **Pejabat Setiausaha Kewangan Negeri Sarawak (SFS)**

Tingkat 14, 17 & 18  
Wisma Bapa Malaysia  
93502 Petra Jaya, Kuching

Prepared by:

### **MALAYSIA PRODUKTIVITY CORPORATION**

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**18 August 2020**

**PROPOSAL ON SYSTEM DEVELOPMENT PROJECT ISO 9001:2015  
QUALITY MANAGEMENT SYSTEM FOR  
PEJABAT SETIAUSAHA KEWANGAN NEGERI SARAWAK (SFS)**

**1.0 RATIONALE**

As the ISO 9000 momentum continues to grow, more and more industries appear to be utilising ISO 9000 as a fundamental part of their business operations. Over 1.2 million organizations are certified to it globally. And while it continues to be as relevant as ever, the revision will take into consideration of modern industry needs, thus remain a tool which consistently helps organizations to maintain high standards.

ISO 9001:2015 is the latest version of MS ISO 9000. The new version will follow a new, higher level structure to make it easier to use in conjunction with other management system standards, with increased importance given to risk.

**2.0 OBJECTIVES**

At the end of this programme, participants should be able to:

- Understand the requirement of the ISO 9001:2015;
- Explore the latest requirements from ISO 9001:2015 in technical details; and
- Prepare the document as per ISO 9001:2015 requirements

**3.0 SUMMARY OF RESOURCE REQUIREMENT**

The resource requirement for the set-up and implementation of ISO 9001:2015 Quality Management System project are as follows:

<b>Item</b>	<b>Activities</b>	<b>Man Days</b>	<b>Engagement</b>
1	Training of Appreciation Course of ISO 9001:2015	2	SFS & Consultant
2	Risk Management Workshop	2	SFS & Consultant
3	Preparation and Guidance for Quality Management System (QMS) Documentation.	5	SFS & Consultant
4	QMS Implementation	-	SFS
5	Training of Internal Quality Audit (IQA)	2	SFS & Consultant
6	Guide on the Internal Audit Process	2	SFS & Consultant
7	Assist of Management Review Meeting (MRM)	1	SFS & Consultant

8	Pre-Certification Audit	-	SFS
9	Certification Audit	-	SFS & Certification Bodies
10	Corrective Action	1	SFS & Consultant

#### 4. WHO SHOULD ATTEND

- The course is suitable for managers, officers or any member involved in the activities relating to ISO 9001:2015
- Those who are tasked for the implementation and maintenance of their organization's QMS;
- Internal Auditors; Quality Management Representatives (QMRs) or QMS Steering Committees, this course is a must.
- Maximum number of participants is 30 per session.

#### 5.0 TRAINING METHODOLOGY

For effectiveness of the training, the course will be carried out with a combination of theory and practical approach, eg. lectures, discussions, practical exercises or live audit etc.

**Delivery Language: English / Bahasa Malaysia**

#### 6.0 DURATION AND VENUE

Date : Please advise  
Venue : Please advice

#### 7.0 TIME FRAME

6 Months approximately from the date of 1st visit until project completion.

#### 8.0 CONFIDENTIALITY

All information about our client is considered confidential and is to be released only to authorized personnel.

#### 9.0 FEE AND METHOD OF PAYMENT

- 9.1 The fee for the entire program will be **RM 51,300.00 (RM: Fifty One Thousand and Three Hundred only)**. Attachment 1 is the proposed schedule of payment of the fee. This fee is inclusive of professional input and course material but exclusive of refreshment, training venue or other incidentals incurred in discharging this course is excluded. The fee quoted also does not include charges

and fees required by certification body, calibration service, and /or translation services if any.

- 9.2 Payment need to be made to **“PERBADANAN PRODKTIVITI MALAYSIA”** (Maybank Islamic – 561190058550)
- 9.3 Other expenses such as meal (for participants) during the course, rental of training venue & facilities (if any), accommodation (for participants, if any) or other incidental costs incurred for this course will be borne by Pejabat Setiausaha Kerajaan Negeri Sarawak
- 9.4 Invoice will be submitted to Pejabat Setiausaha Kerajaan Negeri Sarawak upon the completion of the course within 7 days and payment is expected within 30 days.

