IMPLEMENTATION OF QUALITY MANAGEMENT SYSTEM (QMS) AT IIUM

تطبيق نظام الجودة والاعتماد: نموذج الجامعة الإسلامية العالمية ماليزيا

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Quality Assurance Unit
International Islamic University Malaysia (IIUM)

MAIN POINTS

1- FACTS ABOUT THE UNIVERSITY

2- MAPPING THE INTEGRATED MODEL OF QUALITY ASSURANCE AND CORPORATE STRATEGY OF IIUM

3- COMMITMENT TO QUALITY MANAGEMENT AND CULTURE

4- IMPLEMENTATION OF QUALITY MANAGEMENT SYSTEM AT IIUM

5- ACADEMIC QUALITY ASSURANCE (FRAMEWORK (AQAF)

6- QUALITY SERVICE DELIVERY

7- QUALITY GOVERNANCE

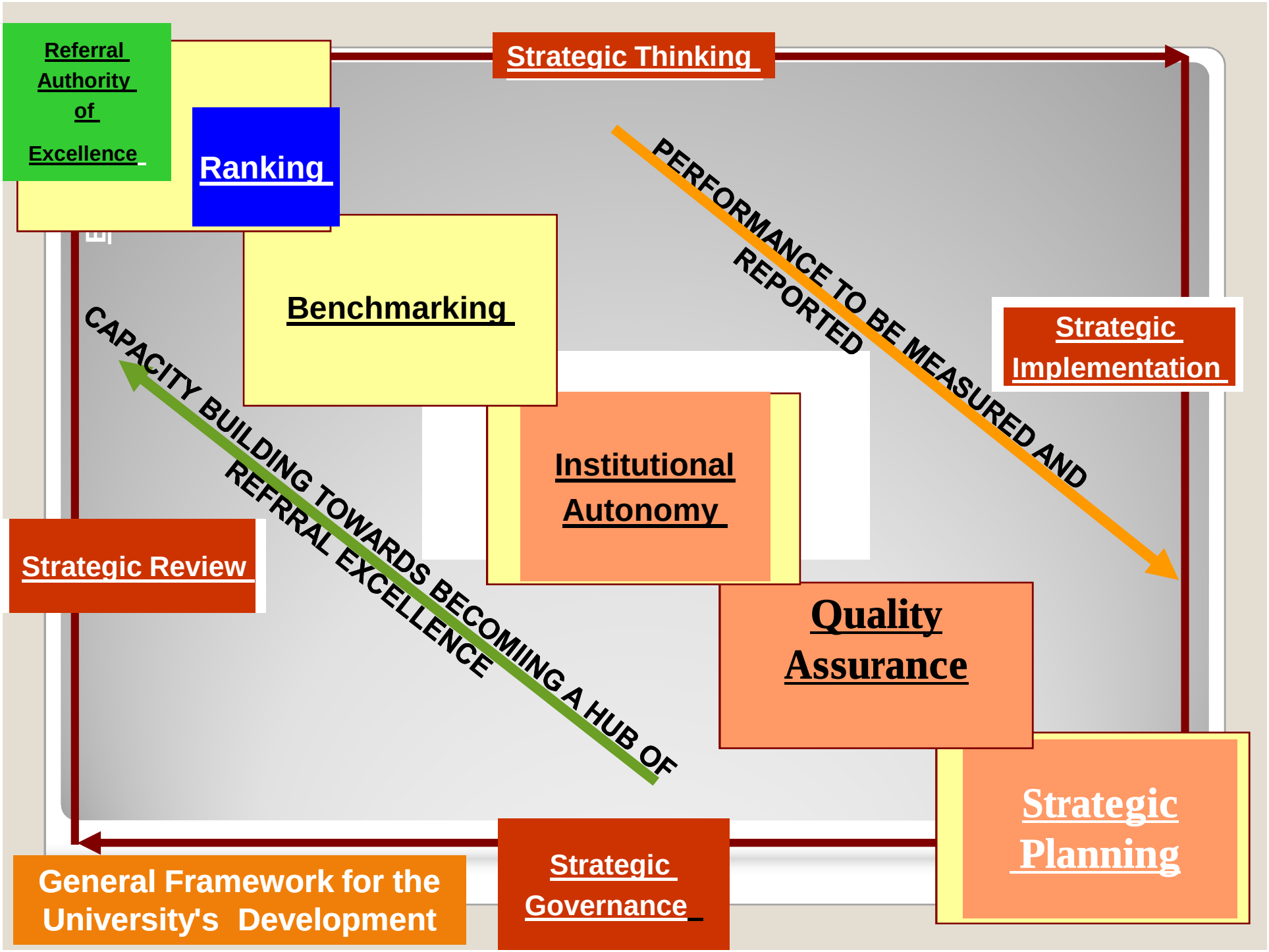
8- ACHIEVEMENTS AFTER THE IMPLEMENTATION OF THE QUALITY MANAGEMENT SYSTEM

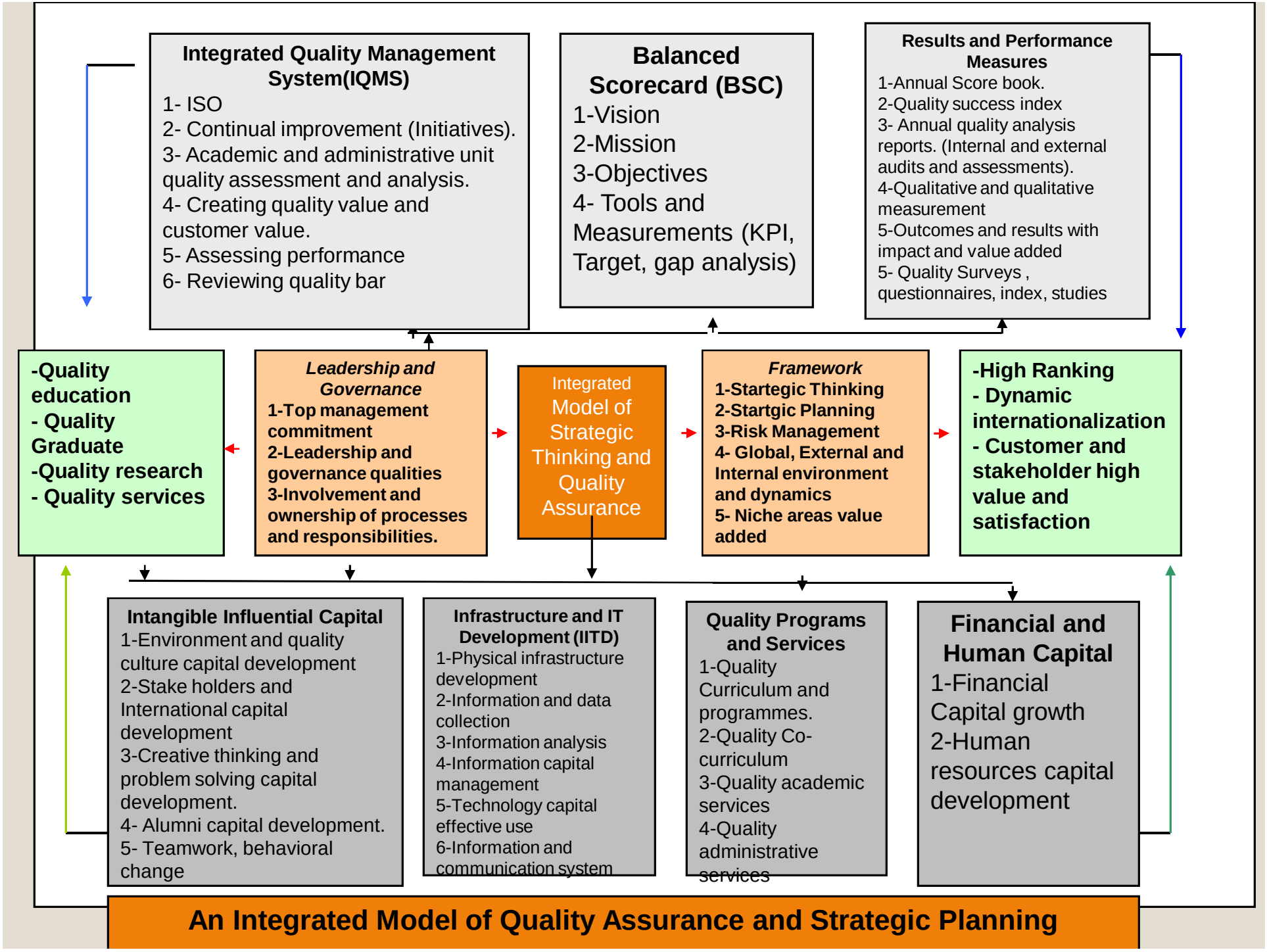
9- IIUM: FROM QUALITY ASSURANCE TO QUALITY ENHANCEMENT

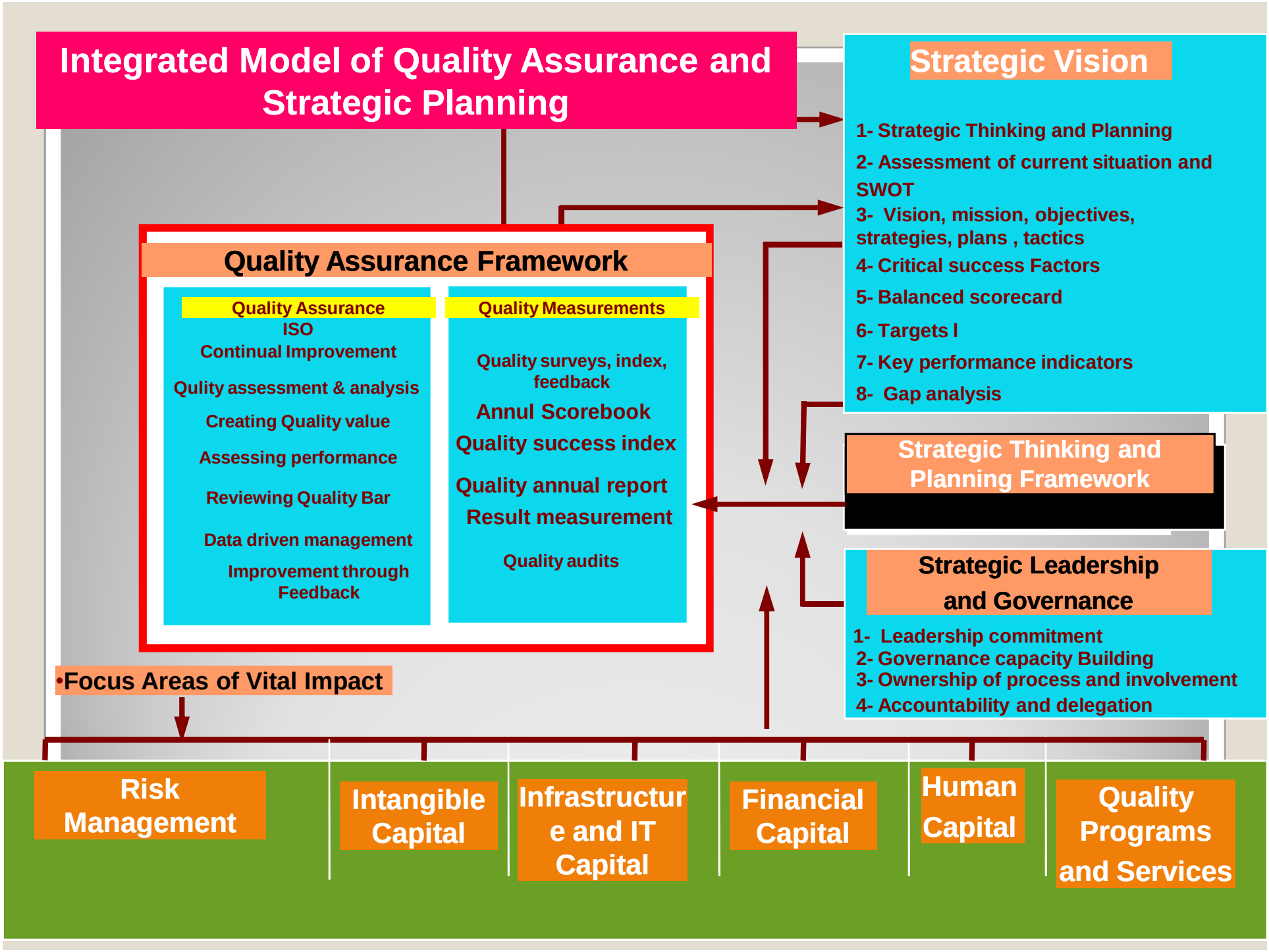
الموضوعات الرئيسية

1- حقائق حول الجامعة الإسلامية العالمية ماليزيا
