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8. OPERATION

8.1 Operational Planning and Control

It is the policy of ALLOY TOLL MANAGEMENT SDN. BHD. to control all processes under conditions that guarantee service quality will conform to specifications and customer expectations in line with the established objectives. Processes are identified and documented information in a diagram to enable controls over the activities involved.

Reference : *Appendix 8 Proses Kutipan Tol Flowchart*
Appendix 9 Maintenance Flowchart
Appendix 10 Monitoring of Internal Control Flowchart
Appendix 13 Process Map-Toll Collection Operation and Management System

8.1.1 Toll Collection, Planning, Execution and Monitoring

The various operational staff within the Toll Plazas and Headquarters namely Toll Collectors, Toll Supervisors, Senior Toll Supervisors, Executives Toll Operations, Senior Executive Toll Operations, Executive Toll Monitoring, Senior Executive Toll Monitoring, Senior Toll Monitoring Supervisor, Toll Monitoring Supervisors, Manager/ Assistant Manager Toll Operations, Manager/ Assistant Manager Toll Monitoring and the Senior Manager Head, Toll Management is responsible for carrying out the actual process for ALLOY TOLL MANAGEMENT SDN. BHD., and also to plan, monitor, inspect and test the activities pertaining to service rendered.

Reference: *Appendix 8 Proses Kutipan Tol Flowchart*
Appendix 10 Monitoring of Internal Control Flowchart
Appendix 13 Process Map-Toll Collection Operation and Management
PM 11 until PM 16
PM 18
PM 20
PM 22 until PM 34

8.1.2 Equipment's and Maintenance

Apart from Human resources, ALLOY TOLL MANAGEMENT SDN. BHD. also allocates and maintains appropriate equipment in realizing the service provided. Toll equipment and other support equipment are serviced in accordance with detailed service manuals and by suitably trained staff or external provider. All servicing/repairs are verified and reported to assure the process continue as per specified requirements as well as service standards. The process control procedures are explained in the following procedures:

Reference : *Appendix 9 Maintenance Flowchart*
PM 07 Preventive Maintenance Procedures
PM 40 Corrective Maintenance-Peralatan Tol
PM 41 Preventive Maintenance-Peralatan Tol

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8.2 Requirements for Product & Services

8.2.1 Customer Communications

ANIH Berhad

The contracted requirements are well defined and documented information where an effective communication is established between the two parties through direct negotiations, meetings, letter/e-mail, memo and reports.

Highway Users

Feedback and input from users are collectible via customer satisfaction survey twice every year, and also complaints which can be lodged by calling the LPT Line at Traffic Control Center (TCC) or directly at all Toll Plazas and via social media by Electronic Complaint Management Report (ECMR).

8.2.2 Determining the Requirements for Products and Services

In addressing customers' satisfaction, ALLOY TOLL MANAGEMENT SDN. BHD. has identified customer requirements or need. They are of two differing natures the explicit and implicit requirements in executing the relevant process.

ANIH Berhad

Explicit requirements are identified as those requirements contracted between ALLOY TOLL MANAGEMENT SDN. BHD. and ANIH Berhad in the supplementary concession agreement. ANIH Berhad, through an agreement assigned its rights and transferred its liabilities and obligations to ALLOY TOLL MANAGEMENT SDN. BHD., to carry out its operation, management and maintenance obligations in respect of tolling and other equipment at the Toll Plazas and the collection of toll from toll-paying vehicles using the Highway.

Highway Users

ALLOY TOLL MANAGEMENT SDN. BHD. is also committed fulfilling the implicit requirements of highway users by providing the highest quality of service in the toll collection and operation processes. The customer's requirements and expectations are determined from customer's feedback and complaints.

8.2.3 Review of the Requirements for Products and Services

ANIH Berhad

Amendments and changes to the statutory and regulatory requirements or any amendments to the contract due to changes in requirements will be communicated by ANIH Berhad as concession owner to ALLOY TOLL MANAGEMENT SDN. BHD.

