



Quality Management System
MS ISO 9001:2015

QUALITY MANUAL

Ref Num	AIMST-QM-RMC-01
Effective Date	July 2018
Revision	00
Page Number	Page 1 of 42

QUALITY MANUAL

Prepared by	Reviewed by
STEERING COMMITTEE	MANAGEMENT REPRESENTATIVE
Approved by	
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Quality Management System
MS ISO 9001:2015

QUALITY MANUAL

Ref Num	AIMST-QM-RMC-01
Effective Date	July 2018
Revision	00
Page Number	Page 2 of 42

REVISION HISTORY			
Rev. No	Rev. Date	Summary of Changes	Author

UNCONTROLLED DOCUMENT

	Quality Management System MS ISO 9001:2015	
	QUALITY MANUAL	
	Ref Num	AIMST-QM-RMC-01
	Effective Date	July 2018
	Revision	00
Page Number	Page 3 of 42	

1.0 Foreword


1.1 Introduction

This Quality Manual is based on the requirements of the MS ISO 9001:2015 documentation. This Quality Manual contains Organization Information, Quality Policy and Quality Objective aiming to enhance customer satisfaction through the effective application of the system, including processes for improvement of the system and the assurance of conformity to customer and applicable statutory and regulatory requirements.

1.2 Objective

This Quality Manual is intended to:

- a) To describe general information about Research Management Centre, AIMST University (which is hereinafter referred to as RMC, AIMST University).
- b) To explain in brief the MS ISO 9001:2015 Quality Management System implemented in the RMC, AIMST University.
- c) Outline the quality assurance principles for each activity related to the provision of grant management that are implemented in meeting the requirements of MS ISO 9001: 2015
- d) To explain about the limitation in fulfilling MS ISO 9001: 2015 requirements.
- e) To be a source of information and as measurement point about quality systems if required by internal or external parties (example; MQA, EAC, etc).

	Quality Management System MS ISO 9001:2015	
	QUALITY MANUAL	
	Ref Num	AIMST-QM-RMC-01
	Effective Date	July 2018
	Revision	00
Page Number	Page 4 of 42	

2.0 AIMST University

2.1 History


Asian Institute of Medical, Science and Technology (AIMST University) is a not-for-profit private university in Malaysia. It was established under the Maju Institute of Education Development (MIED), a not-for-profit organisation. The university was built by Malaysian Indian Congress (MIC) to provide tertiary education, particularly to Malaysian Indian students in the medical, science and engineering fields and business management. AIMST University is registered with the Ministry of Higher Education, Malaysia, as a tertiary educational institute under Sections 38 and 39 of Malaysia's Private Higher Educational Institutions Act of 1996. It formally began its operations on 30 October 2001.

2.2 Vision & Mission

Imbued with the vision of its founders, AIMST aims to be a premier private sector university in the country and region catering to the needs of local and international students in providing quality technical education at an affordable price.


2.2.1 Vision

- a) To be a world-class university, achieving excellence in teaching and research, and engaged in the service of society in promoting lifelong education.

	Quality Management System MS ISO 9001:2015	
	QUALITY MANUAL	
	Ref Num	AIMST-QM-RMC-01
	Effective Date	July 2018
	Revision	00
Page Number	Page 5 of 42	

2.2.2 Mission

- a) To be a premier university in the country and region for the study of medicine and other health sciences, engineering, computer technology, applied sciences, business and accountancy.
- b) To offer high quality accredited undergraduate and postgraduate programmes at the cutting-edge of technology at an affordable price designed to meet individual, community and national manpower needs in line with the national educational philosophy.
- c) To maintain high academic standards and teaching quality that promotes the analytical thinking and independent judgments necessary to function responsibly in a democratic and increasingly global society.
- d) To be a centre of excellence for research and innovation in frontier disciplinary and interdisciplinary areas of science and technology of relevance to the country and region.

	Quality Management System MS ISO 9001:2015	
	QUALITY MANUAL	
	Ref Num	AIMST-QM-RMC-01
	Effective Date	July 2018
	Revision	00
Page Number	Page 6 of 42	

3.0 Research Management Centre, AIMST University

3.1 History

The Research Management Centre (RMC) of AIMST University was formerly known as Research and Development Office (RDO). The RDO began its operation in 2008 with an aim of guiding staff with interest in research to obtain internal and external grants to fund their research activities. In line with the active role played by the RDO as a center for research resource and dissemination, RDO has been re-branded as Research Management Centre in the year 2015.


3.2 Vision & Mission

3.2.1 Vision

- a) To develop excellent research, to achieve visibility and recognition at an international level within the research area and to provide efficient and quality service to the researchers in the university.

