Audit Plan

Internal Quality Audit for Kuching | 22 – 26 April 2024

Auditees	a) Dayangku Hadzimah Awangku Ahmad. b) Anita Hamdan c) Nur Ashikin Ahmad.

Audit Dates	Audit Criteria	Audit Scope	Auditors	Agenda
22 – 26 April	ISO 9001:2015 requirements, relevant documented information, supporting documents, applicable statutory and regulatory requirements, and relevant policies.	**Corporate Communications Division** a) Control of Documented Information. b) Corrective Action.	**Lead Auditor:** **Bronny Lawrence Nawe** a) Izaruddin Mos (Leader). b) Mohammad Aizat Ajis	08:15 - 08:30 Opening meeting. 08:30 - 13:00 a) Control of Documented Information. b) Corrective Action.
		a) Monitoring of Quality Objectives. b) Analysis and Evaluation	a) Ramdzan Saman (Leader). b) Jeysi Halmi	a) Monitoring of Quality Objectives. b) Analysis and Evaluation
		Corporate Communications Division a) Management of Customer Complaint. b) Management of Change c) Management of Risk.	a)Mohd. Khadzrie M. Ramzie (Leader) b) Seigneorie anak Hassan	a) Management of Customer Complaint. b) Management of Change c) Management of Risk. .

Document No. : FRM-CC-20
Revision No. : 0
Effective Date : 1 January 2018

Audit Plan

Internal Quality Audit for Kuching | 22 – 26 April 2024

Auditees	a) Norafiqah Nabila Julaihi.

Audit Dates	Audit Criteria	Audit Scope	Auditors	Agenda
22 – 26 April	ISO 9001:2015 requirements, relevant documented information, supporting documents, applicable statutory and regulatory requirements, and relevant policies.	**Finance Management Division** a) Selection, Evaluation and Re-evaluation of Supplier/Contractors. b) Re-evaluation of Existing Supplier/Contractors	**Lead Auditor:** **Bronny Lawrence Nawe** a) Norassima Sitam (Leader) b) Rozana Octovia Raymond Umpu	08:15 - 08:30 Opening meeting. 08:30 - 12:30 a) Selection, Evaluation and Re-evaluation of Supplier/Contractors. b) Re-evaluation of Existing Supplier/Contractors

Audit Plan

Internal Quality Audit for Kuching | 22 – 26 April 2024

Auditees	a) Nurdiyana Ramlee. b) Mohamad Abdullah Bin Hamdan. c) Arman bin Chee. d) Mohamed Ismauli bin Abdul Wahab. e) Alya Afika bt Pairi. f) Idris bin Morni.

Audit Dates	Audit Criteria	Audit Scope	Auditors	Agenda
22 – 26 April	ISO 9001:2015 requirements, relevant documented information, supporting documents, applicable statutory and regulatory requirements, and relevant policies.	**Facility Management Division** a) Scheduled Maintenance of Building Facilities, Park and Equipment. b) Corrective Maintenance of Building, Facilities, Park and Equipment.	**Lead Auditor:** **Bronny Lawrence Nawe** a) Edison Ricket (Leader). b) Siti Khairunnisa Rosli	08:15 - 08:30 Opening meeting. 08:30 - 13:00 a) Scheduled Maintenance of Building Facilities, Park and Equipment. b) Corrective Maintenance of Building, Facilities, Park and Equipment.

Auditees	a)Sonia Suria Ahip Abdullah b)Siti Munirah Idris c) Edison Ricket. d) Rozana Octovia Raymond Umpu. e) Nurfatini Apandi. f) Norlailawaty Ismail

Audit Dates	Audit Criteria	Audit Scope	Auditors	Agenda
22 – 26 April	ISO 9001:2015 requirements, relevant documented information, supporting documents, applicable statutory and regulatory requirements, and relevant policies.	**Human Services Division** a) Training **Information Services Division** a) Reference Services	**Lead Auditor:** **Bronny Lawrence Nawe** a) Maurice Braoh (Leader) b) Anita Hamdan	08:15 - 08:30 Opening meeting. 08:30 - 12:30 a)Training a)Reference Services

Audit Plan

Internal Quality Audit for Kuching | 22 – 26 April 2024

Auditees	a) Edison Ricket. b) Rozana Octovia Raymond Umpu. c) Nurfatini Apandi. d) Norlailawaty Ismail.

