



ISO9001:2015 – Quality Management System (QMS)

Quality Management System is applicable to any organization, regardless of its type or size, or the products and services it provides. All the requirements of ISO 9001:2015 are generic and are intended to be easily adapted to any organizations.



How QMS assists your organization?

CUSTOMER FOCUS

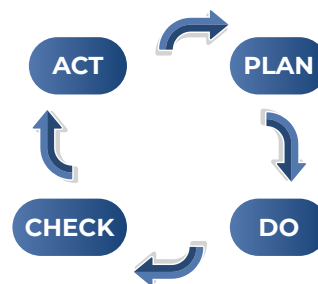
QMS aims to meet & exceed customer requirements & expectations. By understanding customers' needs & demands currently and in the future, organization would be able to gain customers' confidence and hence retaining them for a sustainable business.

PROCESS APPROACH

Therefore, QMS promotes process approach and Plan-Do-Check-Act (PDAC) process is a model for improvement that is sustained, rather than just a one-time quick fix.

LEADERSHIP & COMMITMENT

Organization's strategies, policies, processes and resources are well planned & discussed from all levels of leaders to ensure alignment of company direction and to achieve organizations' objectives.



- Plan** – Planning is one of the biggest parts of the QMS. First, organization should understand the needs of stakeholders & interested parties. Planning includes resources, communication, and control of documents.
- Do** – Planning is useless unless the plan is carried out.
- Check** – Internal & External audit to evaluate if organizations' products & services are meeting client's requirements.
- Act** – Actions needed to address any issues found from Internal & External Audit, to understand the root causes and perform correction & corrective actions for continuous improvement.

EVIDENCE BASE DECISION MAKING

Decision making are based on various resources & analysis. Facts and studies are very important and gives more confidence during decision making.

CONTINUAL IMPROVEMENT

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CUSTOMER SATISFACTION AS KEY OF ALL BUSINESSES

Certified organization would be able to demonstrate its ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements. Through effective implementation of system and continual improvement through processes and the system itself, organization could demonstrated conformity to customers, statutory and regulatory requirements. Organization could enhance customer satisfaction in long run.

Key to Excellent

WHY KEYN?

- ✓ Client experience is always our top priority
- ✓ Experience auditor with industry background to ensure value added service
- ✓ Strong back office system to ensure clients' database are well managed
- ✓ Promote your certificate achievement to all your networks
- ✓ Complementary services to further assist clients - i.e. training, gap analysis



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