3.2.2 Mission

- a) To generate knowledge and its transmission to society, through the development of research lines aimed at improving its competitive position in different areas.
- b) To cultivate and motivate researchers to perform world class research by consistently providing quality and improved service.
- c) To promote shared responsibility, the ethical conduct of research, and compliance, enhances researchers' abilities to obtain and manage grants and support strong infrastructure for interdisciplinary research.


	Quality Management System MS ISO 9001:2015	
	QUALITY MANUAL	
	Ref Num	AIMST-QM-RMC-01
	Effective Date	July 2018
	Revision	00
Page Number	Page 7 of 42	

3.3 Quality Policy & Quality Objective

The Quality Policy and Quality Objectives of RMC, AIMST University is documented in the Quality Policy and Quality Objectives (Appendix A) of RMC, AIMST University.

It is placed at the strategic locations in the campus for the reference of staff.

UNCONTROLLED DOCUMENT

	Quality Management System MS ISO 9001:2015	
	QUALITY MANUAL	
	Ref Num	AIMST-QM-RMC-01
	Effective Date	July 2018
	Revision	00
Page Number	Page 8 of 42	

4.0 Context of the organization

4.1 Understanding the organization and its context


RMC, AIMST University has determined external issues ([Appendix B](#)) based on:

- a) Political
- b) Economy
- c) Social
- d) Technology
- e) Environment

and Internal issues ([Appendix C](#)) based on:

- a) Financial
- b) Infrastructure
- c) Technology
- d) Competency
- e) Operation
- f) Work Environment

that are relevant to its purpose and its strategic direction and that affect its ability to achieve the intended result(s) of its quality management system.

	Quality Management System MS ISO 9001:2015	
	QUALITY MANUAL	
	Ref Num	AIMST-QM-RMC-01
	Effective Date	July 2018
	Revision	00
Page Number	Page 9 of 42	

RMC, AIMST University shall monitor and review information about these external and internal issues.

4.2 Understanding the needs and expectations of interested parties


Due to their effect or potential effect on RMC, AIMST University ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements, RMC, AIMST University will determine:

- a. the interested parties that are relevant to the quality management system;
- b. the requirements of these interested parties that are relevant to the quality management system.

RMC, AIMST University shall monitor and review information about these interested parties and their relevant requirements. Among the interested parties mentioned are:

1. Ministry of Education (MOE)
2. Ministry of Energy, Technology, Science, Climate Change & Environment, (MESTECC)
3. Staff of RMC, AIMST University
4. Suppliers
5. Industry
6. Funding Agency

Refer to the needs and expectations of interested parties ([Appendix D](#)).

	Quality Management System MS ISO 9001:2015	
	QUALITY MANUAL	
	Ref Num	AIMST-QM-RMC-01
	Effective Date	July 2018
	Revision	00
Page Number	Page 10 of 42	

4.3 Determining the scope of the quality management system


The scope of the quality management system is **Research Grant Management** which is handled by as per below:

Research Management Centre
AIMST University
Jalan Bedong - Semeling
08100 Bedong
Kedah Darul Aman

RMC, AIMST University shall apply all the requirements of MS ISO 9001:2015 if they are applicable within the determined scope of its quality management system.

The following clauses are not applicable: -

1. **Clause 7.1.5 Monitoring and measuring resources**
2. **Clause 8.3 - Design and development of products and services**

	Quality Management System MS ISO 9001:2015	
	QUALITY MANUAL	
	Ref Num	AIMST-QM-RMC-01
	Effective Date	July 2018
	Revision	00
Page Number	Page 11 of 42	

4.4 Quality management system and its processes


4.4.1 RMC, AIMST University has established, implement, maintain and continually improve a quality management system, including the processes needed and their interactions, in accordance with the requirements of MS ISO 9001:2015.

Refer to Business Mapping Process of RMC, AIMST University ([Appendix E](#)).

4.4.2 To the extent necessary, RMC, AIMST University shall:

- a) maintain documented information to support the operation of its processes;
- b) retain documented information to have confidence that the processes are being carried out as planned.

