

# INTEGRATED QMS UPGRADE

## Training & Consultancy



Plan and implement the  
**NEW** ISO 9001:2015 QMS  
requirements in your organization

Prepare for  
**Re-certification**

## 1.1 DETAIL OF PROJECT (TRAINING TO COMMITTEE )

NO	TERMS	OBJECTIVES	DAYS
<b>1.</b>	<b>TRAINING</b>		<b>9</b>
1.1	ISO 9001/ OHSAS 18001:2007 /ISO 14001 STANDARD) (CLAUSE BY CLAUSE REQUIREMENTS)	a) To understand the principles of all standards. b) To understand the requirements of all clauses in all standards. c) To obtain an awareness of the all standards implementation and certification process	2
1.2	LEGAL AND OTHER REQUIREMENTS	a)To understand the principles of Malaysian, Health and Safety Legal and other requirements b) To identify the legal that is applicable to the company operation.	2
1.3	HAZARD IDENTIFICATION, RISK ASSESSMENT AND DETERMINING CONTROL /ENVIRONMENTAL ASPECTS	a)To understand the principles of Hazard Identification, Risk Assessment and Determining Control /Environmental Aspect b) To establish the assessment based on the company operation..	1
1.4	OBJECTIVE, TARGET AND PROGRAMME	a) To understand the principles of Objective , Target and Programme b) To establish the Objective , Target and Programme based on the company requirements.	1
1.5	INTERNAL AUDIT	a) Learn how to perform effective internal auditing b) Introduce process approach in internal auditing.	2
<b>2</b>	<b>CONSULTANCY</b>		<b>11</b>
2.1	GAP ANALYSIS	. Identify and analyse the current documents to suit with the standard applied	1
2.2	DOCUMENT PREPARATION AND REVIEWS	. Check, verify, review and, revise all of documents (Manual, procedures, work instruction, forms)	8
2.3	PRE-COMPLIANCE AUDIT	. Perform audit before the assessment from the Certification Body.	2
<b>3</b>	<b>TOTAL DAYS</b>		<b>20</b>

## 1.3 CONSULTATION SCOPE

### 1.3.1 Gap Analysis

- Evaluate the current status of legal compliance;
- Assess whether a Environmental and Occupational Safety and Health management system has been implemented and maintained;
- Identify and recommend measures of continuous improvements to enhance the standards of HSE in the organization according to ISO 9001, ISO 14001:2004 and OHSAS 18001:2007.

### 1.3.2 Documents (Establishment, Check, Verify and Review)

- . QHSE Manual.
- . QHSE Policy
- . Procedures required
- . Process related documents
- . Review of records.

### 1.3.3 Pre-Compliance audit

- . Carry out full ISO 9001/ OHSAS 18001 /ISO 14001 Pre-compliance audits (*before audit by Certification Body*)
- . Identify non-conformance and areas for improvement.
- . Present, explain and submit audit report.
- . Recommend necessary corrective action
- . Ensure implementation is in accordance with the documentation
- . Update & finalise documents

#### PLEASE NOTE:

- ◆ The number of trainers utilized for your project shall depend upon the intensity of involvement.
- ◆ Global Corporate Academy Sdn Bhd reserves the right to invoice the balance of payment upon the completion of the project, should the client achieve certification earlier than the time frame / schedule of payment as stipulated in the agreement.
- ◆ All incident expenses or out of pocket expenses such as verification of authenticity of the documents will be chargeable as per bill / claims basis.
- ◆ Validity of the proposal: 3 months
- ◆ This proposal is applicable only provided the client has a valid ISO certification in Malaysia.

## 2.0 PAYMENT, TERMS AND CONDITIONS

### Project fee - RM38000

The following term and conditions apply to the Consultancy and Training assignments QHSE Management System certification:

- i) The fees quoted are **inclusive** of expenses incurred such as tax, training material and etc. However, in case of outstation training, 2 trainers' travel and lodging expenses shall be added to the fees.
- ii)
  - a) First payment shall be made upon signing of the agreement (40%).
  - b) Second Payment - After completion of manual and procedures (30%)
  - c) Third Payment - After Conduct Internal Audit Training (20%)
  - d) Final Payment - After closing of finding by Certification Body (10%)
- iii) Progress payment is to be made within 15 days of the invoice date.
- iv) The validity of the fees quoted in the proposal is 90 days.
- v) We shall not disclose any confidential information concerning the organization or business during conducting the assignment.
- vi) Any additional training day more than 3 days may require a formal agreement from the company before commencing work.
- vii) The agreement shall be revised if the project discontinues for more than 6 months due to the client company reasons such as stopped operation, lack of resources etc.

