

AREA 9: CONTINUAL QUALITY IMPROVEMENT

9.1 Quality Improvement				
Benchmarked Standards				
	Description	Action	Evidence	Relevant Parties
9.1.1	Describe the policies and procedures for regular reviewing and updating of the internal quality assurance activities of the HEP.	<p>Several initiatives have been taken to review and update the internal quality assurance activities. One of the initiatives taken is through the implementation of the Quality Management System MS ISO 9001:2000.</p> <p>One of the main activities in this system is to update the ISO documents in relation to the upgrading of the manual and procedures. The updating of these documents is done at least once a year.</p>	Refer ISO Documents	PJKA

		<p>In addition, a Management Review Meeting is held at least once a year. Through this meeting the University top management reviews the University quality management system to ensure that it is updated and upgraded.</p> <p>The feedback gathered from the clients such as customer complaints and suggestions are monitored by the Quality Assurance and Accreditation Centre (QAAC). Through this feedback, various client dissatisfactions are identified and improvements of the system are implemented.</p> <p>Evaluation of the subjects taught each semester is conducted online with the</p>	<p>Appendix I1</p> <ul style="list-style-type: none"> • System e-Aduan <p>Appendix I2</p> <ul style="list-style-type: none"> • Borang 	
--	--	--	---	--

		<p>exception of evaluation on final year students which is done manually. Through this evaluation the University is able to identify the level of students' satisfaction on the teaching and learning process. The University has set a minimum satisfaction level of 3.0.</p> <p>The implementation of internal and external audit is also an effort to ensure the attainment of the University quality assurance. Findings are thoroughly handled through corrective action.</p> <p>Other methods of quality assurance which are implemented include external body accreditation on the academic programmes by professional bodies and Public Services Department of Malaysia (JPA). This is to</p>	<p>Penilaian Pengendalian Mata pelajaran</p>	
--	--	---	--	--

		<p>ensure that all programmes offered by UTeM are in line and relevant to the needs of the stakeholders and industries.</p> <p>Besides that, each faculty conducts activities such as curriculum review and programme enhancement based on the feedback by visiting professors, external examiners and MQA and EAC requirements.</p> <p>Besides these activities, the University is currently developing a Quality Assurance Policy to ensure that the process of quality assurance system is maintained and continuously improved.</p>		
9.1.2	Describe the efforts taken by the internal quality assurance unit to keep abreast with the changes and best practices in quality	Three approaches are taken in making sure that QAAC handles the task of quality assurance:		

	assurance.	<p>1. Migration to MS ISO 9001:2008.</p> <p>The University upgrades the current quality management system in line with ISO 9001:2000 to the standard of MS ISO 9001:2008.</p> <p>2. Manual of the Board of Engineers Malaysia (BEM) requirements</p> <p>UTeM ensures that the programmes offered which are based on OBE align with the requirements of EAC and are in line with the requirements of the Manual of Board of Engineers Malaysia.</p> <p>Continuous workshops and courses in relation to accreditation are organized by QAAC and EAC to help the academic staff in understanding and conforming to the</p>		
--	------------	---	--	--

		<p>requirements set by EAC.</p> <ol style="list-style-type: none">3. The requirements of Malaysian Qualification Agency (MQA)4. UTeM also offers programmes in the field of IT and management. Therefore, the University is also continuously making sure that all these programmes conform to the requirements of MQA. <p>During the visits by the Evaluation Panel, the University ensures that all the requirements set by the panel are fulfilled. These visits are planned and their requirements are always discussed prior to the visits so that the outcome of the evaluation is positive and</p>		
--	--	--	--	--

		smooth.		
9.1.3	Identify those responsible for continual quality improvement within the HEP and their qualifications and experiences.	<p>In the University, the responsibility for continuous improvement lies on the shoulders of all staff. The Centre of Quality and Accreditation (QAAC) was established in 2003 with the main purpose of ensuring the implementation of quality management system. QAAC is led by a Director. The current Director's experience as a consultant from NPC has helped in the development of the University quality system.</p> <p>The Quality Council which was established at the University level is also a committee which oversees the implementation of the University ISO Quality System. This council comprises members of the University top management.</p>		

		<p>At the faculty level, the Dean is responsible for ensuring that the quality is maintained and upgraded. The effective role of a faculty Dean can be seen through the development, monitoring, and upgrading of all academic programmes.</p> <p>In ensuring the quality of the academic programmes, the Senate plays an important role that is from the approval of the programmes to student graduation.</p>		
9.1.4	How does the unit or department dedicated to quality assurance support the HEP's attempt to ensure continuous quality improvement?	<p>Among the roles of QAAC in ensuring the continuous upgrading of quality in the University are:</p> <ol style="list-style-type: none"> 1. Implementing internal and external audit. <p>Audits a necessary mechanism which has to be implemented according to the requirements</p>	<p>Appendix I3</p> <ul style="list-style-type: none"> • Laporan Audit 	

		<p>set in MS ISO 9001:2000 procedures. The purpose of the audit is to ensure that the quality system works effectively.</p> <p>2. Customer satisfaction feedback. Each year, a survey on client satisfaction level is conducted in order to know the clients' perception on the services offered by the University. Through this survey, various improvements can be instituted so that an excellent level of service is offered to clients.</p> <p>3. Improvement on ISO procedures. Improvement of the ISO procedures is done from time to time to make sure that the procedures are relevant and conform to the current needs. Feedback from the Accreditation Visiting Panel is also used to</p>	Dalaman & Audit Luar	
--	--	--	-------------------------	--