2- نموذج التخطيط الإستراتيجي وإدارة الجودة بالجامعة
3- الإلتزام بنظام الجودة وثقافتها
4- تطبيق نظام ضمان الجودة والاعتماد
5- نظام ضمان الجودة في المجال الأكاديمي
6- ضمان الجودة في الخدمات
7- ضمان الجودة في الإدارة
8- الإنجازات بعد تطبيق نظام الجودة
9- الجامعة الإسلامية العالمية:
من ضمان الجودة إلى تعزيز الجودة.

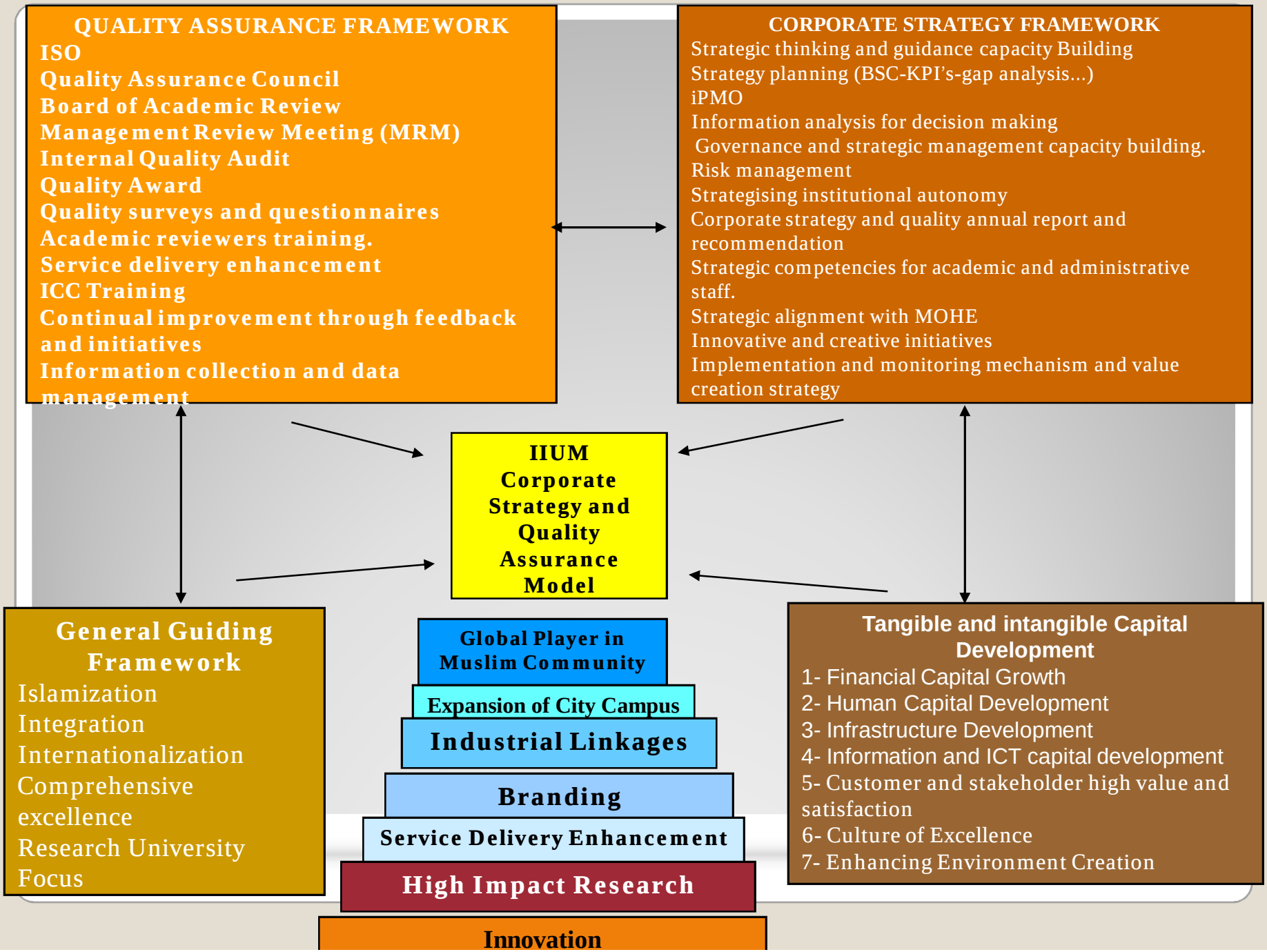
MAPPING THE INTEGRATED MODEL OF QUALITY ASSURANCE AND CORPORATE STRATEGY OF IIUM