## 3.0 PROJECT GUARANTEES

### 3.1 ADEQUACY / COMPLIANCE AUDIT

We shall undertake to provide assistance of any corrective actions necessary following any major deficiencies identified during Compliance Audit, if the deficiencies are justifiable attributable to the advice or guidance given by the consultant during the project and we will support your organization on how to closed the non-conformances given without additional cost.

### 3.2 CONDITION OF GUARANTEES

The guarantees are subject to the following conditions:

- i) The customers' management gives visible commitment and support to the project.
- ii) The customers management provides adequate resources necessary to complete tasks and recommendations defined by the consultant (specifically during document development)
- iii) The customer's management takes responsibility for ensuring their personnel at all levels comply fully with agreed systems and procedures during third and fourth stage.
- iv) Both parties (the client and training provider) agree to report any problems or concerns to respective management representatives as soon as possible following identification.

## 4.0 LONG TERM SUPPORT

Our responsibilities do not end once your company is certified. We still encourage the client to work with us for any development in the future.

---

### Quality Input Resources Sdn Bhd

Page 4

No. 717, Block A3, Leisure Commerce Square, Jalan PJS 8/9, Bandar Sunway, 46150, Petaling Jaya, Selangor, Malaysia.

Tel: 603-41314831 M: +60123278240 shahrukh@contactskills.com www.contactskills.com

## CONSULTANT - 1 (SUHAIMI JUSOH)

- **Lead Auditor IRCA - ISO 9001, ISO 14001 & OHSAS 18001**
- Third Party Lead Auditor;-
  - i) Bureau Veritas Certification (BVC),
  - ii) URS Certification (M) Sdn Bhd,
  - iii) NIOSH Certification (M) Sdn Bhd (NCSB) and
- **Consultant and Trainer for**
  - i) ISO 9001 - Quality Management System
  - ii) ISO 14001 - Environmental Management System, and
  - iii) OHSAS 18001 - Occupational Health and Safety Assessment Series
- **Education**

Bac. (Environmental Science) UPM
- **2003 - NOW**
- He has more than 10 years consultancy and training experience on guiding more than 100 organizations towards establishment and implementation on the Quality Management System (ISO 9001), Environmental Management System (ISO 14001) and Occupational Health and Safety Assessment Series (OHSAS 18001) that consists electronic, service, chemical etc. for local Malaysian company as well as Multi National company including construction and oil and gas area e.g. Saipem , Muhibbah Engineering etc. Instead of doing training on the management system, he also can offer training related to EHS legislation including chemical management and waste handling. At the same time still work as contract auditor with few certification body as mentioned above.
- **1998 - 2003 (Bureau Veritas Certification - Lead Auditor for ISO 9001, ISO14001 & OHSAS 18001)**
- For this period, his main task was auditing of Quality Management System (ISO 9001), Environmental Management System (ISO 14001) and Occupational Health and Safety Assessment Series (OHSAS 18001) with the International Certification Body (BVQI/BVC). He has more than 1000 man-days auditing for ISO 9001, OHSAS 18001 and EMS ISO 14001. He also works as OHSAS Regional Auditor that cover Thailand, Vietnam, Philippines, Indonesia and Singapore for auditing on Occupational Health and Safety Management System (OHSAS 18001: 1999) and SCC 2000 (Safety Sub-Contractor Checklist).
- **1993-1998 (Canon Opto, Hitachi Electronic, SKF Bearing)**
- He is a qualified Safety and Health personnel with Certificate in Occupational Safety and Health from NIOSH in 1997 that familiar with Environment and Safety related Laws and Regulation e.g. Occupational Safety and Health Act, 1994 (OSHA, 1994), Environmental Quality Act, 1974 (EQA, 1974), and Factory and Machinery Act, 1967 (FMA, 1967).
- During his 5 years working period in manufacturing including chemical engineering as well as Occupational Safety and Health and establishment of Environmental Management System (EMS ISO 14001:1996) that include preparation of documentation, implementation of the system and training of the staff.
- He was graduated from University Putra Malaysia in Bachelor of Environmental Science.