Refer to the Masterlist of Documents & Records ([Appendix F](#))

	Quality Management System MS ISO 9001:2015	
	QUALITY MANUAL	
	Ref Num	AIMST-QM-RMC-01
	Effective Date	July 2018
	Revision	00
Page Number	Page 12 of 42	


5.0 Leadership

5.1 Leadership and commitment

5.1.1 General

RMC, AIMST University management shall demonstrate leadership and commitment with respect to the MS ISO 9001:2015 Quality Management System by:

- a) taking accountability for the effectiveness of the quality management system;
- b) ensuring that the quality policy and quality objectives are established for the quality management system and are compatible with the context and strategic direction of the organization;
- c) ensuring the integration of the quality management system requirements into the organization's business processes;
- d) promoting the use of the process approach and risk-based thinking;
- e) ensuring that the resources needed for the quality management system are available;
- f) communicating the importance of effective quality management and of conforming to the quality management system requirements;
- g) ensuring that the quality management system achieves its intended results;
- h) engaging, directing and supporting persons to contribute to the effectiveness of the quality management system;

	Quality Management System MS ISO 9001:2015	
	QUALITY MANUAL	
	Ref Num	AIMST-QM-RMC-01
	Effective Date	July 2018
	Revision	00
Page Number	Page 13 of 42	

- i) promoting improvement;
- j) supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

5.1.2 Customer focus

RMC, AIMST University management shall demonstrate leadership and commitment with respect to customer focus by ensuring that:

- a) customer and applicable statutory and regulatory requirements are determined, understood and consistently met;
- b) the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed;
- c) the focus on enhancing customer satisfaction is maintained.


Refer to [customer evaluation form](#).

5.2 Policy

5.2.1 Establishing AIMST quality policy

RMC, AIMST University management has established, implemented and maintained a quality policy that:

- a) is appropriate to the purpose and context of the organization and supports its strategic direction;
- b) provides a framework for setting quality objectives;
- c) includes a commitment to satisfy applicable requirements;

	Quality Management System MS ISO 9001:2015	
	QUALITY MANUAL	
	Ref Num	AIMST-QM-RMC-01
	Effective Date	July 2018
	Revision	00
Page Number	Page 14 of 42	

d) includes a commitment to continual improvement of the quality management system.

Refer to Quality Policy ([Appendix A](#)).

5.2.2 Communicating the quality policy

The quality policy shall be displayed at

- a) Office of RMC, AIMST University
- b) Faculties, Registry and Chancellery
- c) Web Portal of AIMST University

The quality policy shall be communicated by info blast through email to all staff and is available to relevant interested parties.


5.3 Organizational roles, responsibilities and authorities

RMC, AIMST University management shall ensure that the responsibilities and authorities for relevant roles are assigned, communicated and understood within the organization.

Refer to ISO Steering Committee Organization Chart ([Appendix G](#))

The ISO Steering Committee is the main entity for planning, implementation, overseeing and to carry out all aspects of the quality management system in RMC, AIMST University. This committee is headed by the Management Representative (MR) which is appointed by the Vice-Chancellor.

This committee consists of members from various faculties/divisions


	Quality Management System MS ISO 9001:2015	
	QUALITY MANUAL	
	Ref Num	AIMST-QM-RMC-01
	Effective Date	July 2018
	Revision	00
Page Number	Page 15 of 42	

which are involved in the ISO scope in RMC, AIMST University.

The steering committee will meet up when it is required to discuss matters related to quality management system and will also discuss the internal audit report.

The risk committee is established to assist the steering committee in matters of risk management process related to RMC, AIMST University. The committee is headed by a risk coordinator. The risk coordinator will look into the risk that is from the process and other supporting activities when implementing the quality management system. The risk coordinator will also maintain the risk and opportunity register.

UNCONTROLLED DOCUMENT

	Quality Management System MS ISO 9001:2015	
	QUALITY MANUAL	
	Ref Num	AIMST-QM-RMC-01
	Effective Date	July 2018
	Revision	00
Page Number	Page 16 of 42	

6.0 Planning

6.1 Actions to address risks and opportunities

6.1.1 When planning for the quality management system, RMC, AIMST University has considered the issues and the requirements and determined the risks and opportunities that need to be addressed.

Refer to [Risk Management Procedure](#)


6.2 Quality objectives and planning to achieve them

6.2.1 RMC, AIMST University has established quality objectives at relevant functions, levels and processes needed for the quality management system.

Refer to Quality Objectives ([Appendix A](#)).

6.2.2 RMC, AIMST University has determined action plans, resources, person in charge, completion time and how the results will be evaluated when planning how to achieve its quality objectives.

Refer to Action Plan Table for Quality Objective ([Appendix H](#)).

	Quality Management System MS ISO 9001:2015	
	QUALITY MANUAL	
	Ref Num	AIMST-QM-RMC-01
	Effective Date	July 2018
	Revision	00
Page Number	Page 17 of 42	


6.3 Planning of changes

When RMC, AIMST University determines the need for changes to the quality management system, the changes shall be carried out in a planned manner.

Recommendations or proposed changes should be presented in the Steering Committee (SC) meeting for review and overall report will be presented in Management Review Meeting (MRM) to obtain consent and approval for each change plan.

