

Quality Procedure

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1 June 2026

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Document No. : QP-CES-MR-01
Revision No. : 3
Effective Date : 1 June 2025

Purpose

This procedure is to ensure that the Community Engagement Programs at Pustaka Negeri Sarawak (Miri) are done effectively and efficiently.

Scope

This procedure applies to the planned CESD programs at Pustaka Negeri Sarawak, Miri, for the following target group:

- a. Children (4 to 12 years old);
- b. Youths (13 to 17 years old);
- c. Adults;
- d. Senior citizens.

Process Details

1.0 Planning of Event

1.1 In the 1st quarter of every year, Head of Division (HOD) of the Community Engagement Services Division (CESD) shall identify the relevant program for the following target groups in the **Calendar of Activities (FRM-CES-MR-03)**:

- a. Children (4 to 12 years old);
- b. Youths (13 to 17 years old);
- c. Adults;
- d. Senior citizens.

1.1 After the relevant programs have been identified in the Calendar of Activities (FRM-CES-MR-03), the HOD/DO shall estimate a budget for each program in the Program Planning for the Community Engagement Services Division, Miri (FRM-CES-MR-04) according to CESD annual plan.

2.0 Presentation to the Management Meeting

2.1 After the budget has been estimated, the HOD/DO shall prepare a decision paper for each program for approval by Chief Executive Officer.

2.2 After the decision paper is approved, the HOD/DO shall prepare a proposal by completing Borang Permohonan Perolehan Terus (Common Items) and supported with the following support documents:

- a. Sebutharga;
- b. Minit Rundingan Harga;
- c. Slaid Pembentangan Mesyuarat Jawatankuasa Perolehan Terus (JPT).

3.0 JPT Meeting Presentation

3.1 During the JPT Meeting, the HOD/DO shall present the proposal to the committee for review and approval.

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- 3.2 When the committee approves the proposal, the HOD/DO shall proceed to implement the program.

4.0 Set Up Working Committee (WC)

- 4.1 Before the planned programs are implemented, the HOD shall set up a working committee based on **Working Committee Guideline (GL-CES-MR- 01)** at least one month before the program.

5.0 Implementation of the program

- 5.1 After the WC is set up, the WC shall identify and finalize the venue for the program at least 2 weeks before the actual date of the program.

5.1.1 The WC shall ensure that the suitable venue is available according to the categories below:

- a. In-house
 - i. Pustaka Negeri Sarawak, Miri
- b. Off-site
 - i. Community Hall;
 - ii. Village libraries;
 - iii. Kindergarten;
 - iv. Schools/Colleges and University;
 - v. Shopping Complex.
- c. Online
 - i. Pustaka Channel

- 5.2 After the suitable venue has been confirmed, the WC shall identify the number of participants at least 2 weeks before the program.

- 5.3 After the suitable venue has been confirmed, the Working Committee (WC) shall ensure that the necessary elements for conducting the main program are available, as outlined in the Program Checklist (FRM-CES-MR-04) and the committee form as detailed in the Working Committee Guidelines (GL-CES-MR-01) for the main event.

- 5.4 Upon the completion of the program, the BSRF report shall be keep online in Management Utilities Application (MUSA).

6.0 Control of Documented Information

- 6.1 When customer satisfaction data has been updated, the record shall be kept in the Management Utilities Application (MUSA).

6.1.1 The data in MUSA shall be categorized by open and can be accessed by every staff with access.

6.1.2 The data in MUSA shall be kept for as long as the system been used.

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- 6.2 When MUSA is no longer in use, the Head of Community Engagement Services shall seek the advice of the Departmental Records Officer for the disposal of the electronic record.

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