

Alloy Toll Management Sdn Bhd	Doc. No. : PM 38
	Version No. : 1.1
Continual Improvement	Effective Date : 15/02/2021
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1.0 PURPOSE

This procedure is to enable formal continual improvement program is identified planned and implemented effectively in order to initiate and embark on the continual improvement of the processes of the organization.

2.0 SCOPE

This procedure is applicable to all processes and functional areas in the organization.

3.0 PROCEDURE

3.1 Initiate Continual Improvement (CI)

3.1.1 Based on recurrence of non-conformance or issuance of CAR on specific issues, analysis of data and others e.g. request or improvement recommendation received from internal or external parties, the HOD shall identify weak area for continual improvement.

3.2 Plan CI Program

3.2.1 Once determined the need for continual improvement, HOD shall inform the responsible Manager who shall then appoint CI team leader to discuss a proposal.

3.2.2 If necessary, a CI team shall be formed to prepare the Continual Improvement Program (CIP) identify the following details within 5 working days:

- a) CI Program Title;
- b) Current Situation/ Problem Statement;
- c) CI KPI & Target;
- d) Analysis of Root Cause;
- e) Action plans including activities, timescales and responsibility.

3.2.3 After the CIP is prepared, the CI team leader shall submit the CIP form to the respective Manager for review and correction if necessary. The complete reviewed CIP form shall be submitted to HOD for approval before the implementation taking place.

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3.3 Implement Planned CI Program

3.3.1 Once the CIP has been approved, team leader shall initiate to lead the team member to implement the planned activities within the stipulated timescales.

3.3.2 Upon completion of each planned activities, the CI team leader shall prepare progress report to show implementation of the activity are within 5 working days from the date of completion of the implemented activity.

3.3.3 At the end of the continual improvement, evaluation of the improvement implementation shall be conducted within 3 months after last completed activity.

3.3.3.1 If the continual improvement objective is achieved, the implemented actions or new methods or resources are considered effective and shall be formalized into the existing quality management system within a month.

3.3.3.2 If the continual improvement objective is not achieved, the planned activities shall then be revised for further implementation within 5 working days.

3.4 Documented Information Control

3.4.1 After the CI program has been approved by the HOD, the CI team leader shall keep the hard copy CIP in the file with control copy stamp.

3.4.1.1 The file shall be labelled as “Continual Improvement Program – Program Title (CI No.: 01/20)”, as an example, where 01 if the first CI program in year 2020.

3.4.2 For any new revision or new CIP been prepared and established the CI team leader shall immediately update the CI progress report into the “Continual Improvement Program – Program Title (CI No.: 01/20)” file by placing the reports on top of the CI program. The date shall be arranged in ascending order.

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3.4.2.1 The progress reports for each activity shall be assigned a running number, e.g. 01/20/01, 01/20/02, 01/20/03, where the code 01/20 is the CI program code number, and 01, 02, 03 are the report running number.

3.4.3 As soon as the CI file has been updated, the CI team leader shall hand over the file to the Document Controller (DC) to be kept at HQ Document Center.

3.4.3.1 Anyone who were to retrieve the CI file shall obtain verbal permission from the DC.

3.4.3.2 The CI file shall be kept not less than 3 years from the date of completion of the CI program implementation.

4.0 APPLICABLE CLAUSE

4.4 Quality Management System and Its Processes

5.0 QUALITY RECORDS

No	Document Tittle	Person In Charge (PIC)	Retention Period (Year)
1	Continual Improvement Program (CIP) Form	Document Controller	3 Years
2	Continual Improvement Program (CIP) Progress Report	Document Controller	3 Years

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PROCESS	TIME TAKEN	PIC	REF
IDENTIFY WEAK AREA FOR CONTINUAL IMPROVEMENT		HOD	3.1.1
INFORM TO MANAGER		HOD	3.2.1
APPOINT TEAM LEADER TO DISCUSS A PROPOSAL		MANAGER	3.2.1
PREPARE CONTINUOUS IMPROVEMENT PROGRAM (CIP)	5 working days	APPOINTED TEAM LEADER	3.2.2
SUBMIT CIP		APPOINTED TEAM LEADER	3.2.3
REVIEW CIP		MANAGER	3.2.3
CIP APPROVAL		HOD	3.2.3
IMPLEMENT PLANNED ACTIVITIES	As per CIP activity plan	RESPONSIBLE PERSONNEL	3.3.1
PREPARE PROGRESS REPORT	5 working days from the date of completion of the implemented activity	CI TEAM LEADER	3.3.2
EVALUATE THE IMPROVEMENT CONDUCTED COMPARED WITH THE SITUATION PRIOR TO IMPROVEMENT	3 months after last completed activity	CI TEAM LEADER	3.3.3
<div> <div>CI OBJECTIVE ACHIEVED</div> <div> <div>NO</div> <div>REVISE CI PLANNED ACTIVITIES</div> </div> <div>YES</div> </div>		CI TEAM LEADER	3.3.3.1
FORMALIZED NEW METHOD OR RESOURCES INTO EXISTING QMS	1 month	CI TEAM LEADER	3.3.3.2
END			

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DOCUMENT AMENDMENT REGISTER

NO	DATE	REASON	CHAPTER	VERSION
1	15/10/2020	Initial Release	All	1.0
2	15/02/2021	Amendment : Procedure updated to align with current procedure. New Inserted Column for “Revision No”: Continual Improvement Program (CIP) Form (Version 1.1) Initial Release: Continual Improvement Program (CIP) Progress Report (Version 1.0)	All 5.0	1.1