## CONSULTANT - 2 (Mohd Sofi Bin Abdul Wahab)



### EDUCATIONAL BACKGROUND :

1993 – Degree in Industrial Technology (Hons), majoring in Polymer Technology from University Science of Malaysia (USM)

### CAREER BACKGROUND

2011 - Present – Principal Consultant for MoveACT Academy

- AS EN 9100/ISO TS 16949/ISO 9001 QMS & Process Improvement.

April 2010 – June 2011 – Quality Manager (Head of Department) for CTRM Aero Composites Sdn Bhd

June 2001 – April 2010 - Head of QMS Section for CTRM Aero Composites Sdn Bhd

Jan 2000 – June 2001 – Deputy QA Manager for IQM Sdn Bhd

Oct 1997 – Jan 2000 – Supplier Quality Engineer for Delphi Packard Electric (M) Sdn Bhd

June 1993 – Oct 1997 – Part Quality Assurance Engineer at Sony (M) Sdn Bhd

### PROFESSIONAL QUALIFICATION/RECOGNITION

Passed Lead Auditor/Assessor by IATCA/IRCA conducted by BVQI International

Recognized AS EN 9100 Consultant/Trainer by DQS International (M) Sdn Bhd

Approved Lead Auditor by CTRM Aero Composites Sdn Bhd

Certified Internal Trainer for AS/EN 9100, NADCAP, Process Improvement Tools and etc by CTRM Aero Composites Sdn Bhd

Certified Unit Trust Consultant by FMUTM

### EXPERIENCES

Total working experience – 20 years Quality field - work as Quality Manager(Head of Quality Department) cum Lead Internal Auditor, Deputy QA Manager, Quality Senior Engineer, Supplier Quality Engineer and Process Engineer mostly in Aerospace, Automotive and Electronics Industries.

### MANAGERIAL EXPERIENCES

#### CTRM Aero Composites Sdn Bhd

- As a Quality Manager (Head of Quality Department) supervised -5 Head of Section and 25 Engineers.
- Act as AS EN 9100 Management Representative (MR)
- Lead Internal Auditor team to assess on CTRM Aero Composites QMS implementation and Continuous improvement
- Lead on problem solving, failure analysis, KPI achievement, Lean and etc.
- Involved in setting up company KPI
- Liaise with customer on complaint, FAI and others
- Assist Top Management on yearly Management Review
- Setting/proposed Department KPI to Top Management
- Risk Management Working Committee
- Lead Quality Department on day to day activities regarding quality matters

#### IQM Sdn Bhd

- As a Head of QMS - supervised 5 Engineers.
- Act as ISO/TS 16949 and ISO 9001 Management Representative
- Lead Quality team on QMS and Improving Product Quality
- Involved in setting up company KPI
- Liaise with customer on complaint, APQP, PPAP and others
- Assist Top Management on yearly Management Review
- Lead a group of auditors on Internal Audit activities

---

### Quality Input Resources Sdn Bhd

No. 717, Block A3, Leisure Commerce Square, Jalan PJS 8/9, Bandar Sunway, 46150, Petaling Jaya, Selangor, Malaysia.

Tel: 603-41314831 M: +60123278240 shahrukh@contactskills.com www.contactskills.com

- Lead QMS team on day to day activities regarding QMS matters

## **ACHIEVEMENT**

### **Consultant for AS EN 9100/ISO TS 16949/ISO 9001 certification**

Sapura Thales Engineering Sdn Bhd - AS 9100 Rev C - In progress  
 Selia- Tek Sdn Bhd - AS 9100 Rev C - In progress  
 STT Engineering Sdn Bhd - Certified to ISO 9001:2008 - 2016  
 Elemac Precision Sdn Bhd - AS EN 9100 Rev C - In progress  
 Contraves Advance Devices Sdn Bhd – Certified to AS EN 9100 Rev C - 2013  
 CTRM Aero Composites Sdn Bhd – Certified to AS EN 9100 Rev - 2012  
 Hampshire Sdn Bhd – Certified to AS EN 9100 Rev B – 2010  
 Kiswire Sdn Bhd – Certified to ISO TS 16949 – 2011  
 Vantage Technology Sdn Bhd – Certified to ISO 9001 – 2009  
 Marcon Sdn Bhd – Certified to ISO 9001 – 2009  
 Privilege Precision Sdn Bhd – Certified to ISO 9001 – 2008  
 CTRM Aero Composites Sdn Bhd – Certified to AS EN 9100 Rev B – 2003  
 Permintex Sdn Bhd – Assist on Documentation upgrading – QS 9000 – 2003  
 PMBD Sdn Bhd – Assist on Documentation upgrading – QS 9000 – 2002  
 RAB Sdn Bhd - Assist on Documentation upgrading – ISO 9001 – 2002