		<p>improve the quality system.</p> <p>Review of Accreditation Document</p> <p>Document review is implemented through discussions and workshops, for example with the EAC representatives.</p>		
9.1.5	Describe how the HEP implements the recommendations for quality improvement and records the achievement.	<p>Various methods used by the University in its effort to further improve the quality system are as follows:</p> <p>Improvement of the quality system through corrective actions based on non conformance reports by internal and external auditors.</p> <p>Improvements are also made via information retrieved from the E-complaint system. Through this system all sorts of short comings are identified and corrected.</p>	<p>Appendix I1</p> <ul style="list-style-type: none"> • System e-Aduan 	

		At the faculty level, Improvements on the academic programmes are also made through comments from external examiners, visiting professors, and programme evaluation panel.		
9.1.6	Describe the link between the quality assurance processes and the achievement of the institutional goals.	The relationship between the quality assurance processes and achievement of the University's aims can be observed from the UTeM 2009-2010 Strategic Plan. Eight objectives have been set. Strategies and action plans have also been identified for implementation. The targets Key Performance Indicators (KPI) for the year 2010 have been set. This shows that continuous initiative is taken by the University to improve and upgrade the quality system as required in the quality assurance process.	Appendix I4 • UTeM 2009-2010 Strategic Plan Document	

	Enhanced Standards			
9.1.7	How prominent is the internal quality assurance unit in the organisational structure of the HEP?	<p>The Quality Assurance and Accreditation Centre (QAAC) which was previously known as Quality Assurance and Accreditation Division was established on 1 July 2003. In its early days, QAAD was put under the Chancellery and its main function was to ensure that UTeM achieved MS ISO 9001:2000 certification.</p> <p>As the Division expanded its functions, on 1 November 2004 QAAD was upgraded and the name was changed to Quality Assurance and Accreditation Centre (QAAC).</p> <p>QAAC's roles were expanded to a one stop centre in order to facilitate faculty matters relating to accreditation and recognition of academic programmes.</p>		

		<p>In addition, QAAC is also responsible for developing and monitoring the University's strategic plan which is set to align with the National Higher Learning Institution Action Plan (Pelan Tindakan Pengajian Tinggi Negara).</p> <p>To carry out its functions, the Centre is allocated a budget to conduct activities pertaining to quality in line with the plan of the University.</p>		
9.1.8	Describe the recent and projected activities undertaken by the HEP with the purpose to ensure that it remains responsive to changing environment and the spirit of continual quality improvement.	<p>In order to ensure that continuous quality is achieved by the University, several steps for improvement and changes have been taken:</p> <ol style="list-style-type: none"> 1. Improvement on Client Satisfaction and Teaching and Learning Evaluation Survey. <p>UTeM has transformed the evaluation survey</p>		

		<p>from a manual to a computerised system. This is to ensure that the evaluation results can be processed and distributed efficiently so that corrective actions can be quickly taken.</p> <p>2. Introduction of a Balance Scorecard System (BSC). Through BSC, measurement on the achievement of the plans set forth by the University can be easily monitored.</p> <p>3. 2009-2010 UTeM Strategic Plan and National Higher Learning Institution Action Plan (Pelan Tindakan Pengajian Tinggi Negara).</p> <p>The University has developed the 2009-2010 Strategic Plan which is aligned with the National Higher Learning Institution Action</p>		
--	--	--	--	--

		<p>Plan. This is to ensure that the Plans of the University are relevant and in line with the Ministry's vision.</p> <p>4. Information Sharing and awareness. Various workshops and seminars have been organised for the citizens of UTeM in order to ensure that information and knowledge sharing is carried out from time to time. Furthermore, the use of electronic gadgets in information sharing improves accessibility.</p>		
9.1.9	What are the attempts made by the HEP to have its internal quality assurance system accredited and recognised by a relevant, external and authoritative accreditation body?	<p>UTeM was awarded the MS ISO 9001:2000 Quality Management certificate on 4 February 2005 by SIRIM QAS International Ltd. Company. This certificate covers the scope "Design and Development of Education Programmes" and "Provision of Education at Undergraduate Level". This certification has been successfully maintained to this day. This</p>	<p>Appendix I5 Certificate MS ISO 9001:2000</p>	

		<p>proves that the requirements of the standards have been fulfilled. Based on the audit carried out on 14-15 January 2008, the certificate is valid till 3 February 2011.</p> <p>The certification of MS ISO 9001:2000 Quality Management System has had a positive effect on the institution as well as on the students' satisfaction level. A survey on clients' satisfaction level was conducted to find out the quality of service provided by the Bursary, Computer Centre, Library, Academic Services Division, and Academic Matters and Alumni Office. Special attention is given to address student satisfaction in relation to teaching and learning. Based on the survey, it is evident that students' satisfaction level remained stable from 2004 to 2008.</p>		
--	--	---	--	--

		<p>An advantage of this system is that it assists the faculties to fulfil the needs of the accreditation as described in the 2007 EAC Manual and then translated into the procedures of ISO 9000. Evidences from the procedures help the accreditation process of the engineering programmes.</p> <p>The 5S Programme at the Bursary is another activity implemented by the University. The 5S programme was officially launched at the Bursary on 28 September 2007.</p> <p>With the co-operation of all staff and support from the top management of UTeM , the Bursary was awarded the 5S certificate by the Malaysian Productivity Corporation (MPC) on 17 September 2008.</p>		
--	--	--	--	--