

RECERTIFICATION AUDIT PLAN

1. Audit Objectives

- a) Compliance to the requirements of the standard, applicable statutory, regulatory and contractual requirements
- b) Performance monitoring, measuring, reporting and reviewing against key performance objectives and targets.
- c) Operational control of the organization's processes, internal auditing and management review, management responsibility for the organization's policies.

2. Site of Audit

WISMA PERBADANAN LABUAN
87022 LABUAN
WILAYAH PERSEKUTUAN LABUAN MALAYSIA

3. Scope of certification

PERKHIDMATAN PERBADANAN LABUAN YANG MERANGKUMI:

- 1) KAWALAN PERLESENAN;
- 2) SEWAAN RUMAH;
- 3) KAWALAN KEBERSIHAN DAN PERKHIDMATAN KEBERSIHAN;
- 4) PENYELENGGARAAN LANSKAP;
- 5) PENGURUSAN TANDAS AWAM;
- 6) KAWALAN PEMBANGUNAN;
- 7) PENGURUSAN PERMOHONAN CADANGAN PEMAJUAN (OSC);
- 8) PENILAIAN;
- 9) PENGUATKUASAAN DAN UNDANG-UNDANG;
- 10) PENYELENGGARAAN KEMUDAHAN AWAM.

4. Audit Criteria

- a) ISO 9001:2015
- b) Client's management system documentation
- c) Applicable statutory and regulatory requirements

5. Audit Team & Role

ISO 9001 : 2015

Name of Auditor	Role	Number of Days	Audit Date
KAMSI AH BINTI MANSOOR	AUDIT TEAM LEADER	3	09 DEC 19 - 11 DEC 19
RAJALEKSHMI RAMA CHANDRAM	AUDITOR	3	09 DEC 19 - 11 DEC 19

6. Methodology of Audit

- a) Review of documentation and records
- b) Observation of processes and activities
- c) Interview with client's personnel responsible for the audited area

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7. Confidentiality requirements

The members of the audit team from SIRIM QAS International Sdn. Bhd. undertake not to disclose any confidential information obtained during the audit including information contained in the final report to any third party, without client approval unless required by law.

8. Working Language

English

9. Reporting

Language English

Format Verbal and written

Expected date of issue After closing meeting

Distribution list Original copy issued to the client and copy maintained in the client file

10. Facilities and assistance required

- a) Meeting room
- b) Facilities for photocopying and printing
- c) Personal Protective Equipment (PPE)
- d) A guide (who may also be the auditee) to assist the audit team

Day 1

Time	Agenda	Responsibility
9.30 am	Opening Meeting : - Briefing and updates on Organization and Quality Management System on any changes to the system since last audit	SIRIM's auditors and Client's management representative
	Briefing by client's representative on any changes to the system since last audit Review of actions taken on nonconformities identified during the previous audit Review on any changes to the documentation Assessment of the issues (internal & external), need & expectation of interested parties, scope and QMS processes determined by the organization. Assessment of the planning of the QMS covering - Actions to address risks and opportunities - Quality objectives and planning to achieve the objectives Operational Planning: Planning, Implementation, Monitoring and Measurement of activities related to: - Sewaan Rumah - Activities covering actions taken to address risks and opportunities Resources covering competency and awareness	Kamsiah & client's representative
	Operational Planning:	Ms Raji & Client's

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	<p>Planning, Implementation, Monitoring and Measurement of activities related to:</p> <ul style="list-style-type: none"> - Kelulusan Pelan Bangunan - Penyelenggaraan Landskap - Pengurusan Permohonan Cadangan Pemajuan (OSC) - Monitoring of quality objectives - Activities covering actions taken to address risks and opportunity <p>Purchasing process including Control of External Providers.</p>	representative
1300-1415	Lunch Break	
1415	Continue unfinished audit	All auditors & client's representative
1630	Review day 1 audit finding	All auditors & client's representative

Day 2

Time	Agenda	Responsibility
0900	<p>Operational Planning:</p> <p>Planning, Implementation, Monitoring and Measurement of activities related to:</p> <ul style="list-style-type: none"> - Kutipan Sisa Pepejal - Penyelenggaraan Kemudahan Awam - Activities covering actions taken to address risks and opportunities 	Kamsiah & client's representative
	<p>Operational Planning:</p> <p>Planning, Implementation, Monitoring and Measurement of activities related to:</p> <ul style="list-style-type: none"> - Pengurusan Tandas Awam - Penguatkuasaan - Activities covering actions taken to address risks and opportunities 	Ms Raji & Client's representative
1300	Lunch Break	
1415-1630	Continue unfinished audit and review day 2 audit findings	All auditors & client's representative

Day 3

Time	Agenda	Responsibility
0830	<p>Performance Evaluation covering:</p> <ul style="list-style-type: none"> - Internal Audit - Management Review, corrective Action, Verification and Improvement <p>Customer Feedback including customer satisfaction and complaint.</p>	Kamsiah & client's representative
	<p>Operational Planning:</p> <p>Planning, Implementation, Monitoring and Measurement of activities related to:</p> <ul style="list-style-type: none"> - Penilaian - Perlesenan Premis Perniagaan - Activities covering actions taken to address risks and 	Ms Raji & Client's representative

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	opportunities	
1300	Lunch Break	
1400	Continue unfinished audit & report preparation	All auditors & client's representative
1630	Closing meeting and presentation of audit findings	All auditors & client's management representative