Referral Authority of Excellence
Ranking
Strategic Thinking
PERFORMANCE TO BE MEASURED AND REPORTED
Benchmarking
Strategic Implementation
CAPACITY BUILDING TOWARDS BECOMING A HUB OF REFRRAL EXCELLENCE
Institutional Autonomy
Strategic Review
Quality Assurance
Strategic Planning
General Framework for the University's Development
Strategic Governance


Integrated Quality Management System(IQMS)
1- ISO
2- Continual improvement (Initiatives).
3- Academic and administrative unit quality assessment and analysis.
4- Creating quality value and customer value.
5- Assessing performance
6- Reviewing quality bar
Balanced Scorecard (BSC)
1-Vision
2-Mission
3-Objectives
4- Tools and Measurements (KPI, Target, gap analysis)
Results and Performance Measures
1-Annual Score book.
2-Quality success index
3- Annual quality analysis reports. (Internal and external audits and assessments).
4-Qualitative and qualitative measurement
5-Outcomes and results with impact and value added
5- Quality Surveys , questionnaires, index, studies
-Quality education
- Quality Graduate
-Quality research
- Quality services
Leadership and Governance
1-Top management commitment
2-Leadership and governance qualities
3-Involvement and ownership of processes and responsibilities.
Integrated Model of Strategic Thinking and Quality Assurance
Framework
1-Startegic Thinking
2-Startgic Planning
3-Risk Management
4- Global, External and Internal environment and dynamics
5- Niche areas value added
-High Ranking
- Dynamic internationalization
- Customer and stakeholder high value and satisfaction
Intangible Influential Capital
1-Environment and quality culture capital development
2-Stake holders and International capital development
3-Creative thinking and problem solving capital development.
4- Alumni capital development.
5- Teamwork, behavioral change
Infrastructure and IT Development (IITD)
1-Physical infrastructure development
2-Information and data collection
3-Information analysis
4-Information capital management
5-Technology capital effective use
6-Information and communication system
Quality Programs and Services
1-Quality Curriculum and programmes.
2-Quality Co-curriculum
3-Quality academic services
4-Quality administrative services
Financial and Human Capital
1-Financial Capital growth
2-Human resources capital development
An Integrated Model of Quality Assurance and Strategic Planning


Integrated Model of Quality Assurance and Strategic Planning
Strategic Vision
1- Strategic Thinking and Planning
2- Assessment of current situation and SWOT
3- Vision, mission, objectives, strategies, plans , tactics
4- Critical success Factors
5- Balanced scorecard
6- Targets I
7- Key performance indicators
8- Gap analysis
Quality Assurance Framework
Quality Assurance
ISO
Continual Improvement
Qulity assessment & analysis
Creating Quality value
Assessing performance
Reviewing Quality Bar
Data driven management
Improvement through Feedback
Quality Measurements
Quality surveys, index, feedback
Annul Scorebook
Quality success index
Quality annual report
Result measurement
Quality audits
Strategic Thinking and Planning Framework
Strategic Leadership and Governance
1- Leadership commitment
2- Governance capacity Building
3- Ownership of process and involvement
4- Accountability and delegation
•Focus Areas of Vital Impact
Risk Management
Intangible Capital
Infrastructure and IT Capital
Financial Capital
Human Capital
Quality Programs and Services

