



INSTITUTE OF QUALITY MALAYSIA

(PPM-001-10-12021978)

29/1/2016

IQM as DRP-Provider

Formation of Dispute Resolution Committee *(Approved by Board on 29/1/2016)*

1. Objective : This is to provide dispute resolution to IQM members or any other quality practitioners that need such service or quality related issues. (As a step by IQM to comply with a requirement of ISO 9000:2015).
2. Role of IQM : IQM shall be the Dispute Resolution Process Provider (DRP-Provider) to IQM members or any quality practitioners that need such service.
3. Role of IQM Dispute Resolution Committee : The Dispute Resolution Committee shall resolve disputes promptly with the intent of avoiding arbitration or litigation. The Dispute Resolution Committee shall endeavor to resolve any disputes referred to it within a set time limit (eg. 14 days/30 days) after the date of such referral. Any decision of the Dispute Resolution Committee shall be binding on the Parties.
4. Members of Dispute Resolution Committee : The Dispute Resolution Committee shall consist of:-
 - a) Three (3) IQM Board of Management members;
 - b) Two (2) representatives from each of the Parties that refer the dispute to IQM.
 - c) The Dispute Resolution Committee shall endeavor to achieve an amicable settlement of the relevant matter, dispute or claim or an agreement on the relevant matter dispute or claim by the relevant Parties.
 - d) For the initial formation, the three (3) IQM Board of Management members shall be the President, Vice-President and Hon. Secretary. Subsequently, the Board of Management shall decide on the composition for the future Dispute Resolution, if any.
5. Dispute Resolution Process : The Dispute Resolution Committee shall determine its own procedure and meet at such time as it thinks fit. As and when necessary, the Dispute Resolution Committee may appoint an independent expert to advise in respect of relevant matters to assist in the resolution of any dispute brought before the Dispute Resolution Committee
6. Other Requirements : Any other requirements such as function, responsibility, operation and management of DRP-Provider shall be developed in future according to global practices in other countries later.