

AREA 9 : TOTAL CONTINUL QUALITY IMPROVEMENT

ISSUE	ACTION
<p>Strengths of the HEP in meeting its goals</p>	<ol style="list-style-type: none"> 1. UTeM is committed to quality for its programs and services since its establishment by ensuring the management and resources available to deliver the services. 2. The university has established Centre For quality Assurance and Accreditation responsible for the quality assurance system. The main functions are the implementation of MS ISO 9000 Quality Management System and the process of accreditation of engineering courses and recognition of IT courses by PSD. 3. Established Majlis Pengurusan Kualiti meets to review and plan internal quality assurance activities. 4. Currently the teaching and learning process for undergraduate programs are certified according to MS ISO 9001:2000 Quality Management System. 5. The University has established a system to capture and resolve complaints from customers electronically called the e-Aduan system.

ISSUE	ACTION
	<ol style="list-style-type: none"><li data-bbox="751 386 1688 412">6. Established system to survey student satisfaction on teaching and learning.<li data-bbox="751 521 1829 651">7. Established system to survey student and staff satisfaction for services provided by the university include Perpustakaan, Pendaftar, Bendahari, Pusat Komputer, Pejabat Pembangunan & Pengurusan Aset.<li data-bbox="751 760 1860 834">8. Monitoring Key Performance Indicator described in UTeM Strategic Plan utilizing Balance Scorecard Technique.<li data-bbox="751 943 1892 1073">9. University have PJKA as the institution Project Management Office (iPMO) which coordinate the implementation Pelan Tindakan Pengajian Tinggi Negara at the university level and the MOHE.<li data-bbox="751 1182 1892 1208">10. A best practice on 5S of Good Housekeeping Practices is implemented at Pejabat Bendahari.<li data-bbox="751 1317 1860 1398">11. Individual academic program offered accredited by specialized body and 100% programs accredited by BEM or Public Services Department.

ISSUE	ACTION
Areas of concern that need to be addressed	<ol style="list-style-type: none"> 1. Need to establish written policy and procedure on quality assurance for regular reviewing and updating to ensure continuous quality improvement. 2. Implement relevant best practices in University core business to enhance the effectiveness and efficiency of its operation. 3. The University currently relies on the external accreditation and recognition audit to assure the quality of its programs.
Strategies for maintaining and enhancing its strengths	<ol style="list-style-type: none"> 1. Continuously organize awareness activity such as briefing and talks for staff on quality assurance system. 2. Benchmark quality assurance system with other organization. 3. The university will conduct internal academic audit. Formation of audit team and them on the requirements based on existing quality standards such as COPA and EAC Manual. 4. Continuously evaluating quality improvement process by adopting and adapting best practices such as Balanced Scorecard, and ISO 14000.

ISSUE	ACTION
Steps that have been taken to address the problems areas	<ol style="list-style-type: none"><li data-bbox="751 386 1388 415">1. Documenting University quality assurance policy .<li data-bbox="751 492 1839 574">2. Expanding the scope of MS ISO 9001 certification to other core processes at the Pejabat Pendaftar, Perpustakaan, Pusat Pengajian Siswazah.