

**Title: SCOPE OF QUALITY MANAGEMENT SYSTEM**

Revision: 00  
Release Date: 28/Aug/17  
Originator Nohha  
Approver KH Boey  
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## **1.0 PURPOSE AND STRATEGIC DIRECTION**

### **1.1 Our Values**

Sustainable business practices including:

- a) Corporate social responsibility (social, economical and environmental).
- b) Responsible management.
- c) Sustainable ethics and workforce integrity throughout all business operations.
- d) Co-operation and collaboration within the organization.
- e) Employee's welfare.

### **1.2 Strategic Direction**

To employ a motivated workforce that will embrace the organization's values, and complement the co-operation and collaboration needed to achieve the effective application of our processes for continual improvement.

### **1.3 Organization's intended result(s) of its Quality Management System:**

#### **1.3.1 Scope of the Standard**

- a) To demonstrate its ability to consistently provide products and services that meet interested parties and applicable regulatory requirements.
- b) To enhance interested parties satisfaction through the effective application of the Quality Management System and processes for continual improvement of the Quality Management System.
- c) Assurance of conformity to interested parties and applicable statutory and regulatory requirements.

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### **1.3.2 Specific to SOLID PRECISION ENGINEERING SDN BHD**

a) Quality Policy:

To be a leader in our industry and better serve our satisfied customers through implementation of latest techniques and methods, provide and maintain a dedicated group of people whose philosophy is to ensure that our customers will receive the finest services and quality products available.

***“Quality is a driving force of everything we do.”***

b) Quality Objective:

Quality Objectives is to measure the quality goal to ensure it meet. The quality objectives are established at relevant functions and levels. In SOLID PRECISION ENGINEERING SDN BHD, the scope of quality objectives covering Customer Satisfaction factor, Response Time factor and Core Employee Retention Period.

### **1.4 External issues**

External issues that is relevant that affect its ability to achieve the intended result(s) of its Quality Management System:

- Competitive environment - overall low cost of entry into the market.
- Overall economic climate in the country.
- Technology advances.
- Standardization and certification within the industry.
- Relationships with external interested parties.
- External inspections / audits.
- Availability of raw materials.
- Quality of raw materials.
- GST implementation.
- Currency fluctuations.

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### **1.5 Internal issues**

Internal issues that is relevant that affect its ability to achieve the intended result(s) of its Quality Management System:

- Structure of the organization.
- Roles within the organization (multi tasking).
- Availability of reliable, qualified and competent workforce (contract workers).
- Stability of workforce.
- Staff retention.
- Culture within the organization with foreign workers
- Working hours.
- Policies and objectives.
- Strategies, capabilities and resources.
- Knowledge, general competence, technologies and information systems.
- Relationships with interested parties.
- Ability to motivate workforce.
- Understanding and experience in implementing ISO 9001.

## **2.0 INTERESTED PARTIES AND RELEVANT REQUIREMENTS**

### **2.1 Board of Directors**

- Good financial performance.
- Legal compliance / avoidance of fines.
- Sustainable.

### **2.2 Law Enforces / Regulators**

Identification of applicable statutory and regulatory requirements for the products and services provided, understanding of the requirements, application within the Quality Management System, and update / maintenance of them, legal compliance, prompt responses to investigations and enquiries.

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### **2.3 Internal Interested Parties**

- Value for money.
- High Quality.
- Expectations for design innovation
- On time delivery.
- Low-Cost.
- Quick response.
- Installation expertise.
- Legal compliance.

### **2.4 Bank / Finance**

- Good financial performance and cash flow.

### **2.5 Employees**

- Professional development.
- Employment security.
- Good employee working relationships.

### **2.6 External Providers**

- Clear, unambiguous contracts.
- Scope of works.
- Good working relationship.

## **3.0 PRODUCTS AND SERVICES OF THE ORGANIZATION**

SOLID PRECISION ENGINEERING SDN BHD is manufactured of precision metal stamping parts, precision sheet metal fabrication parts and its mechanical assemblies.

### **3.1 Scope**

Our scope is Precision Metal Stamping, Precision Sheet Metal Fabrication and Mechanical Assemblies.

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### **3.2 Applicability**

Exclusion Clause is: 8.3 (8.3: Design and development of products and services).  
This is due to the finished product are manufactured based on the standard specification and requirements.

### **4.0 QUALITY POLICY**

SOLID PRECISION ENGINEERING SDN BHD aims to be a leader in our industry and better serve our satisfied customers through implementation of latest techniques and methods, provide and maintain a dedicated group of people whose philosophy is to ensure that our customers will receive the finest services and quality products available.

***“Quality is a driving force of everything we do.”***

### **5.0 QUALITY OBJECTIVE**

In SOLID PRECISION ENGINEERING SDN BHD, the scope of quality objectives covering to:

- a) To measure customer satisfaction through rating and scoring.
- b) To measure response time as regard to part rejection base on external failure.
- c) To maintain a group of core employees with the specific employment retention period.