

Quality Procedure

Reviewed by:

Syeeida Ali Hussien

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Approved by:

Bronny Lawrence Nawe

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Purpose

This procedure is established and maintained to ensure the process of managing High Aptitude Meeting and Discourse (HAMeeD) program is done systematically and in accordance with the approved procedure to support the quality management system (QMS).

Scope

This procedure is used by the Learning and Knowledge Creation (LKC) Division in identifying, planning and implementing HAMeeD program in Kuching, Miri and Sibü.

Process Details**1.0 Approval of High Aptitude Meeting and Discourse (HAMeeD) Program**

- 1.1 At the beginning of every year, the Head of Division (HOD)/ designated officer (DO) shall prepare and present decision paper to conduct HAMeeD program for the current year to the Management Meeting for approval.

2.0 Identification of Topics

- 2.1 Upon approval from the Management Meeting, the HOD/DO shall notify by email to Head of Information Services (IS) Division to identify topics for HAMeeD Program in Kuching, Miri and Sibü.
 - 2.1.1 Email will be sent to the HOD IS Division in Kuching, Miri and Sibü to fill in the Topic Selection Form (FRM-LKC-01) by the 1st quarter of every year.
 - 2.1.2 The topics shall be identified in accordance to the Guidelines for the Management HAMeeD Program (GL-LKC-01).
 - 2.1.3 The IS Division in Kuching, Miri and Sibü shall complete and return Topic Selection Form to the HOD/DO via email within one (1) month from the date of notification.

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3.0 Selection of Topic Speakers, Rapporteurs, Moderator and Master of Ceremony (Emcee)

- 3.1 When the completed Topic Selection Form is received, the HOD/DO shall update the HAMeD Master List and prepare decision paper for Pustaka Institute Manager (PIM) to present in Sector Head Meeting for selection of topics, speakers, rapporteurs, moderators and emcee respectively.
- 3.2 When the topics have been selected, and the speakers, rapporteurs, moderators and emcee has been identified, PIM shall notify the HOD/DO to proceed with invitation and appointment of speakers, rapporteurs, moderators and emcee respectively.
 - 3.2.1 Speakers shall be selected from among the experts in the fields concerned.
 - 3.2.2 Rapporteurs and moderator shall be chosen from among officers from Grade 9, and above.
 - 3.2.3 Emcee shall be chosen from any pool of experienced emcees.

4.0 Invitation of Speakers and Appointment of Rapporteurs, Moderators and Emcee

- 4.1 Upon notification from PIM, the HOD/DO shall prepare letter of invitation to the speaker and minutes of appointment to rapporteurs, moderators and emcee. Information about the topic to be discussed shall be attached to the letter of invitation and minutes of appointment.
- 4.2 When the letter of invitation and minutes of appointment have been prepared, the HOD/DO shall send them by email/fax.

5.0 Approval of Financial Implication

- 5.1 Upon confirmation of speakers, rapporteurs, moderators and emcee, the HOD/DO shall prepare documents on financial implication of HAMeD program to be presented in the Jawatankuasa Perolehan Terus (JPT) for approval. (This process applies to Pustaka HQ, and programs collaboration with regional libraries in Miri and Sibu).
 - 5.1.1 The HOD/DO shall request quotations for related services.

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- 5.1.2 The HOD/DO shall fill in the Borang Permohonan Perolehan Terus (JPT form), prepare presentation slides and Minit Rundingan Harga for JPT's approval.
- 5.1.3 The HOD/DO shall submit the completed documents to the committee in JPT – Procurement Pustaka in MS Teams.
- 5.2 Upon approval by the JPT, the HOD/DO shall proceed with the issuance of requisition form.

6.0 Implementation of HAMeeD Program

- 6.1 Upon approval of requisition form, the HOD/DO shall organize the HAMeeD program.

7.0 Honorarium Payment

- 7.1 Upon completion of each HAMeeD program, the HOD/DO shall prepare minutes sheet/forms for payment of honorarium for CEO's approval.
 - 7.1.1 Minutes sheet for payment of honorarium to Rapporteurs.
 - 7.1.2 *Borang Bayaran Saguhati / Honorarium Kepada Pensyarah/ Penceramah Dan Fasilitator Sambilan (FRM-HR-02 Rev.3)* for government officers.
 - 7.1.3 *Borang Bayaran Saguhati /Honorarium* for payment of honorarium for private sector/NGO.
- 7.2 Upon approval from CEO, the minutes sheet and shall be submitted to the Finance Management Division for payment.

8.0 Generation of Report

- 8.1 Upon completion of HAMeeD program, the rapporteurs shall prepare the draft report and send it to HOD/DO.
- 8.2 Upon receiving the draft report, the HOD/DO shall send it to PIM for comments, if any.
 - 8.2.1 If the draft report requires amendments, PIM will notify the rapporteurs to improve the report.
- 8.3 When the report has been finalized, the HOD/DO shall compile and upload the report in PustakaPedia annually.

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9.0 Control of Documented Information

9.1 After the completion of the HAMeED program the HOD/DO shall update immediately and keep it in softcopy in the HAMeED Master List in MS Teams in the Learning and Knowledge Creation (LKC) Division.

9.1.1 The HAMeED Master List shall be categorised as "Open" document and can be accessed only by staff in LKC Division.

9.1.2 The HAMeED Master List shall be kept for as long as MS TEAM is in use.

9.1.3 The HAMeED File shall be kept for a minimum of 5 years.

10.0 Disposal of Documented Information

10.1 When the HAMeED File has reached its retention period, the HOD shall seek advice of the Departmental Record Officer for the disposal of the documented information.

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