The purpose of SC is to ensure that the integrity of the QMS is maintained. Changes will be then communicated to relevant stakeholders through appropriate channel.

UNCONTROLLED DOCUMENT

	Quality Management System MS ISO 9001:2015	
	QUALITY MANUAL	
	Ref Num	AIMST-QM-RMC-01
	Effective Date	July 2018
	Revision	00
Page Number	Page 18 of 42	

7.0 Support

7.1 Resources

7.1.1 General

RMC, AIMST University shall determine and provide the resources needed for the establishment, implementation, maintenance and continual improvement of the quality management system.

RMC, AIMST University shall consider:

- a) the capabilities of, and constraints on, existing internal resources;
- b) what needs to be obtained from external providers.


7.1.2 People

RMC, AIMST University shall determine and provide the persons necessary for the effective implementation of its quality management system and for the operation and control of its processes.

7.1.3 Infrastructure

RMC, AIMST University shall determine, provide and maintain the infrastructure necessary for the operation of its processes and to achieve conformity of products and services.

For example, the computers, server and photocopier machine will be maintained by relevant stakeholders.

	Quality Management System MS ISO 9001:2015	
	QUALITY MANUAL	
	Ref Num	AIMST-QM-RMC-01
	Effective Date	July 2018
	Revision	00
Page Number	Page 19 of 42	

7.1.4 Environment for the operation of processes

RMC, AIMST University shall determine, provide and maintain the environment necessary for the operation of its processes and to achieve conformity of products and services.

7.1.5 Monitoring and measuring resources

Not applicable

7.1.6 Organizational knowledge


RMC, AIMST University shall determine the knowledge necessary for the operation of its processes and to achieve conformity of products and services.

This knowledge shall be maintained and be made available to the extent necessary.

When addressing changing needs and trends, RMC, AIMST University shall consider its current knowledge and determine how to acquire or access any necessary additional knowledge and required updates.

Training materials are available and accessible through the shared folder services.

Refer to [Staff Training Procedure](#).

	Quality Management System MS ISO 9001:2015	
	QUALITY MANUAL	
	Ref Num	AIMST-QM-RMC-01
	Effective Date	July 2018
	Revision	00
Page Number	Page 20 of 42	

7.2 Competence

RMC, AIMST University top management shall ensure that all staff members have the skills and competencies required and that all staffs are given training in specialization required.

Refer to Training Records from Human Resource Division.

7.3 Awareness

RMC, AIMST University shall ensure that persons doing work under the organization's control are aware of:


- a) the quality policy;
- b) relevant quality objectives;
- c) their contribution to the effectiveness of the quality management system, including the benefits of improved performance;
- d) the implications of not conforming with the quality management system requirements.

Information will be conveyed through email (infoblast), banners and website, training.

7.4 Communication

RMC, AIMST University shall determine the internal and external communications relevant to the quality management system.

Refer to Communication Table ([Appendix I](#))

	Quality Management System MS ISO 9001:2015	
	QUALITY MANUAL	
	Ref Num	AIMST-QM-RMC-01
	Effective Date	July 2018
	Revision	00
Page Number	Page 21 of 42	

7.5 Documented information

7.5.1 General

RMC, AIMST University's quality management system shall include:

- a) documented information required by MS ISO 9001:2015;
- b) documented information determined by the organization as being necessary for the effectiveness of the quality management system.

7.5.2 Creating and updating


When creating and updating documented information, RMC, AIMST University shall ensure appropriate:

- a) identification and description
- b) format and media;
- c) review and approval for suitability and adequacy.

7.5.3 Control of documented information

7.5.3.1 Documented information required by the quality management system and by MS ISO 9001:2015 shall be controlled to ensure:

- a) it is available and suitable for use, where and when it is needed;
- b) it is adequately protected (e.g. from loss of confidentiality, improper use, or loss of integrity).

	Quality Management System MS ISO 9001:2015	
	QUALITY MANUAL	
	Ref Num	AIMST-QM-RMC-01
	Effective Date	July 2018
	Revision	00
Page Number	Page 22 of 42	

7.5.3.2 For the control of documented information, RMC, AIMST University shall address the following activities, as applicable:


- a) distribution, access, retrieval and use;
- b) storage and preservation, including preservation of legibility;
- c) control of changes (e.g. version control);
- d) retention and disposition.

Documented information of external origin determined by RMC, AIMST University to be necessary for the planning and operation of the quality management system shall be identified as appropriate and be controlled.

For example, the guidelines of the grant from the funding agency can be accessed via the respective website online.

Documented information retained as evidence of conformity shall be protected from unintended alterations.

Refer to [Document Control](#) and [Record Control](#) Procedures.