Audit Dates	Audit Criteria	Audit Scope	Auditors	Agenda
22 – 26 April	ISO 9001:2015 requirements, relevant documented information, supporting documents, applicable statutory and regulatory requirements, and relevant policies.	**Reference Services Division** a) Membership Management. b) Circulation Services.	**Lead Auditor:** **Bronny Lawrence Nawe** a) Vincent Jinap (Leader). b) Norafiqah Nabilah Julaihi	08:15 - 08:30 Opening meeting. 08:30 - 13:00 a) Membership Management. b) Circulation Services

Audit Plan

Internal Quality Audit for Kuching | 22 – 26 April 2024

Auditees	a)Izaruddin Moss b) Jassalini Jamain c) Jeysi Halmi d) Nor Diana Nawawi e) Amrul Nasri Mohammed

Audit Dates	Audit Criteria	Audit Scope	Auditors	Agenda
22 – 26 April	ISO 9001:2015 requirements, relevant documented information, supporting documents, applicable statutory and regulatory requirements, and relevant policies.	**Sarawakiana Division** a) Acquisition of Legal Deposit Materials. **Records Management Division** a) Records Management Awareness Programmes	**Lead Auditor:** **Bronny Lawrence Nawe** a)Puspa Diana Jawi (Leader) b) Hapidawati Bujang	08:15 - 08:30 Opening meeting. 08:30 - 10:30 a) Acquisition of Legal Deposit Materials. a) Records Management Awareness Programmes

Audit Plan

Internal Quality Audit for Kuching | 22 – 26 April 2024

Auditees	a) Norassima Sitam. b) Mabblukool Ramler.

Audit Dates	Audit Criteria	Audit Scope	Auditors	Agenda
22 – 26 April	ISO 9001:2015 requirements, relevant documented information, supporting documents, applicable statutory and regulatory requirements, and relevant policies.	**Technical Services Division** a) Acquisition of Library Materials. b) Receiving of Library Materials	**Lead Auditor:** **Bronny Lawrence Nawe** a)Norlailawaty Ismail b)Ayu Lestari Yahya	08:15 - 08:30 Opening meeting. 08:30 - 10:30 a) Acquisition of Library Materials. b) Receiving of Library Materials

Audit Plan

Internal Quality Audit for Kuching | 22 – 26 April 2024

Auditees	a) Dayangku Horiah Awang Gani b) Ayu Lestari Yahya. c) Mohd. Khadzrie M. Ramzie d) Mohamad Aizat Ajis.

Audit Dates	Audit Criteria	Audit Scope	Auditors	Agenda
22 – 26 April	ISO 9001:2015 requirements, relevant documented information, supporting documents, applicable statutory and regulatory requirements, and relevant policies.	**Archives Management Division** a) Transfer and Receive of Department/Agency Records and Archives	**Lead Auditor:** **Bronny Lawrence Nawe** a) Suria Sonia Ahip Abdullah (Leader) b) Mabblukool Ramier	08:15 - 08:30 Opening meeting. 08:30 - 10:30 a) Transfer and Receive of Department/Agency Records and Archives .

Audit Plan

Internal Quality Audit for Kuching | 22 – 26 April 2024

Auditees	a) Puspa Diana Jawi b) Musa bin Ayub Abdul Rahman

Audit Dates	Audit Criteria	Audit Scope	Auditors	Agenda
22 – 26 April	ISO 9001:2015 requirements, relevant documented information, supporting documents, applicable statutory and regulatory requirements, and relevant policies.	**ICT Infrastructure Division** a) Preventive Maintenance of ICT Systems **Web Applications and Knowledge Management Division** a) Maintenance of Website	**Lead Auditor:** **Bronny Lawrence Nawe** a)Dayangku Hadzimah Awangku Ahmad(Leader) b) Nor Diana Nawawi	08:15 - 08:30 Opening meeting. 08:30 - 11:30 a) Preventive Maintenance of ICT Systems a) Maintenance of Website

Document No. : FRM-CC-20
Revision No. : 0
Effective Date : 1 January 2018

Audit Plan

Internal Quality Audit for Miri | 22 – 26 April 2024

Auditees	a) Shirley Szebah Anak Mambai b) Abdul Aziz Bujang c)Azriana Enna Bong d) Mohd Bakhtiar Haji Supardi

