General

UMPSA continues to excel in MS ISO 9001:2015 Quality Management System (QMS) Surveillance Audit by SIRIM QAS International

Thu, 10/16/2025 - 14:58

PEKAN, 26 September 2025 – Universiti Malaysia Pahang Al-Sultan Abdullah (UMPSA) has completed the MS ISO 9001:2015 Surveillance Audit conducted by SIRIM QAS International recently.

The audit session took place smoothly over three days, starting on 24 September, with the opening meeting chaired by UMPSA Vice-Chancellor, Professor Dr. Yatimah Alias.

The meeting was also attended by UMPSA's top management, deans, and heads of responsibility centres.

MS ISO 9001:2015 is an international standard that specifies the requirements for a quality management system (QMS) within an organisation.

The QMS Surveillance Audit conducted this year is in line with UMPSA's achievement in 2024, when the university obtained the MS ISO 9001:2015 certification (Certificate No.: QMS 04126).

The three-day audit was conducted by two auditors from SIRIM QAS International, led by Hajah Hanida Ghazali and assisted by Jamilah Husain.

Meanwhile, audit coordination was carried out by the Senior Director of Quality Management, Centre for Strategic & Quality Management, UMPSA, Professor Ir. Dr. Norazwina Zainol.

A total of three responsibility centres and two faculties were involved in this surveillance audit, namely the Centre for Strategic & Quality Management (PPSK), the Treasury Department, the Centre for Corporate Communications (PKK), the Academic Accreditation Centre, the Faculty of Electrical and Electronic Engineering Technology (FTKEE), and the Centre for Mathematical Sciences (PSM).



In her opening speech, Professor Dr. Yatimah said that UMPSA’s success in obtaining the MS ISO 9001:2015 certification demonstrates the university’s excellent governance and high-quality public service delivery.

“UMPSA has successfully obtained the MS ISO 9001:2015 certification.

“This achievement demonstrates the university’s excellent governance and high-quality public service delivery.

“Therefore, the surveillance audit process is vital to ensure compliance with standards, performance monitoring, control and management review, process effectiveness, as well as the achievement of organisational objectives,” she said.

To ensure UMPSA’s Quality Management System (QMS) remains aligned with the Eco-Campus direction, the Risk Management Centre has developed a climate and weather change risk register that has been integrated into UMPSA’s risk dashboard.

This surveillance audit was concluded on 26 September 2025, at 3:00 p.m., chaired by the Assistant Vice-Chancellor (Strategic and Corporate), Professor Ts. Dr. Kamal bin Yusoh.

He also appreciated the continued commitment of all parties involved in upholding efficient, systematic, and transparent governance practices, thereby preserving the culture of quality as a solid foundation for UMPSA’s progress and competitiveness on the global stage.

The auditors also praised the spirit of cooperation, good rapport, and commitment demonstrated by all UMPSA staff directly involved in this surveillance audit session.

They were highly gratified with all the evidence and documents provided by the parties involved, to the extent that UMPSA did not receive any Non-Conformance Report (NCR).

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