	Quality Management System MS ISO 9001:2015	
	QUALITY MANUAL	
	Ref Num	AIMST-QM-RMC-01
	Effective Date	July 2018
	Revision	00
Page Number	Page 23 of 42	

8.0 Operation


8.1 Operational planning and control

RMC, AIMST University shall plan, implement and control the processes needed to meet the requirements for the provision of products and services, and to implement the actions determined in Clause 6, by:

- a) determining the requirements for the products and services;
- b) establishing criteria for:
 - 1) the processes;
 - 2) the acceptance of products and services;
- c) determining the resources needed to achieve conformity to the product and service requirements;
- d) implementing control of the processes in accordance with the criteria;
- e) determining, maintaining and retaining documented information to the extent necessary:
 - 1) to have confidence that the processes have been carried out as planned;
 - 2) to demonstrate the conformity of products and services to their requirements.

The output of this planning shall be suitable for the organization's operations.

RMC, AIMST University shall control planned changes and review the consequences of unintended changes, taking action to mitigate any adverse effects, as necessary.

	Quality Management System MS ISO 9001:2015	
	QUALITY MANUAL	
	Ref Num	AIMST-QM-RMC-01
	Effective Date	July 2018
	Revision	00
Page Number	Page 24 of 42	

RMC, AIMST University shall ensure that outsourced processes are controlled.

8.2 Requirements for products and services

8.2.1 Customer communication


Communication with customers shall include:

- a) providing information relating to services; (via email)
- b) handling enquiries, contracts or orders, including changes;
- c) obtaining customer feedback relating to services, including customer complaints; (feedback)
- d) handling or controlling customer property; (via proposal)
- e) establishing specific requirements for contingency actions, when relevant.

8.2.2 Determining the requirements for products and services

When determining the requirements for the products and services to be offered to customers, RMC, AIMST University shall ensure that:

- a) the requirements for the products and services are defined, including:
 - 1) any applicable statutory and regulatory requirements;
 - 2) those considered necessary by RMC, AIMST University;
- b) RMC, AIMST University can meet the claims for the products and

	Quality Management System MS ISO 9001:2015	
	QUALITY MANUAL	
	Ref Num	AIMST-QM-RMC-01
	Effective Date	July 2018
	Revision	00
Page Number	Page 25 of 42	

services it offers.

8.2.3 Review of the requirements for products and services

8.2.3.1 RMC, AIMST University shall ensure that it has the ability to meet the requirements for products and services to be offered to customers. RMC, AIMST University shall conduct a review before committing to supply products and services to a customer, to include:


- a) requirements specified by the customer, including the requirements for delivery and post-delivery activities;
- b) requirements not stated by the customer, but necessary for the specified or intended use, when known;
- c) requirements specified by RMC, AIMST University;
- d) statutory and regulatory requirements applicable to the products and services;
- e) contract or order requirements differing from those previously expressed.

RMC, AIMST University shall ensure that contract or order requirements differing from those previously defined are resolved.

The customer's requirements shall be confirmed by RMC, AIMST University before acceptance, when the customer does not provide a documented statement of their requirements.

8.2.3.2 RMC, AIMST University shall retain documented information, as applicable:

- a) on the results of the review;

	Quality Management System MS ISO 9001:2015	
	QUALITY MANUAL	
	Ref Num	AIMST-QM-RMC-01
	Effective Date	July 2018
	Revision	00
Page Number	Page 26 of 42	

b) on any new requirements for the products and services.

8.2.4 Changes to requirements for products and services

RMC, AIMST University shall ensure that relevant documented information is amended, and that relevant persons are made aware of the changed requirements, when the requirements for products and services are changed.

8.3 Design & Development of products and services

Not applicable

8.4 Control of externally provided processes, products and Services


8.4.1 General

When external resources and services are required, RMC, AIMST University shall ensure that all requirements and standards set by MS ISO 9001: 2015 are followed and controlled.

RMC, AIMST University is responsible for establishing and maintaining processes to ensure that the products or supplies of the services and services obtained meet the quality requirements of AIMST. This process must comply with AIMST's Finance & Accounts Division approved vendor list.

8.4.2 Type and extent of control

RMC, AIMST University shall ensure that externally provided processes, products and services do not adversely affect the organization's ability to consistently deliver conforming products and services to its customers.

