Achievement

# MS ISO 9001:2015 certification improve UMP holistic graduates competitiveness

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PEKAN, 7 October 2022 – Universiti Malaysia Pahang (UMP) is moving towards MS ISO 9001:2015 certification in an effort to produce holistic graduates in line with the university's aspiration to become the leading technology university.

Through the development of MS ISO 9001:2015, comprehensive process management involving quality from various aspects such as academic programmes, graduates, services offered, research and publication can be achieved according to quality standards.

According to the Vice-Chancellor of UMP, Professor Dato' Ts. Dr. Yuserrie Zainuddin, the scope of MS ISO 9001:2015 is for the Development and Academic Management of the Bachelor's Degree Programmes which will be led by the Academic & International Affairs Department (JHEAA).

"Other Responsibility Centres (PTJs) will also be involved in implementing support activities for this selected scope.

"In order to obtain certification, a series of courses and Workshops on Introduction and Awareness to Quality Management System (QMS) following the requirements of MS ISO 9001:2015 will be implemented," he said.

He also called for all parties to give their holistic commitment and involvement in obtaining the MS ISO 9001:2015 certification.



He said this effort would help the organisation meet the needs of its customers.

“This will result in better product, customer service and customer satisfaction.

“With the proper implementation of the system, the organisation will become more efficient and productive while reducing errors and re-do as well as reducing operating costs, time and resource utilisation.

“The system also promotes continuous improvements that will enhance the competitiveness of the organisation in related aspects to be more successful,” he said.

Other than that, the system will also look at human resource needs that will increase the commitment and morale of the staff.

Also present were the Director of the Institute of Quality Management, Universiti Utara Malaysia (UUM), Associate Professor Dr. Haniff Jedin and Professor Dr. Rushaimi Zein Yusoff as the Training Operator for Total Quality Practice Programme Towards MS ISO 9001:2015 Recognition.

Also present were the Deputy Vice-Chancellor (Academic & International), Professor Ts. Dr. Mohd Rosli Hainin and Director of the Centre for Corporate and Quality Affairs (PHKK), Professor Dr. Chong Kwok Feng.

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