Mapping of the IIUM Model Of Corporate Strategy and Quality Assurance



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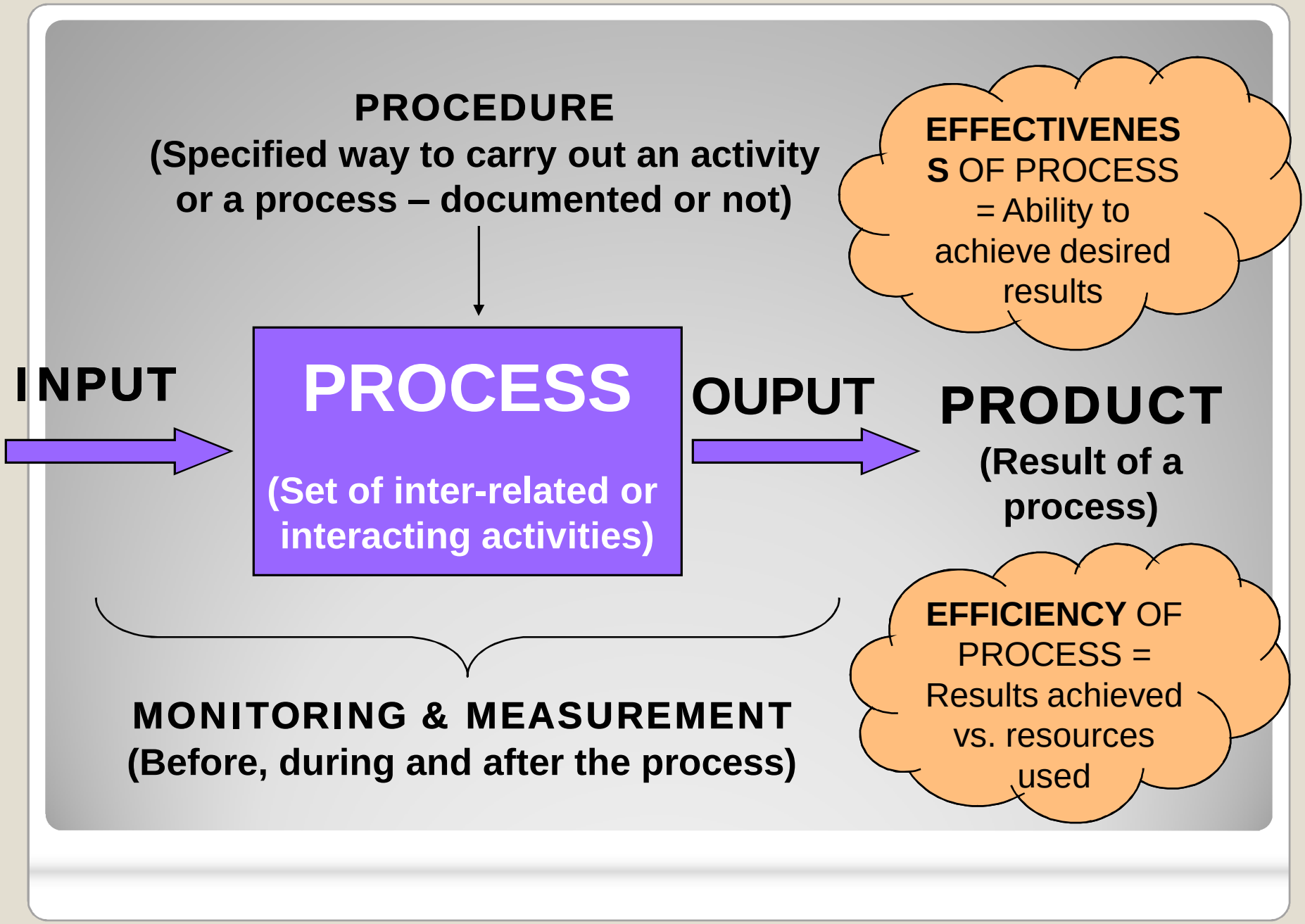
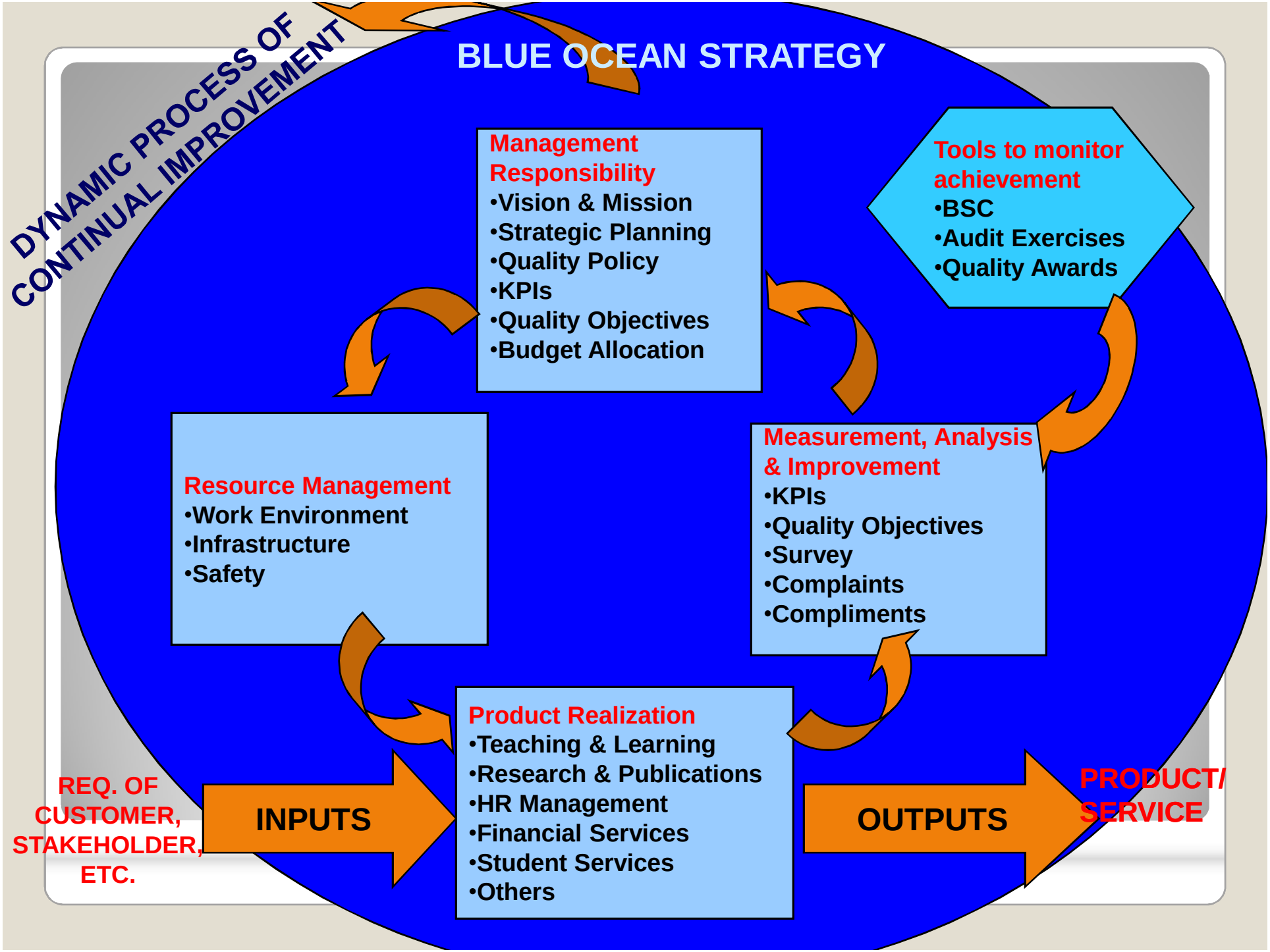
QUALITY MANAGEMENT SYSTEM