### **Trainer/Auditor**

King Abdul Aziz City of Science & Technology - Saudi Arabia  
 Siam Aviation – Thailand  
 Aeroworks Ltd - Thailand  
 Tentera Udara Diraja Malaysia (TUDM) – Bahagian Kejuruteraan  
 CTRM Aero Composites Sdn. Bhd.- Melaka  
 Nur Fajar Gemilang Sdn Bhd - Melaka  
 Petronas Penapisan (Melaka) Sdn. Bhd.  
 Permintex Industries Sdn. Bhd. – Kedah.  
 PMBD Corporation Sdn. Bhd. – Perak.  
 Vantage Technology Sdn Bhd – Melaka  
 RAB Engineering Sdn Bhd - Perak.  
 Privilege Precision Sdn Bhd - Melaka.  
 Univac (Singapore) Ltd.  
 UFE (Singapore) Pte Ltd.  
 Jati Yakin Sdn Bhd - Penang  
 Tongkah Precision Sdn Bhd - Penang  
 Pensanko Packages (M) SDn. Bhd. - Perak  
 CTRM Aviation Sdn Bhd. – Melaka

### **Lead CTRM Aero Composites Sdn Bhd on :**

1. Working Committee for ISO 14001 certification – 2010
2. AS EN 9100 Rev C upgrading - 2012
3. NADCAP Chemical Processing certification – 2006
4. NADCAP Composites Process certification – 2004
5. AS EN 9100 Rev B certification – 2003
6. ISO 9001:2000 certification – 2003
7. ISO 9002:1994 certification – 2001
8. Getting Customer Approval – AUK, Boeing, Spirit, BAesystems, Goodrich, Westland, Eurocopter, KAL, SONACA etc.

### **Lead IQM Sdn Bhd on :**

---

## **Quality Input Resources Sdn Bhd**

No. 717, Block A3, Leisure Commerce Square, Jalan PJS 8/9, Bandar Sunway, 46150, Petaling Jaya, Selangor, Malaysia.  
 Tel: 603-41314831 M: +60123278240 shahrukh@contactskills.com www.contactskills.com

1. ISO/TS 16949 certification – 2000.
2. Getting customer approval (Proton, Perodua etc) – 2000

**TRAINING ATTENDED**

1. IRCA/IATCA Certified Lead Auditor/Assessor Training - 2005
2. Lean Manufacturing Practice Training - 2010
3. ISO 14001 Internal Audit Training - 2009
4. ISO 14001 EMS clause by clause training – 2009
5. Aspect Impact Training – 2009
6. Train The Trainer – 2009
7. GD & T Training – 1997 & 2005
8. Measurement System Analysis – 2000
9. Advance Product Quality Planning (APQP) – 2000
10. SPC – 2000
11. FMEA – 2000
12. QMS ISO/TS 16949 Assessment - 2000
13. AS EN 9100 rev C clause by clause – 2009
14. 5S Training – 2009
15. NADCAP Composites and Chemical Processing Training – 2009
16. Product/Process Audit Training - 2007
17. Aerospace FAI Training - 2006
18. Airbus 8D Problem Solving Techniques - 2006
19. Certified CTRM Lean Manufacturing Training – 2005
20. AS EN 9100 QMS Awareness Training – 2004
21. AS EN 9100 Internal Auditing Training – 2004
22. Airbus Digest Training – 2004
23. ISO 9001:2000 QMS Training – 2002
24. ISO 9001:2000 Internal Audit Training – 2002
25. Statistical Process Control – 2002
26. Supplier Development and Monitoring Training – 2001
27. Supply Chain Management Training – 2001
28. ISO/TS 16949 QMS Training – 2001
29. ISO/TS 16949 Quality System Assessment – 2001
30. QS 9000 Internal Audit Training – 2001
31. QS 9000 QMS Training – 2001
32. QS 9000 – PPAP, FMEA, APQP, GR&R, SPC, QSA Training – 1999
33. Delphi Lean Manufacturing System Training – 1998
34. Delphi Supplier Development Training Program – 1998