	Quality Management System MS ISO 9001:2015	
	QUALITY MANUAL	
	Ref Num	AIMST-QM-RMC-01
	Effective Date	July 2018
	Revision	00
Page Number	Page 27 of 42	

RMC, AIMST University shall:


- a) ensure that externally provided processes remain within the control of its quality management system;
- b) define both the controls that it intends to apply to an external provider and those it intends to apply to the resulting output;
- c) take into consideration:
 1. the potential impact of the externally provided processes, products and services on the organization's ability to consistently meet customer and applicable statutory and regulatory requirements;
 2. the effectiveness of the controls applied by the external provider;
- d) determine the verification, or other activities, necessary to ensure that the externally provided processes, products and services meet requirements.

8.4.3 Information for external providers

RMC, AIMST University shall ensure the adequacy of requirements prior to their communication to the external provider.

RMC, AIMST University shall communicate to external providers its requirements for:


- a) the processes, products and services to be provided;
- b) the approval of:

	Quality Management System MS ISO 9001:2015	
	QUALITY MANUAL	
	Ref Num	AIMST-QM-RMC-01
	Effective Date	July 2018
	Revision	00
Page Number	Page 28 of 42	

- 1) products and services;
 - 2) methods, processes and equipment;
 - 3) the release of products and services;
- c) competence, including any required qualification of persons;
 - d) the external providers' interactions with the organization;
 - e) control and monitoring of the external providers' performance to be applied by the organization;
 - f) verification or validation activities that the organization, or its customer, intends to perform at the external providers' premises.

Communication is made via email for example requesting for quotation for items that are needed to be purchased.

UNCONTROLLED DOCUMENT


	Quality Management System MS ISO 9001:2015	
	QUALITY MANUAL	
	Ref Num	AIMST-QM-RMC-01
	Effective Date	July 2018
	Revision	00
Page Number	Page 29 of 42	

8.5 Production and service provision

8.5.1 Control of production and service provision

RMC, AIMST University shall implement production and service provision under controlled conditions. Controlled conditions shall include, as applicable:

- a) the availability of documented information that defines:
 - 1) the characteristics of the products to be produced, the services to be provided, or the activities to be performed;
 - 2) the results to be achieved;
- b) the availability and use of suitable monitoring and measuring resources;
- c) the implementation of monitoring and measurement activities at appropriate stages to verify that criteria for control of processes or outputs, and acceptance criteria for products and services, have been met;
- d) the use of suitable infrastructure and environment for the operation of processes;
- e) the appointment of competent persons, including any required qualification;
- f) the validation, and periodic revalidation, of the ability to achieve planned results of the processes for production and service provision, where the resulting output cannot be verified by subsequent monitoring or measurement;
- g) the implementation of actions to prevent human error;
- h) the implementation of release, delivery and post-delivery activities.

	Quality Management System MS ISO 9001:2015	
	QUALITY MANUAL	
	Ref Num	AIMST-QM-RMC-01
	Effective Date	July 2018
	Revision	00
Page Number	Page 30 of 42	

Refer to the Masterlist of RMC, AIMST University work procedure ([Appendix I](#))

8.5.2 Identification and traceability

RMC, AIMST University shall use suitable means to identify outputs when it is necessary to ensure the conformity of products and services.

RMC, AIMST University shall identify the status of outputs with respect to monitoring and measurement requirements throughout production and service provision.

RMC, AIMST University shall control the unique identification of the outputs when traceability is a requirement, and shall retain the documented information necessary to enable traceability.

Refer to the list of grants given (with reference number) ([Appendix K](#)).


8.5.3 Property belonging to customers or external providers

RMC, AIMST University shall exercise care with property belonging to customers or external providers while it is under the organization's control or being used by the organization.

RMC, AIMST University shall identify, verify, protect and safeguard customers' or external providers' property provided for use or incorporation into the products and services.

When the property of a customer or external provider is lost, damaged or otherwise found to be unsuitable for use, RMC, AIMST University shall report this to the customer or external provider and retain documented information on what has occurred.

Refer to [Grant Asset Management Procedure](#).

	Quality Management System MS ISO 9001:2015	
	QUALITY MANUAL	
	Ref Num	AIMST-QM-RMC-01
	Effective Date	July 2018
	Revision	00
Page Number	Page 31 of 42	

8.5.4 Preservation

RMC, AIMST University shall preserve the outputs during production and service provision, to the extent necessary to ensure conformity to requirements.

Refer to Research Agreement Folder.

8.5.5 Post-delivery activities

RMC, AIMST University shall meet requirements for post-delivery activities associated with the products and services.

In determining the extent of post-delivery activities that are required, RMC, AIMST University shall consider:


- a) statutory and regulatory requirements;
- b) the potential undesired consequences associated with its products and services;
- c) the nature, use and intended lifetime of its products and services;
- d) customer requirements;
- e) customer feedback.

Refer to the requirements based on funding agencies ([Appendix D](#)).