A management system to direct and control an organization with regard to quality.


PROCEDURE
(Specified way to carry out an activity or a process – documented or not)
EFFECTIVENESS OF PROCESS = Ability to achieve desired results
INPUT
PROCESS
(Set of inter-related or interacting activities)
OUPUT
PRODUCT
(Result of a process)
EFFICIENCY OF PROCESS = Results achieved vs. resources used
MONITORING & MEASUREMENT
(Before, during and after the process)

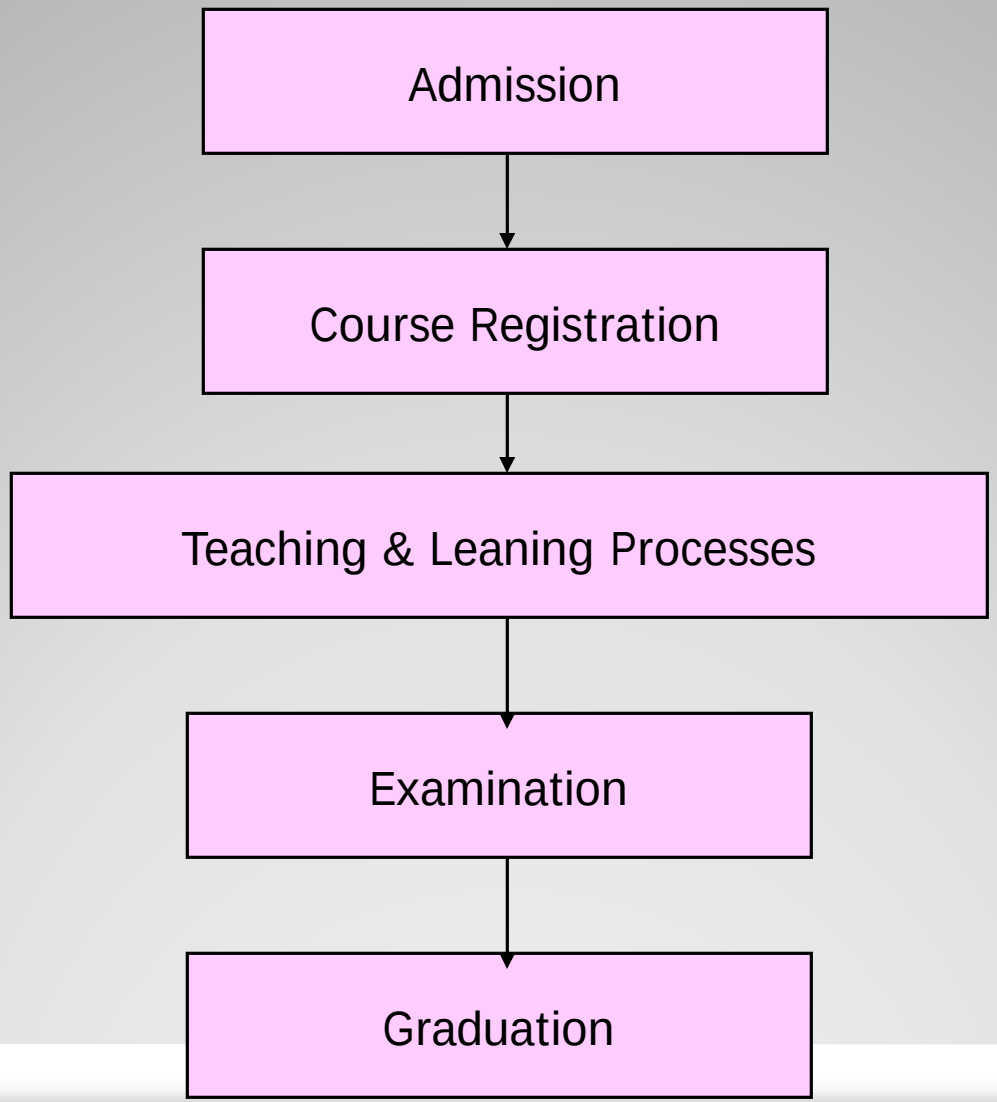

DYNAMIC PROCESS OF CONTINUAL IMPROVEMENT
BLUE OCEAN STRATEGY
Management Responsibility
•Vision & Mission
•Strategic Planning
•Quality Policy
•KPIs
•Quality Objectives
•Budget Allocation
Tools to monitor achievement
•BSC
•Audit Exercises
•Quality Awards
Resource Management
•Work Environment
•Infrastructure
•Safety
Measurement, Analysis & Improvement
•KPIs
•Quality Objectives
•Survey
•Complaints
•Compliments
Product Realization
•Teaching & Learning
•Research & Publications
•HR Management
•Financial Services
•Student Services
•Others
REQ. OF CUSTOMER, STAKEHOLDER, ETC.
INPUTS
OUTPUTS
PRODUCT/ SERVICE

