

From: UUM CORPORATE COMM.
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Subject: CONGRATULATIONS: ZERO NCR FOR UUM



UUM Corporate Comm.
Universiti Utara Malaysia

6 DECEMBER 2020 / 20 RABIULAKHIR 1442H

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"UUM : UNIVERSITI PENGURUSAN TERKEMUKA"
(THE EMINENT MANAGEMENT UNIVERSITY)

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CONGRATULATIONS: ZERO NCR FOR UUM



UUM ONLINE: Universiti Utara Malaysia (UUM) did not record any Non-compliance Report (NCR) for the recently conducted MS ISO 9001: 2015 Surveillance Audit which lasted for three days starting from 29 November.

The decision was announced by the Senior Auditor of SIRIM QAS, Mdm. Hanida Ghazali at the MS ISO 9001: 2015 Surveillance Audit Certification Closing Ceremony held at the Senate Meeting Room.

The Vice-Chancellor, Prof Dato' Dr Ahmad Bashawir Abdul Ghani who chaired the closing meeting said UUM had always been open to any suggestions and reprimands submitted by SIRIM for the improvement of the quality management system at UUM, especially in facing the challenging COVID-19 pandemic situation.

"We very much welcome all suggestions and reprimands made by the auditors. All suggestions and reprimands will be taken into account and we will take further action to improve the quality management system at UUM.

"My heartfelt appreciation and gratitude go to the auditors of SIRIM QAS led by Mdm. Hanida Ghazali together with Mdm. Aisyah Haron and Lt. Col. (B) Abd Lataf Daud. I also thank all parties involved who gave their fullest commitment to the team of SIRIM auditors throughout the three-day audit exercise," he said.

Meanwhile, according to Mdm. Hanida, this year UUM did not record any NCR and only recorded opportunities for improvement.

"Besides that, it was found that UUM had also taken note of the COVID-19 Pandemic and adapted new norms in several related work processes.

"My heartiest congratulations to UUM for implementing the internal audit process well while facilitating SIRIM. UUM have also worked hard to achieve a higher recognition status.

"This audit is a surveillance audit where there will be a change of certificate on the part of UUM or a change in the scope of certification," she said.

She said several departments and schools were selected for the audit namely the Risk Management Unit (Chancellery Department), Training Unit (Registrar's Department), IBS, Integrity Unit (Chancellery Department), UUMIT, Development and Maintenance Department (JPP), SEML, CETMA, UTLC, SOL, HEA and UUM Press.

According to her, the audit exercise went smoothly as a result of the close cooperation between SIRIM and UUM, particularly the Institute of Quality Management (IPQ) which had made initial preparations before the audit exercise was conducted.

"SIRIM would like to express its deepest appreciation to UUM for launching the first audit conducted online through the Webex application throughout the three days," she said.



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