8.5.6 Control of changes

RMC, AIMST University shall review and control changes for production or service provision, to the extent necessary to ensure continuing conformity with requirements.

RMC, AIMST University shall retain documented information describing the

	Quality Management System MS ISO 9001:2015	
	QUALITY MANUAL	
	Ref Num	AIMST-QM-RMC-01
	Effective Date	July 2018
	Revision	00
Page Number	Page 32 of 42	

results of the review of changes, the person(s) authorizing the change, and any necessary actions arising from the review.

8.6 Release of products and services


RMC, AIMST University shall implement planned arrangements, at appropriate stages, to verify that the product and service requirements have been met.

The release of products and services to the customer shall not proceed until the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority and, as applicable, by the customer.

RMC, AIMST University shall retain documented information on the release of products and services. The documented information shall include:

- a) evidence of conformity with the acceptance criteria;
- b) traceability to the person(s) authorizing the release.

Refer to [Grant Account Monitoring and Closing Procedure](#).

	Quality Management System MS ISO 9001:2015	
	QUALITY MANUAL	
	Ref Num	AIMST-QM-RMC-01
	Effective Date	July 2018
	Revision	00
Page Number	Page 33 of 42	

8.7 Control of nonconforming outputs


8.7.1 RMC, AIMST University shall ensure that outputs that do not conform to their requirements are identified and controlled to prevent their unintended use or delivery.

RMC, AIMST University shall take appropriate action based on the nature of the nonconformity and its effect on the conformity of products and services. This shall also apply to nonconforming products and services detected after delivery of products, during or after the provision of services.

RMC, AIMST University shall deal with nonconforming outputs in one or more of the following ways:

- a) correction;
- b) segregation, containment, return or suspension of provision of products and services;
- c) informing the customer;
- d) obtaining authorization for acceptance under concession.

Conformity to the requirements shall be verified when nonconforming outputs are corrected.


	Quality Management System MS ISO 9001:2015	
	QUALITY MANUAL	
	Ref Num	AIMST-QM-RMC-01
	Effective Date	July 2018
	Revision	00
Page Number	Page 34 of 42	

8.7.2 RMC, AIMST University shall retain documented information that:

- a) describes the nonconformity;
- b) describes the actions taken;
- c) describes any concessions obtained;
- d) identifies the authority deciding the action in respect of the nonconformity.

Refer to [Control of Nonconforming Procedure](#).

UNCONTROLLED DOCUMENT

	Quality Management System MS ISO 9001:2015	
	QUALITY MANUAL	
	Ref Num	AIMST-QM-RMC-01
	Effective Date	July 2018
	Revision	00
Page Number	Page 35 of 42	

9.0 Performance evaluation

9.1 Monitoring, measurement, analysis and evaluation

9.1.1 General

RMC, AIMST University shall determine:

- a) what needs to be monitored and measured;
- b) the methods for monitoring, measurement, analysis and evaluation needed to ensure valid results;
- c) when the monitoring and measuring shall be performed;
- d) when the results from monitoring and measurement shall be analysed and evaluated.


RMC, AIMST University shall evaluate the performance and the effectiveness of the quality management system. The monitoring of the QMS will be done by the steering committee as and when needed.

RMC, AIMST University shall retain appropriate documented information as evidence of the results.

9.1.2 Customer satisfaction

RMC, AIMST University shall monitor customers' perceptions of the degree to which their needs and expectations have been fulfilled. RMC, AIMST University shall determine the methods for obtaining, monitoring and reviewing this information.

Survey will be conducted using the Google Document in the beginning of the project and end of the project.

	Quality Management System MS ISO 9001:2015	
	QUALITY MANUAL	
	Ref Num	AIMST-QM-RMC-01
	Effective Date	July 2018
	Revision	00
Page Number	Page 36 of 42	

9.1.3 Analysis and evaluation

RMC, AIMST University shall analyse and evaluate appropriate data and information arising from monitoring and measurement.

The results of analysis shall be used to evaluate:

- a) conformity of products and services;
- b) the degree of customer satisfaction;
- c) the performance and effectiveness of the quality management system;
- d) if planning has been implemented effectively;
- e) the effectiveness of actions taken to address risks and opportunities;
- f) the performance of external providers;
- g) the need for improvements to the quality management system.


9.2 Internal audit

9.2.1 RMC, AIMST University shall conduct internal audits at planned intervals to provide information on whether the quality management system:

- a) conforms to:
 - 1) RMC, AIMST University's quality management system;
 - 2) the requirements of MS ISO 9001 2015
- b) is effectively implemented and maintained.