IMPLEMENTATION OF
ISO9001:2000 QMS
AT IIUM

TEACHING AND LEARNING

- Teaching and Learning is a core process of the International Islamic University Malaysia.
- The implementation of a quality management system based on the ISO 9001:2000 in the “Teaching and Learning” covering both Undergraduate & Postgraduate level started in June 2003.
- The activities covered under this scope are Admission of Students, Course Registration, Examination, Continuous Assessment until Graduation.

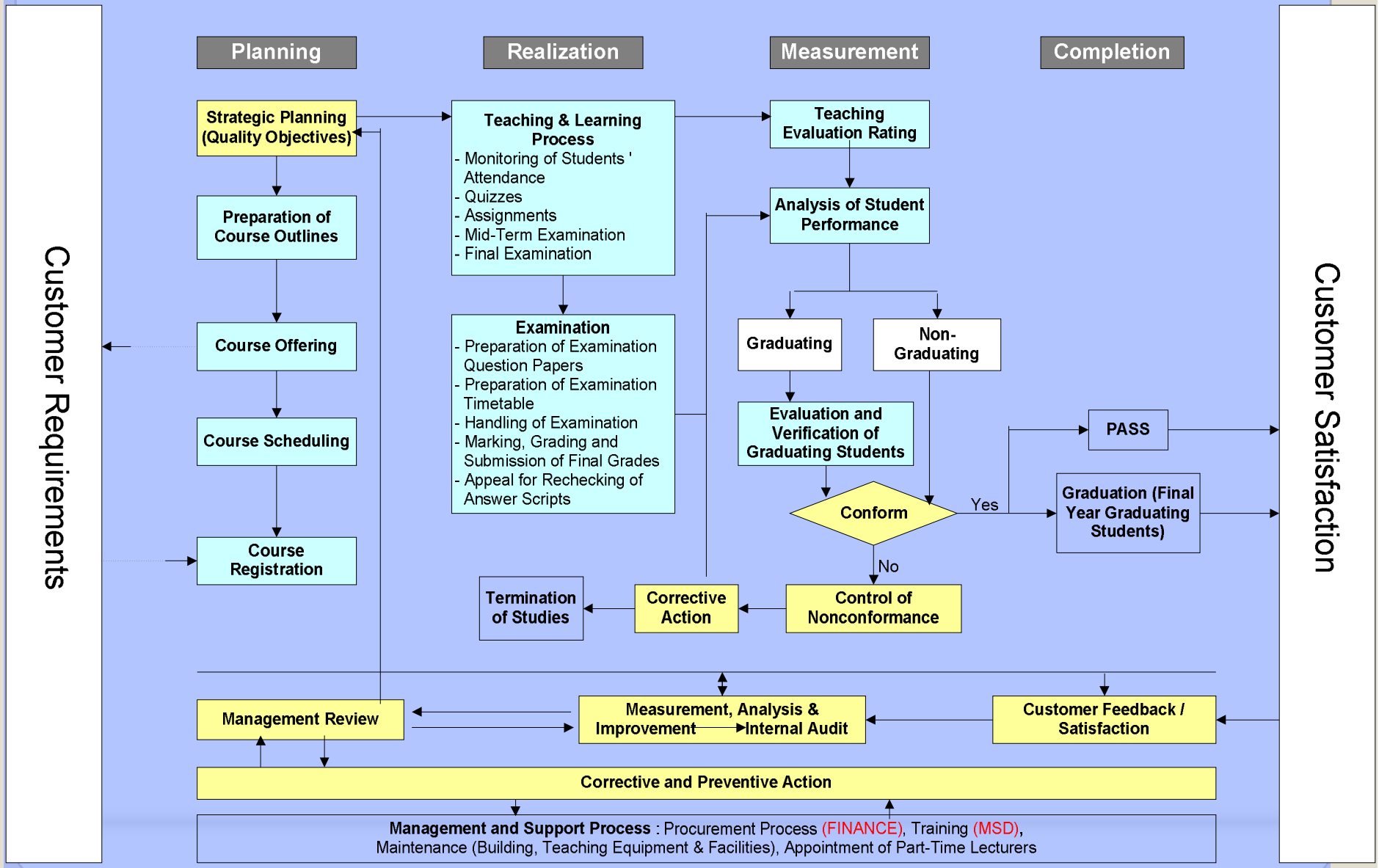
TEACHING & LEARNING PROCESSES



Appendix II (a)

Version No. : 03
Revision No. : 00
Date : 2/11/2005
Station : QAU, IIUM

PROCESS MAP FOR "TEACHING AND LEARNING" (UNDERGRADUATE)
INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA



STUDENT SERVICES

- The implementation of a QMS based on the ISO 9001:2000 in the “Student Services” started in February 2004.
- The scope of Student Services consists of the followings:

Ø Student Accommodation (10 Processes)
Ø Counseling (3 Processes)
Ø Scholarship (1 Process)
Ø Welfare (1 Process)
Ø Transportation (1 Process)
Ø Food, Facilities and Services Unit (5 Processes)

FINANCIAL SERVICES

- The implementation of the ISO 9001:2000 QMS in “Financial Services” started in June 2004.
- The scope covers the processes of Accounts, Payroll, Payment, Student Payment, Student Scholarship Payment at the Centre for Foundation Studies, Procurement, Budget, Loans, Asset Management and Trust Funds.

