



Institute of Quality Malaysia

(R.S.M. No 2423 (Selangor))

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Board of Management 2011/2013

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**In
Promotion
Of
Quality**

Our ref: ALL/P(G)/89-13

Date: 3rd May 2013

To: All IQM Members

Subj: IQM's Promotion of Quality Activities and Benefits to Members

In view of the competitive and borderless business activities in this modern time, IQM and its members are experiencing increasing liberalization and globalization trading challenges worldwide.

IQM is now transforming its activities and services to benefit its members in a more innovative manner to face all these challenges.

Following is the update of the recent IQM Promotion of Quality activities and benefits to members:-

- 1) Memorandum of Understanding (MOU) between IQM and Company Members to use IQM Logo (in Promotion of Quality) [**see Attachment 1**]
- 2) Acceptance & Recognition of IQM Members with International Qualification as Quality Practitioner [**see Attachment 2**]
- 3) Usage of IQM Logo by Company Members [**see Attachment 3a & 3b**]
- 4) Voluntary Registration of IQM-MRCA (Auditor & Consultant) with Sector Certification [**see Attachment 4**]
- 5) Voluntary Registration of IQM-MRCA Registration and Endorsed Internationally Acceptable Training Course with Sector Certification [**see Attachment 5**]

The procedure and process of the above activities have been simplified by IQM Secretariat to ensure maximum speed to issue the necessary certificates.

Please kindly contact IQM Secretariat for the details and claim maximum benefits as an IQM Members.

Thank you.

Yours faithfully,

Dr. Wong Wei Kiang

IQM President 2011/2013

Memorandum of Understanding (MOU) between IQM and Company Members to use IQM Logo (in Promotion of Quality)

This MEMORANDUM OF UNDERSTANDING (MOU) is made on 2014 between
 SDN BHD at (address)
 and INSTITUTE OF QUALITY MALAYSIA (IQM), a registered professional society in Malaysia,
 and having its principal place of business at No. 36A, Jalan SS21/39, Damansara Utama, 47400 Petaling
 Jaya, Selangor Darul Ehsan.

1.0 PURPOSE

1.1 This MOU is intended to define the full extent of the legally enforceable undertakings of the parties hereto.

2.0 GOAL

2.1 Subject to and in accordance with the provisions of this MOU, the parties shall from the date of this agreement work together to promote and conduct in Malaysia the Quality related specific training programmes and activities on Quality under terms and conditions of this agreement signed by both parties.

3.0 DURATION AND TERMINATION

3.1 This MOU shall commence on the date of signing and shall continue for a period of three (3) years until it is superseded by another agreement to be signed between two parties in relation to the subject matter of this MOU.

3.2 This MOU may be terminated by either party by serving one month notice on the other, without prejudice to any rights that have accrued prior to such termination provided that the party seeking termination shall first notify the other of the Issue(s) to the satisfaction of both parties. This MOU may be extended further by mutual agreement.

4.0 GOVERNING LAW

4.1 This MOU shall be governed by and construed in accordance with the laws of Malaysia.

5.0 SDN BHD

5.1 SDN BHD shall:-

1. Make provision to IQM for the use of SDN BHD name and logo for the agreed programmes only or pilot projects for promotion of quality.
2. Have final decision on the running of each training programme and activities on quality and responsible for all the costs and expenses.

5.2 SDN BHD shall be responsible for the following:-

1. put up advertisements and do canvassing,
2. prepare and print training materials and handouts, if any,
3. arrange training venue and provide trainers/speakers,
4. administer the programmes and activities on quality,
5. set pricing / discount, collection of fees and make payment to all expenses.

6.0 RESPONSIBILITIES OF INSTITUTE OF QUALITY MALAYSIA (IQM)

6.1 IQM shall:-

1. make provision to SDN BHD for the use of IQM logo for the agreed programmes only or pilot projects for promotion of quality.
2. IQM logo may be used on brochures, certificates or any advertising materials on the agreed training programmes or quality activities, which may be in the form of Conferences, Workshops, Seminars, Awareness Talks, Public Programmes, Voluntary Programmes, ... etc.

