General

UMPSA achieves MS ISO 9001:2015 Certification, Demonstrating Excellence in Governance

Mon, 12/23/2024 - 12:50

KUANTAN, 18 December 2024 – Universiti Malaysia Pahang Al-Sultan Abdullah (UMPSA) has successfully attained the MS ISO 9001:2015 certification, further proving the university's excellence in governance and the delivery of high-quality public services.

The MS ISO 9001:2015 Certification and Appreciation Ceremony was held at the Grand Darul Makmur Hotel and was officiated by the Director of SIRIM QAS Pahang, Mazlina Manshor, representing the Chief Executive Officer of SIRIM QAS International Sdn. Bhd., Hajah Nur Fadhilah Muhammad.

The certificate was handed over to UMPSA, represented by the Deputy Vice-Chancellor (Academic and International Affairs), Professor Dato' Ir. Dr Ahmad Ziad Sulaiman.



In her speech, Mazlina Manshor, reading the text on behalf of Hajah Nur Fadhilah Muhammad, congratulated UMPSA on this achievement.

"The audit conducted by the SIRIM QAS Team from 11 to 13 September 2024 recorded impressive

results with no findings of nonconformance reports (NCR).

“SIRIM QAS International is also proud to be a strategic partner of UMPSA in strengthening the quality management system and advancing education development in the country.

“We hope this achievement will inspire everyone to move forward and lead in Malaysia’s higher education sector,” she said.

According to Professor Dato’ Ir. Dr Ahmad Ziad, this certification reflects UMPSA’s commitment to ensuring exemplary governance, further cementing its position as a high-quality higher education institution.

“This certification covers the scope of ‘Development and Academic Management of Bachelor’s Degree Programmes and Related Support Services’, placing UMPSA alongside other public universities (UA) in Malaysia that adhere to this standard.

“The MS ISO 9001:2015 Quality Management System also contributes to the smooth governance of responsibility centres (PTJ) and ensures that documents related to teaching and learning (T&L) are systematically maintained for accreditation purposes by bodies such as MQA, EAC, ETAC, and MBOT.

“Additionally, this system supports the implementation of the UMPSA25 Strategic Plan, particularly through the alignment of academic and administrative workflows,” he said.

He added that this achievement would not have been possible without the cooperation of all parties, including PTJ Management Members, PTJ Quality Assurance Coordinators, Procedure Owners, Internal Auditors, and the MS ISO 9001:2015 Secretariat.

“The MS ISO 9001:2015 Certification is a critical international standard in strengthening UMPSA’s quality management system.

“SIRIM QAS International will conduct annual surveillance audits to ensure this certification is maintained.

“It is hoped that all stakeholders will consistently support the sustainability of this certification,” he said.

On behalf of the university’s top management, he also extended appreciation to the Quality Assurance Division (BJK) and the Centre for Strategic & Quality Management (PPSK) for organising the ceremony.

Also present at the event were the Deputy Director of the Centre for Quality Management and Accreditation, UUM, Associate Professor Dr Ku Maisurah Ku Bahador, the Senior Director of PPSK, Associate Professor Ts. Dr Herma Dina Setiabudi, and other key university officials.

By: Nor Salwana Mohammad Idris, Centre for Corporate Communications

Translation by: Dr. Rozaimi Abu Samah, Faculty of Chemical and Process Engineering Technology

- 123 views

View PDF