EVENT MANAGEMENT

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1. OBJECTIVE

The purpose of this document is to ensure that the event management is handled and managed efficiently to meet customer's satisfaction.

2. SCOPE

The procedure covers the following activities:

2,1) Handling University event for :
1. Iftar
2. Shawwal Gathering
3. Launching of Merdeka Month Celebration
4. Al Liqa Al Jamaies

2.2) Assist on event management for K/C/D/I/O and external

3. DEFINITION/ABBREVIATION

3.1	DMR	: Deputy Management Representative
3.2	AO	: Administration Officer
3.3	DD	: Deputy Director
3.4	AA	: Administrative Assistant
3.5	OCAP	: Office for Communication, Advocacy and Promotion
3.6	K/C/D/I	: Kulliyyah / Centre / Division / Institute

4. REFERENCES

1. IIUM Event Management Guidelines (e-book)
2. Malaysian Protocol

5. RESPONSIBILITY AND DETAILED PROCEDURE

RESPONSIBILITY	DETAILED PROCEDURE		RISKS
	5.1	**ASSIST ON EVENT MANAGEMENT FOR K/C/D/I/O AND EXTERNAL**	
DMR / D / AO / DD / AA	5.1.1	Receive information on event to be organized or request from external agencies.	
DMR / AO	5.1.2	Involve in coordination meeting (if any)	
AO / DD / AA	5.1.3	Advise the organiser on the following: 1) Invitation (VIP from IIUM only) 2) Reception 3) Protocol (seating arrangement and salutation for VIP) 4) Others	Receive complaint (Management / staff / end user) - customer not happy
DMR / D / AO / DD / AA	5.1.4	Participate in the dry run or rehearsal. (if any)	
AA	5.1.5	Record all documents in the relevant files.	

5. RESPONSIBILITY AND DETAILED PROCEDURE

RESPONSIBILITY	DETAILED PROCEDURE		RISKS
	5.2.	**HANDLING UNIVERSITY EVENTS FOR :** 1. Iftar 2. Shawwal Gathering 3. Launching of Merdeka Month Celebration 4. Al Liqa Al Jamaies	
D / AO	5.2.1.	Call for Event Meeting	
AO	5.2.2.	Prepare working paper event.	
AO	5.2.3.	Prepare administrative program.	
DMR	5.2.4.	Identify and proposed Guest of Honor to the University authority.	
AA	5.2.5.	Send out invitations to the guest.	Running of the event (opening / closing / etc.) failed
AA	5.2.6.	Follow up on the RSVP and prepare a master list of the attendance.	
AO	5.2.7.	Conduct briefing for sub Committee Members (Iftar & Shawwal Gathering only)	
DMR / AO / DD / AA	5.2.8.	Conduct dry run or rehearsal.	
AO / DD / AA	5.2.9.	Prepare seating arrangement for VIP and salutation for the Master of Ceremony	
DMR / AO	5.2.10.	Call for a post-mortem meeting (if necessary)	
AA	5.2.11.	Record all documents in the relevant files.	

6. QUALITY RECORDS

NO	RECORDS	LOCATION	DURATION	RESPONSIBILITY
1	Request/Appointment letter	Filing Cabinet	2 years	AA
2	List of Invitees	Filing Cabinet	2 years	AA
3	Programme	Filing Cabinet	2 years	AA
4.	List of Committee Members	Filing Cabinet	2 years	AA
5.	Minutes of Meetings	Filing Cabinet	2 years	AA

FLOW CHART ASSIST ON EVENT MANAGEMENT FOR K/C/D/I/O AND EXTERNAL

Start

Receive information on event to be organized or request from external agencies.

Involve in coordination meeting (if any)

Advise the organiser on the following:
1) Invitation (VIP from IIUM only)
2) Reception
3) Protocol (seating arrangement and salutation for VIP)
4) Others

Advise on the flow of activities

Participate in the dry run or rehearsal. (if any)

Assist and advise on seating arrangement and salutation for VIP invitations

Record all documents in the relevant files.

End

FLOW CHART HANDLING UNIVERSITY EVENTS FOR :
1. **Iftar**
2. **Shawwal Gathering**
3. **Launching of Merdeka Month Celebration**
4. **Al Liqa Al Jamaies**

Start

Call for Event Meeting

Prepare working paper event

Prepare administrative program.

Identify and proposed Guest of Honor to the University authority.

Send out invitations to the guests.

Follow up on the RSVP and prepare a master list of the attendance.

Conduct briefing session for sub Committee Members
(Iftar & Shawwal Gathering only)

Conduct dry run or rehearsal.

Prepare seating arrangement for VIP
and salutation for the Master of Ceremony

Call for a post-mortem meeting if necessary

Record all documents in the relevant files.

End