

Quality Procedure

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Purpose

This procedure is established and maintained to make sufficient and suitable data or statistics in Pustaka Negeri Sarawak (Pustaka) are determined; defined and documented; gathered and analysed at pre-determined intervals in order to determine where continual improvement can be made or risk management is appropriate.

Scope

This procedure is applicable to all processes in the Quality Management System (QMS) in Pustaka.

Process

1.0 Determining and Defining Appropriate Data

1.1 During the establishment of the QMS, the head of sectors/divisions/units (HOS/HOS/HOU) shall determine, define and document appropriate data and its methods of analysis, including frequency and responsibility, for the following four categories in the Table of Data Analysis.

- a) Customer satisfaction;
- b) Product conformity;
- c) Process and product characteristics and trend;
- d) Suppliers / subcontractors.

1.1.1 Any useful and significant appropriate data in the organization shall be further determined, defined by the HOS/HOS/HOU concerned and be added into the Table of Data Analysis as and when necessary.

1.1.2 The determined appropriate data including the analysis frequency, analysis responsibility and analysis method based on the above four categories of data in our QMS have been defined and documented in Table of Data Analysis.

Note: The specific appropriate data pertaining to the above four categories of information vary from one sector to another. Therefore, it is the responsibility of the relevant HOS and HOD to determine, define and document the specific appropriate data in the QMS, and to subsequently ensure the responsible personnel in the sector and/or division concern do collect and analyse the data at specified intervals.

2.0 Collection and Analysis of Data

2.1 Once the Table of Data Analysis has been, the staff responsible for the analysis

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of data shall collect, collate and analyse the data accordingly as defined in the Table of Data Analysis.

- 2.1.1 If the frequency of analysis for is yearly, then the collected data shall be plotted/updated and drawn conclusion on only once a year. However, the data shall include the data intended period (e.g. per month, or per project per month).
- 2.1.2 The statistical method, e.g. linear graph, bar chart or column chart used to analyse each data set shall be consistent with the method determined and defined in the Method of Analysis of the Table of Data Analysis.
- 2.1.3 The title label of each of chart collated/ plotted shall be consistent with the data title defined in the Table of Data Analysis in order to enhance traceability between the chart and the data defined.
- 2.1.4 For each set of data collated and / or plotted, the staff concerned shall submit the charts to their HOS / HOD / HOU to draw appropriate conclusion / interpretation against any abnormal trend or it is normal or acceptable trend at the specified analysis frequency.
- 2.1.5 The conclusion / interpretation can be written at the bottom of the chart or as attachment to the chart.

3.0 Initiation of Continual Improvement or Management of Risk

- 3.1 Once the data has been analysed, the respective HOS / HOD / HOU shall determine whether a continual improvement is required or not, or whether a risk management program is necessary or not.
 - 3.1.1 If the analysis indicates an opportunity for improvement, a continual improvement programme shall be initiated as per Continual Improvement procedure.
 - 3.1.2 If the analysis shows potential problems or issues, a risk management program shall be initiated as per Management of Risk procedure.

4.0 Control of Documented Information

- 4.1 Upon completion of the analysis of data, the respective HOU/HOS/HOS shall immediately place the Analysis and Evaluation Report in the Analysis and Evaluation file and keep the file at his office or workplace.
 - 4.1.1 The Analysis and Evaluation Report shall be categorised as "Open" document and can be accessed by every staff.
 - 4.1.2 The Analysis and Evaluation Report shall be kept for shall be kept for a

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maximum of 3 years.

- 4.4 When the Analysis and Evaluation Report has passed its retention period, the respective HOU/HOS/HOS shall within 30 working days and through e-mail seek the permission of the CEO to dispose it in accordance with Pustaka Negeri Sarawak records management guidelines and practices based on Sarawak State Library Ordinance 1999.

Annexes

- a) Analysis and Evaluation template

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