7.0 PAYMENT TO IQM / BENEFITS TO MEMBERS

7.1 SDN BHD shall pay to IQM, for each agreed and realized training programme 5% of the revenue on training fees only. This shall not include accommodation, venue facilities rental and travel expenses. The payments shall be made to IQM within one month after SDN BHD has collected the fees.

7.2 In the event of in-house training (there is no revenue/training fees) SDN BHD shall pay to IQM RM15 per certificate with IQM logo printed on the certificate.

7.3 In the other activities on quality and pilot projects for promotion of quality, the fees payable to IQM shall be negotiated and agreed on case by case basis.

7.4 Benefits to IQM members may be in the form of certain % of discount to them on the fees.

In witness whereof, the duly authorised representatives of the parties have signed this agreement on the date set out next to their respective signature below:

By SDN BHD:

By IQM:

..... SDN BHD

..... IQM Representative

Representative

Name :

Name :

Position :

Position :

Date :

Date :



Sample Logo

Recognition of IQM Members with International Qualification as Quality Practitioner (Excluding Quality Auditors registered under MRCA)

In view of the latest trade liberalization policies made by Malaysia Government and borderless business activities due to globalization, IQM must transform itself in order to effectively support its member to gain maximum benefits and ‘in Promotion of Quality’.

Hence, IQM Board of Management decides to accept and recognise international qualification of IQM members who possess such qualification and practicing quality services in Malaysia. Such recognition is by way of providing a formal registration of IQM members that have demonstrated their proficiency within, and comprehensive of, a specific body of knowledge and practicing it in Malaysia.

Such acceptance and recognition by IQM is by issuing a Certificate to that effect and registration is by voluntary mean upon the said & qualified IQM member paying a fee (say RM50.00), with an application submission. The RM50.00 fee is the cost of producing, handling and issuing of the Certificate. There is no entrance fee and application fee.

The proposed international qualification and their disciplines are listed as in **Schedule 1** (This shall exclude Quality Auditors registered under MRCA). This list may be expanded progressively from time to time by IQM Board of Management.

The registration shall commence at mid-year 2013 and continue for a period of at least two (2) years until the new IQM Board of Management decide otherwise, or until there is a new law or statutory requirements make in the future by Government of Malaysia to regulate such registration.

Schedule 1

International Qualification to be accepted & recognised by IQM for its Members’ benefits and “In Promotion of Quality”	
<p>(I) <u>America Society for Quality (ASQ)</u></p> <ol style="list-style-type: none"> 1. Certified Quality Engineer [CQE] 2. Certified Quality Technician [CQT] 3. Certified Quality Reliability Engineer [CRE] 4. Certified Quality Inspector [CQI] 5. Certified Quality Manager [CQM] 6. Certified Software Quality Engineer [CSQE] 7. Six-Sigma Master Black Belt [CMBB] 8. Six-Sigma Green Belt [CSSGB] 9. Six-Sigma Black Belt [CSSBB] 	<p>(II) <u>Chartered Quality Institute (CQI), United Kingdom</u></p> <ol style="list-style-type: none"> 1. Certificate in Managing Supply Chain Quality (Level 5) 2. Certificate in Quality Improvement for Business (Level 5) 3. Certificate in Assuring Service and Product Quality (Level 5) 4. Lean Six Sigma Full Certified Green Belt 5. Six Sigma Black Belt

Usage of IQM Logo by Company Members

This is one of the “Promotion in Quality” activities to all Company Members. IQM encourage all Company Members to honourably and confidently to use IQM Logo at their company business materials, such as business call cards, letter head, brochure, sign-board,...etc.

The sample logo is enclosed herein. All the existing Company Members are encouraged to start using the logo (with the wording “A Company Member of Institute of Quality Malaysia”).