RESEARCH & PUBLICATION MANAGEMENT

- In the 1st stage, the University has implemented a QMS based on the ISO 9001:2000 under the provision of “Research Management” which effective date was 5 May 2004.
- Then, in August 2007, the scope has been extended to the provision of “Research & Publication Management”
- Under this scope, there are 3 agencies involved in the implementation, namely; Research Management Centre, Ahmad Ibrahim Kulliyyah of Laws, and Kulliyyah of Islamic Revealed Knowledge & Human Sciences.

HEALTH & DENTAL SERVICES

- The scope of “Health and Dental Services” was effectively implemented in January 2004.
- The scope covers the following processes:
  - Procedure on the Registration
  - Procedure on Medical Consultation
  - Procedure on the Pharmaceutical Duties
  - Procedure on X-Ray Services
  - Procedure on Laboratory Services
  - Procedure on the Dental Clinical Duties
  - Procedure on Health Centre Administrative Duties

MOSQUE MANAGEMENT

- The implementation of the ISO 9001:2000 in the provision of the “Mosque Management” started in April 2005.
- The IIUM Mosque is the first Mosque in Malaysia attaining the ISO 9001:2000 certification.
- The scope covers the following processes:
  - Maintenance of Mosque Building and Handling of Keys
  - Conduct of Courses/Training
  - Conduct of Mosque Activities
  - Friday Sermons
  - Booking of Venues and Facilities
  - Collaboration Programmes
  - Management of Cash Collection
  - Management of Janazah Van

HUMAN RESOURCE MANAGEMENT

- The University has implemented the QMS based on the ISO 9001:2000 under the provision of “Human Resource Management” since October 2005.
- The scope has covered the processes of Recruitment of Academic, Administrative and Technical Staff, Training for Academic, Administrative and Technical Staff (Study Leave, Sabbatical Leave and Competency Level Assessment), Service (Confirmation, Promotion and Resignation/Termination), Remuneration, Employee Benefits and Other Related Human Resource Services.

MANAGEMENT OF PRE-SESSIONAL PROGRAMMES & PUBLIC COURSES

- The implementation of the ISO 9001:2000 QMS under the provision of “Management of Pre-Sessional Programmes & Public Courses was started in March 2005.
- The scope covers the teaching and learning processes (i.e. placement for EPT/APT courses, examination and completion of the courses).
- The Pre-Sessional Programmes are the programmes to prepare students for intensive English/Arabic courses prior to entering the Faculties.

MANAGEMENT OF STUDENT DEVELOPMENT ACTIVITIES

- The implementation of the “Management of Student Development Activities” for the ISO 9001:2000 QMS started in June 2005.
- The provision of “Management of Student Development Activities” covers the followings:
  - **Credited Co-Curricular Activities**
  - **Non-Credited Co-Curricular Activities**
  - **Sport Unit Activities**

MANAGEMENT OF ICT RESOURCES & APPLICATION SYSTEMS

- The Information Technology Division of IIUM has also implemented the ISO 9001:2000 QMS under the provision of “Management of ICT Resources & Application Systems” since November 2005.
- The scope covers the following processes:
  - Management of Service Desk Operation
  - Management of ICT Resources
  - Management of Telecommunication Services
  - Management of IIUM Computing System
  - Management of Network Infrastructure Services
  - Management of IIUM Data Centre
  - New Application System Development and Enhancement
  - Application System Training
  - Data Backup
  - System Availability and Recovery
  - Provision of Support for University Event

EDUCATIONAL SERVICES FOR FOUNDATION PROGRAMMES

- Centre for Foundation Studies was formerly known as Matriculation Centre in which it prepares students for pre-preparatory studies before students going into 1st year programme.
- The Centre has implemented the QMS based on the ISO 9001:2000 under the provision of “Educational Services in the Foundation Studies” since January 2006.
- The scope covers teaching and learning processes (i.e. admission, course registration, examination and completion of studies.

PROPERTY DEVELOPMENT & FACILITIES MAINTENANCE

- The Development Division of IIUM has implemented the ISO 9001:2000 QMS in “Property Development, Renovation & Facilities Maintenance” since May 2006.
- The scope covers the processes of the followings:
  - Project Management
  - Renovation and Upgrading Works and Purchase of Furniture
  - Payment, and
  - Other Related Matters

CORPORATE RELATION ACTIVITIES

- The implementation of the provision of “Management of Corporate Relations Activities” was started in April 2007.
- The scope covers the following processes:
  - Ø Event Management
  - Ø Media Relations
  - Ø Hospitality Services
  - Ø Photography Services
  - Ø Corporate Collateral
  - Ø Publication Activities
  - Ø Customer Service Assistant Activities
  - Ø Calendar of Event
  - Ø Customer Complaint

QUALITY ASSURANCE ACTIVITIES

- The “Management of QAU’s Activities” has been implemented since July 2007.
- The scope covers the following processes:
  - Handling of Quality Day Event
  - Handling of Quality Awards
  - Monitoring of Academic Review Exercises
  - Handling of Internal Audit Exercises
  - Handling of Quality Related Workshop/Training
  - Handling of Exhibition (During Quality Day)
  - Handling of Customer Complaints

THANK YOU