

ISO 9001: 2015 INTERNAL AUDIT EXERCISE

(Date : 22/9/2021 and 23/9/2021)

1. **Overall Audit Objectives** :
 - a) To determine the continued compliance of the Centre of Studies to the quality management system of the ISO 9001 standard;
 - b) To determine whether the management system is effectively implemented and maintained;
 - c) To identify further areas of improvement of the management system, as applicable;
 - d) To verify the effective implementation of corrective actions arising from the findings of the previous audit;
 - e) To document findings in preparation for Management Review and the Surveillance Audit by SIRIM QAS.

2. **Date of audit** : 22/9/2021 (Wednesday) and 23/9/2021 (Thursday)

3. **Site of audit** : Kulliyah of Medicine (Remote audit)

4. **Scope of certification:**
 - a) *Overall University's Scope:*
 - Design and Development of Education Programmes
 - Provision of Education Services at Foundation, Undergraduate and Postgraduate Levels
 - Management of Research and Publication Activities
 - Management of Student Development
 - Provision of Corporate Services

5. **Audit Criteria** :
 - a) ISO 9001: 2015
 - b) The University's quality system documentation

6. **Audit team** :
 - a) Dr. Fiona How Ni Foong (Team leader)
 - b) Br. Hasrul Afizan Mohd Din
 - c) Sr. Asmawati Binti Che Ismail
 - d) Sr. Zaililah Binti Md Tahir

7. **Methodology of audit**
 - a) Review of documentation and records
 - b) Observation of processes and activities
 - c) Interview with personnel responsible for the audited area.
 - d) Virtual tour/ recorded video for the audited area.

8. Confidentiality requirements :

The members of the audit team undertake not to disclose any confidential information obtained during the audit including information contained in the final report to any third party, without the express approval of the respective K/C/D/I unless required by law.

9. Working Language :

English and Bahasa Melayu

10. Reporting :

- i) Language : English / Bahasa Melayu
- ii) Format : Verbal and written
- iii) Expected date of issue : After closing meeting

11. Facilities and assistance required :

- i) Online platform for each auditor
- ii) A representative appointed by the K/C/D/I, acting as a guide to assist the audit team.

12. Details of Audit Plan : Next page

13. Additional Information:

- a) Finalised audit finding NCR – To key in QIAMS within a week after the audit
- b) KCDIO to respond with evidence within two (2) weeks

AUDIT PROGRAMME/TIMETABLE

Time	Agenda / Procedures	Auditor
Day 1 (22/9/2021) 9.00 am	Opening Meeting Briefing on QMS implementation and continual improvement	All Auditors & Auditees
Day 1 10:00 a.m. – 1:00 p.m. 2:00 p.m. – 4:00 p.m	Strategic Planning Context of Organization Risks and Mitigation Plans Quality Objectives/BSC with analysis and action plan Audit Findings from previous audits, MRM (CoS Level) Work environment and infrastructure (including maintenance)	Br, Hasrul Afizan Sr. Zaililah Binti Md Tahir (morning session)
	Staff training/competency Finance and purchasing processes Customer feedback, SFS, Tracer's Study (All Sem for 2020/2021) with analysis and action plan External services (eg part time, supplier)	Sr. Asmawati Sr. Zaililah Binti Md Tahir (afternoon session)
Day 1 10:00 a.m. – 1:00 p.m. 2:00 p.m. – 4:00 p.m	Teaching and Training Related Processes Undergraduate Postgraduate - <i>ERTL (Sem 2 2019/2020)</i> - <i>Work Instruction-Conduct of examination</i>	Dr. Fiona
Day 2 (23/9/2021) 9:00 a.m. – 11:00 p.m.	Research and Publication related process <i>All SOPs are available in KCA Website</i>	Dr. Fiona
11:00 a.m. – 1:00 p.m 2:00 p.m. – 3:30 p.m	Preparation of audit reports	Sr. Zaililah Binti Md Tahir (morning session)
Day 2 9:00 a.m. – 11:00 a.m. 11:00 a.m. – 1:00 p.m 2:00 p.m. – 3:30 p.m	Virtual visit/ recorded video in designated location Preparation of audit reports	Br. Hasrul Afizan Sr. Asmawati
Day 2 3:30 p.m.	Closing Meeting	All Auditors & Auditees