## **10.0 COMMENCEMENT OF THE PROGRAMME**

- 10.1 Program shall commence based on the given date by Pejabat Setiausaha Kerajaan Negeri Sarawak. MPC however reserves the right to request for change of date if there are any reasonable circumstances arises.
- 10.2 Notice of acceptance of the proposal should be made in writing to MPC Sarawak with a minimum of 14 working days before commencement of the program. The program shall commence upon agreement by replying to MPC using “Surat Persetujuan”

## **11.0 VALIDITY**

All information in this proposal is valid for a period of **two ( 2 ) months** from the date of issuance.

## **12.0 FURTHER INFORMATION**

Further inquiry on the quotation, additional information, etc. kindly contact:

Director,  
Malaysia Productivity Corporation (MPC) Sarawak  
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e-mail: [liyana@mpc.gov.my](mailto:liyana@mpc.gov.my)/[norijah@mpc.gov.my](mailto:norijah@mpc.gov.my)

**WORKING MAN DAYS & FEES SCHEDULE  
SYSTEM DEVELOPMENT PROJECT  
ISO 9001:2015 QUALITY MANAGEMENT SYSTEM**

No	Details	Man Days	Fees (RM)
<b>PHASE 1</b>			
1	<b>Training of Appreciation Course of ISO 9001:2015</b> <ul style="list-style-type: none"> <li>• Introduction to the Quality</li> <li>• Interpretation of ISO 9001:2015</li> <li>• Understanding the Business Process Mapping within company.</li> </ul>	2 days	8,100.00 (-10% diskaun kad P&I)
2	<b>Risk Management Workshop</b> <ul style="list-style-type: none"> <li>• Structure of the Risk Management Documentation</li> <li>• Development of Risk Register and Mitigation Plan</li> </ul>	2 days	8,100.00 (-10% diskaun kad P&I)
<b>PHASE 2</b>			
3	<b>Preparation and Guidance for Quality Management System (QMS) Documentation.</b> <ul style="list-style-type: none"> <li>• Standard of Procedure (SOP)</li> <li>• Determination Scope of Certification</li> <li>• Setting of Quality Policy and Quality Objectives (determination permissible exclusion of ISO9001:2015 to in line with company requirement)</li> <li>• Documentation of ISO 9001:2015 Review</li> <li>• Advising for improvement of services</li> </ul>	5 days (consultation visit)	15,000.00
4	<b>Training of Internal Quality Audit (IQA)</b> <ul style="list-style-type: none"> <li>• Understanding the Internal Audit Process and Findings.</li> <li>• Understanding the expectation of Third-Party Audit</li> </ul>	2 day	8,100.00 (-10% diskaun kad P&I)
<b>PHASE 3</b>			
5	<b>Guide on the Internal Audit Process</b> <ul style="list-style-type: none"> <li>• Review the Internal Audit Finding</li> </ul>	2 day	6,000.00

	<ul style="list-style-type: none"> <li>• Guide to solving the Non-Conformance Findings</li> <li>• Analyse of Audit Findings</li> </ul>		
6	<b>Assist of Management Review Meeting (MRM)</b> <ul style="list-style-type: none"> <li>• Explanation of involvement key personnel during MRM</li> <li>• Advice on taking minutes</li> <li>• Guide of Management Review Meeting</li> <li>• Review content(inputs) of minutes of MRM</li> <li>• Review supporting data analysis on minutes of MRM</li> <li>• Review Corrective Action discussed on the MRM</li> <li>• Review on the Continuous Improvement taken and highlight on MRM.</li> </ul>	1 day	3,000.00
7	<b>Corrective Action</b>	1 day	3,000.00
	<b>Total</b>	<b>15 Days</b>	<b>51,300.00</b>

**Note: The fee quoted does not include charges and fees required by certification body, calibration service, and /or translation services if any.**