Sample



The only restrictions are:-

- 1) *As long as the usage of IQM Logo is not against IQM RULE 8 “Code of Conduct”.*
- 2) *As long as the usage of IQM Logo is not violating RULE 17 “Prohibition”, as follows:-*
 - (i) *involving or taking part in political and/or trade union activities.*
 - (ii) *having any affiliation or connection outside Malaysia in any political or trade union activities.*

Code of Conduct
for all Members of IQM

IQM expects all its members to conduct themselves with high Standard of Personal Responsibility and uphold Fundamental Principles of Code in relation to the nation, public, employers, clients and peers. All IQM members are to abide and act according to this Code of Conduct.

1. To uphold and promote the Aims and Objectives of IQM, respect and obey the Rules and Constitution of IQM.
2. To demonstrate the epitome of professionalism with honesty, credibility, impartiality, accuracy and good faith in delivery of quality services and goods.
3. To be competent, uphold prestige, continue knowledge development and treat all individuals with dignity.
4. To avoid conflict of interest, faithful in building professional ethic, and safeguard reputation of IQM and quality profession.
5. To enhance human welfare of quality professionals with harmony, self discipline, respect right of others, among peer, subordinates, clients, employers and competitors.
6. To uphold integrity, accountability, transparency in the performance of quality services and avoiding inducement and unfair practices.
7. To act in objective manner, avoiding misleading information or false facts and always protect safety, health and interest of employer, clients and public.
8. To contribute voluntarily in the promotion of quality, without prejudice or discrimination regardless of race, religion, gender, disability, age, origin of any person.
9. To recognise good works of others, avoid injury to anyone, communicate with courtesy and respect others intellectual property rights.
10. To maintain strict confidentiality on any sensitive data, information and matters of any person, employer or clients.
11. To have courage to make difficult-decision, shoulder responsibility, withstand challenges, accountable to errors and weaknesses.
12. To avoid linking quality practices into politic, trade union, or smear against any person or peer, and do not breach any of the code herein.

(Approved by IQM AGM, November 2012)

Expansion of MRCA's Scope to include Sector Certification

The IQM Board of Management had decided on June 2012 to expand the MRCA's scope into "Voluntary Registration of Auditor & Consultant with Sector Certification".

The identified specific sectors are:-

1. QMS, ISO 9001
2. Environment MS, ISO 14001
3. Food Safety MS, ISO 22000
4. Hazard Analysis and Critical Point, (HACCP)
5. Energy MS, ISO 50001
6. Information Security MS ISO 27001
7. Information Technology Services Maintenance, ISO 20000
8. Occupational Health & Safety MS, OHSAS 18001
9. Social System SA 8000
10. Business Continuity Management System, ISO 22301
11. Medical Device, ISO 13485
12. Medical Laboratories, ISO 15189
13. Good Manufacturing Practice (Pharmaceutical Products) (WHO, FDA, MHRA, EC)
14. Measurement MS, ISO 10012
15. Oil & Gas Sector Specific QMS, ISO/TS 29001
16. Quality System for Testing & Calibration Laboratories, ISO 17025
17. Automotive Product Quality, ISO/TS 16949
18. QMS for Educational Organisation, ISO 18420
19. Asset Management System – Requirements, ISO 55001

The above IQM-MRCA Voluntary Registration of Auditor & Consultant with sector certification is now open for application and registration immediately.

Approved by IQM Board of Management Meeting 22-3-2013

1. Application & Registration Fee = RM20.00
2. Initial Approval = RM300.00 (*per person per initial sector*)
3. Subsequent Additional Sector = RM50.00 per Sector

Note: Usually, ISO 9001 QMS is the initial Management System, the other are "Sectors".

Voluntary Registration of IQM-MRCA Registration and Endorsed Internationally Acceptable Training Course with Sector Certification**Approved by IQM Board of Management**
(20-07-2011, Rev (1) Feb 2014)**IQM & MRCA Registered and Endorsed Internationally Acceptable Training Courses**
(eg. IRCA/RABQSA, etc).**1. Background:**

IQM/MRCA Registration of Auditor / Lead Auditor Training Course Providers had been in operation only for a few years after which it entered the dormant mode. The main reason for such status was the shelved original plan or the delay for MRCA in joining the then IATCA MLA / MRA. Members of IATCA then went their separate ways after the establishment IPC following the re-structuring of IATCA to IPC.