9.2.2 RMC, AIMST University shall:


- a) plan, establish, implement and maintain an audit programme(s) including the frequency, methods, responsibilities, planning

	Quality Management System MS ISO 9001:2015	
	QUALITY MANUAL	
	Ref Num	AIMST-QM-RMC-01
	Effective Date	July 2018
	Revision	00
Page Number	Page 37 of 42	

requirements and reporting, which shall take into consideration the importance of the processes concerned, changes affecting the organization, and the results of previous audits;

- b) define the audit criteria and scope for each audit;
- c) select auditors and conduct audits to ensure objectivity and the impartiality of the audit process;
- d) ensure that the results of the audits are reported to relevant management;
- e) take appropriate correction and corrective actions without undue delay;
- f) retain documented information as evidence of the implementation of the audit programme and the audit results.

Refer to [Internal Audit Procedure](#).

	Quality Management System MS ISO 9001:2015	
	QUALITY MANUAL	
	Ref Num	AIMST-QM-RMC-01
	Effective Date	July 2018
	Revision	00
Page Number	Page 38 of 42	

9.3 Management review


9.3.1 General

RMC, AIMST University top management shall review the quality management system, at planned intervals (at least once every 12 months), to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction of RMC, AIMST University.

9.3.2 Management review inputs

The management review shall be planned and carried out taking into consideration:

- a) the status of actions from previous management reviews;
- b) changes in external and internal issues that are relevant to the quality management system;
- c) information on the performance and effectiveness of the quality management system, including trends in:
 - 1) customer satisfaction and feedback from relevant interested parties;
 - 2) the extent to which quality objectives have been met;
 - 3) process performance and conformity of products and services;
 - 4) nonconformities and corrective actions;
 - 5) monitoring and measurement results;
 - 6) audit results;

	Quality Management System MS ISO 9001:2015	
	QUALITY MANUAL	
	Ref Num	AIMST-QM-RMC-01
	Effective Date	July 2018
	Revision	00
Page Number	Page 39 of 42	

- 7) the performance of external providers;
- d) the adequacy of resources;
- e) the effectiveness of actions taken to address risks and opportunities;
- f) opportunities for improvement.


9.3.3 Management review outputs

The outputs of the management review shall include decisions and actions related to:

- a) opportunities for improvement;
- b) any need for changes to the quality management system;
- c) resource needs.

RMC, AIMST University shall retain documented information as evidence of the results of management reviews.

Refer to [Management Review Meeting Procedure](#).

	Quality Management System MS ISO 9001:2015	
	QUALITY MANUAL	
	Ref Num	AIMST-QM-RMC-01
	Effective Date	July 2018
	Revision	00
Page Number	Page 40 of 42	

10.0 Improvement

10.1 General

RMC, AIMST University shall determine and select opportunities for improvement and implement any necessary actions to meet customer requirements and enhance customer satisfaction.


These shall include:

- a) improving products and services to meet requirements as well as to address future needs and expectations;
- b) correcting, preventing or reducing undesired effects;
- c) improving the performance and effectiveness of the quality management system.

10.2 Nonconformity and corrective action

10.2.1 When a nonconformity occurs, including any arising from complaints, RMC, AIMST University shall:

- a) react to the nonconformity and, as applicable:
 - 1) take action to control and correct it;
 - 2) deal with the consequences;
- b) evaluate the need for action to eliminate the cause(s) of the nonconformity, in order that it does not recur or occur elsewhere, by:
 - 1) reviewing and analysing the nonconformity;
 - 2) determining the causes of the nonconformity;

	Quality Management System MS ISO 9001:2015	
	QUALITY MANUAL	
	Ref Num	AIMST-QM-RMC-01
	Effective Date	July 2018
	Revision	00
Page Number	Page 41 of 42	

3) determining if similar non-conformities exist, or could potentially occur;


- c) implement any action needed;
- d) review the effectiveness of any corrective action taken;
- e) update risks and opportunities determined during planning, if necessary;
- f) make changes to the quality management system, if necessary.

Corrective actions shall be appropriate to the effects of the non-conformities encountered.

10.2.2 RMC, AIMST University shall retain documented information as evidence of:

- a) the nature of the non-conformities and any subsequent actions taken;
- b) the results of any corrective action.

Refer to Control of Nonconformance Procedure.

	Quality Management System MS ISO 9001:2015	
	QUALITY MANUAL	
	Ref Num	AIMST-QM-RMC-01
	Effective Date	July 2018
	Revision	00
Page Number	Page 42 of 42	

10.3 Continual improvement

RMC, AIMST University shall continually improve the suitability, adequacy and effectiveness of the quality management system.

RMC, AIMST University shall consider the results of analysis and evaluation, and the outputs from management review, to determine if there are needs or opportunities that shall be addressed as part of continual improvement.

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