Audit Dates	Audit Criteria	Audit Scope	Auditors	Agenda
22 – 26 April	ISO 9001:2015 requirements, relevant documented information, supporting documents, applicable statutory and regulatory requirements, and relevant policies.	**Corporate Management Division** a) Management of Customer Complaints b) Corrective Action. c) Selection, Evaluation and Re-evaluation of Supplier/Contractors	**Lead Auditor:** **Bronny Lawrence Nawe** a)Dorithy Deala Anak Lawrence (Leader) b)Mohd. Bakhtiar Supardi	08:15 - 08:30 Opening meeting. 08:30 - 17:00 a) Management of Customer Complaints b) Corrective Action. c) Selection, Evaluation and Re-evaluation of Supplier/Contractors
		Corporate Management Division a) Scheduled Maintenance of Building Facilities b) Corrective Maintenance of Building, Facilities Park and Equipment c) Preventive Maintenance of ICT System	a)Ahmad Samsudin (Leader) b)Mohd Awis Abu Bakar c)Muhd Annwar Adenan	a) Scheduled Maintenance of Building Facilities b) Corrective Maintenance of Building, Facilities Park and Equipment c) Preventive Maintenance of ICT System

Audit Plan

Internal Quality Audit for Miri | 22 – 26 April 2024

Auditees	a)Ahmad Samsudin b) Mohd. Awis Abu Bakar c) Lilian Baun Pulo d) Affendi Lezara

Audit Dates	Audit Criteria	Audit Scope	Auditors	Agenda
22 – 26 April	ISO 9001:2015 requirements, relevant documented information, supporting documents, applicable statutory and regulatory requirements, and relevant policies.	**Information Services Division** a) Reference Services b) Membership Management	**Lead Auditor:** **Bronny Lawrence Nawe** a) Lilian Baun Pulo (Leader). b) Affendi Lezara.	08:15 - 08:30 Opening meeting. 08:30 - 17:00 a) Reference Services b) Membership Management
		Information Services Division a) Circulation Services b) Management of User Education Programs	a) Abdul Aziz Bujang (Leader) b) Azriana Enna Bong c) Nicholas Luyoh	a) Circulation Services b) Management of User Education Programs c) Acquisition of Library Materials
		Technical Services Division a) Acquisition of Library Materials		

Document No. : FRM-CC-20
Revision No. : 0
Effective Date : 1 January 2018

Audit Plan

Internal Quality Audit for Sibu | 22 – 26 April 2024

Auditees	a) Mas Azreena bt Majenis b)Ebby Saifullah bin Suhaimi c)Mohd Azlan bin Salihi d)Nur Amanina Mastani

Audit Dates	Audit Criteria	Audit Scope	Auditors	Agenda
22 – 26 April	ISO 9001:2015 requirements, relevant documented information, supporting documents, applicable statutory and regulatory requirements, and relevant policies.	**Corporate Management Division** a) Management of Customer Complaints b) Corrective Action c) Selection, Evaluation and Re-evaluation of Suppliers/Contractors a) Scheduled Maintenance of Building Facilities, Park and Equipment b) Correction Maintenance of Building Facilities, Park and Equipment c) Preventive Maintenance of ICT System	**Lead Auditor:** **Bronny Lawrence Nawe** a)Nur Amanina Mastani (Leader) b) Ebby Saifullah bin Suhaimi c) Aida Suraya Yaseer Samson a)Nurfarathul Aqma (Leader) b) Nurul Azzila Abdul Rasid c)Shahrieza Rabaie d) Mas Azreena bt Majenis	08:30 - 09:00 Opening meeting. 09:00 - 16:00 a) Management of Customer Complaints b) Corrective Action c) Selection, Evaluation and Re-evaluation of Suppliers/Contractors a) Scheduled Maintenance of Building Facilities, Park and Equipment b) Correction Maintenance of Building Facilities, Park and Equipment c) Preventive Maintenance of ICT System

Audit Plan

Internal Quality Audit for Sibu | 22 – 26 April 2024

Auditees	a) Nurfarathul Aqma Julani. b) Nurrul Azzila binti Abdul Rasidt

Audit Dates	Audit Criteria	Audit Scope	Auditors	Agenda
22 – 26 April	ISO 9001:2015 requirements, relevant documented information, supporting documents, applicable statutory and regulatory requirements, and relevant policies.	**Information Services Division** a) Reference Services. b) Membership Management. c) Circulation Services. **Technical Services Division** a) Acquisition of Library Materials b) Receiving of Library Materials	**Lead Auditor:** **Bronny Lawrence Nawe** a)Fiona Ravia anak Asing (Leader) b) Mohd Tarnizi Malek c) Mohd Feizul Median d) Mohd Azlan bin Salihi	08:30 - 09:00 Opening meeting. 09:00 - 16:00 a) Reference Services. b) Membership Management. c) Circulation Services. a) Acquisition of Library Materials b) Receiving of Library Materials