2. Current Status of the Auditor / Lead Auditor (A/LA) Training Courses in Malaysia

In Malaysia, the market status of A/LA Training Course continued to be dominated by IRCA/RABQSA registered (accredited) A/LA training course for all schemes, such as the following:

- IRCA/RABQSA 5 Day QMS Course (or any equivalent)
- IRCA/RABQSA 5 Day EMS Course & IRCA/RABQSA 3 Day EMS Course (or any equivalent)
- IRCA/RABQSA 5 Day OHSAS Course & IRCA/RABQSA 3 Day OHSAS Course (or any equivalent)

It has been observed that IQM & MRCA has currently no role or contribution to involvement in IRCA/RABQSA style of A/LA training other than the current training MOU arrangement.

3. Current Training Arrangement through Memorandum of Understanding (MOU)

The existing IQM Training arrangement MOUs with current list of signatories will continue as have been implemented as per the current terms and conditions and as per MOU content, including the use of the IQM Logo and the Statement "In Promotion of Quality".

4. Proposal for Innovative Registration of A/LA Courses by IQM/ MRCA

To complement current IQM training MOU program or training involvement as in Para 3 above, it is proposed that IQM / MRCA to carry out an innovative registration exercise by endorsing current training providers who are currently IRCA/RABQSA accredited / registered. Currently recognized Local Training Courses / Providers shall remain in the register.

(WKS Holdings S/B (129630-A) 15 Dec 2003 : ISO 9000 / ISO 17025)
(mfQ Asia S/B (427123-U) 15 Dec 2003 : ISO 9000)

4.1 Name of this new program: IQM / MRCA Endorsement / Registration of LAC" (Lead Auditor Course)

- 4.2 Criteria and Eligibility:** Must be current IRCA/RABQSA registered courses and current registered owner of the IRCA/RABQSA course or any equivalent, to be decided by Board of Management.
- 4.3 Criteria and Eligibility of Tutor:** With defined control and qualification of tutor or in close equivalent to IRCA/RABQSA and any other Internationally acceptable qualification
- 4.4 Exam Papers:** Same as IRCA/RABQSA registered Examination control and Exam Papers or any other Internationally acceptable Examination.
- 4.5 Exam Marking Scheme:** Same as IRCA/RABQSA Examination marking scheme or any Internationally acceptable Marking Scheme.
- 4.6 Strict Confidentiality:** Same as IRCA/RABQSA Policy or any Internationally acceptable Policy.
- 4.7 Criteria and Eligibility of Tutor:** With defined control and qualification of tutor in close equivalent to IRCA/RABQSA or any Internationally acceptable Qualification.
- 4.8 Eligibility for IQM / MRCA Endorsement:** YES, Certificate carries the IQM and MRCA Mark of Endorsement. IQM is to be paid an Endorsement fee for the Certificate. The details of Endorsement fee shall be decided later.
- 4.9 Issue of Training Certificate:** By the Registered Owner / legal Owner of the IRCA/RABQSA LAC Course. Evidence of Ownership must be established.

5. Preference

It is preferred that the "Owner", "Tutor" and "Trainer" are to be IQM members. As mentioned earlier, the current local Training Courses/Providers shall remain in the IQM register. This is the main aim of IQM in "Promoting of Quality".

6. Summary

- 6.1 The Trainer is a member of IQM and registered under MRCA scheme.
- 6.2 IQM and the Trainer or his/her Company is to sign up a Memorandum of Understanding (MOU).
- 6.3 The Trainer or his/her Company is to submit all the relevant information as described above and fulfill the requirements.
- 6.4 The Trainer or his/her Company is to pay Endorsement fee to IQM according to terms & conditions in MOU.
- 6.5 IQM is to follow up annually on the status of the arrangement with appropriate action to ensure Transparency & Integrity.
- 6.6 The Trainer or his/her Company must at all time comply with Rule 8, Code of Conduct for all IQM Members.