These changes are then documented in the form of a supplementary concession agreement and signed by both parties

Reference : PM 05 Contract Review Procedures

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Highway Users

ALLOY TOLL MANAGEMENT SDN. BHD. is also committed to the satisfaction of highway users by providing the highest quality of service in toll collection and operations. Customer's requirements are gathered from customers' feedback and complaints via the customer satisfaction survey and also complaints which can be lodged by calling the LPT Line at Traffic Control Center (TCC) for Kuala Lumpur Karak Highway and East Coast Expressway or directly at all Toll Plazas. Documented information are made in the Borang Maklum Balas (PT 7.00).

8.2.4 Changes to Requirements for Products and Services

ALLOY TOLL MANAGEMENT SDN. BHD. is ensured that all relevant documented information; relating to changed product or service requirements, is amended and aware of the changed requirements. If the requirements have changed, all related documents must be amended and the relevant personnel were informed.

The organization's arrangements for amending documented information and communication of changed requirements such as by memos, change notices, meeting minutes, together with communication to relevant interested parties (persons within or outside the organization that may be impacted by the change).

8.3 Design and Development of Products and Services

Excluded.

ALLOY TOLL MANAGEMENT SDN BHD is the company appointed by ANIH Berhad to operate and manage the toll Plazas operations and does not involve in the Design and Development function.

8.4 Control of Externally Provided Processes, Products and Services

8.4.1 Procurement Process

ALLOY TOLL MANAGEMENT SDN. BHD's external provider must be able to meet high quality and reliability standards.

ALLOY TOLL MANAGEMENT SDN. BHD. externally provided processes, products and services from external provider competent in their areas of expertise and capable of meeting quality requirements at a mutually agreeable price and schedule.

ALLOY TOLL MANAGEMENT SDN. BHD's external provider is recommended by Group Contract & Procurement Department of Alloy Consolidated Sdn Bhd and as such, these procedures are developed by Alloy Consolidated Sdn Bhd and to be applicable to ALLOY TOLL MANAGEMENT SDN. BHD's QMS.

Reference : **Group Contract and Procurement Department SOP :**

- 1) Sub-contractor Appointment**
- 2) Requisitioning for Materials**
- 3) Procurement Action**

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8.4.2. Type and Extent of Control

It is the policy of ALLOY TOLL MANAGEMENT SDN. BHD. to place responsibility for quality on external provider who provide services on behalf of the company.

ALLOY TOLL MANAGEMENT SDN. BHD. assesses external provider on their performance with respect to service quality, delivery and price. The external provider assessment documented information is maintained. The evaluation of external provider is to be done at least once a year using Evaluation of Sub-contractors/Supplier Form (ATM/ESS/1) and Suppliers Evaluation & Performance Review.

Reference : **Group Contract and Procurement Department SOP :**
1) Procurement Action

8.4.3. Information for External Providers

8.4.3.1. Purchasing Data

Purchasing documents raised by ALLOY TOLL MANAGEMENT SDN. BHD. are clear and specific to products and services being ordered.

Where products and services are ordered, the correct Part No./ Code No. and or colors are clearly stated to ensure no misunderstanding occurs.

The details of a Purchase Order are explicit and comprehensive with reference to additional quality requirements as necessary.

Each Purchase Requisition must be approved by appropriate authorized personnel in accordance with the 'Delegation of Authority Guide' before sending it to Group Contract and Procurement Department. This ensures that all contractual obligations by the external provider are met.

Reference : **Group Contract and Procurement Department SOP :**

- 1) Sub-contractor Appointment**
- 1) Requisitioning for Materials**
- 2) Procurement Action**

8.4.3.2 Verification of Externally Provided Processes, Products and Services

In its process, ALLOY TOLL MANAGEMENT SDN. BHD. does not need to perform any onsite inspection since the task is carried out at its' office by designated personnel.

Reference : **Group Contract and Procurement Department SOP :**

- 1) Requisitioning for Materials**
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8.5 Production and Service Provision

8.5.1 Control of Production and Service Provision

8.5.1.1 General

It is the policy of ALLOY TOLL MANAGEMENT SDN. BHD. to control all processes under conditions that guarantee that service quality conforms to specifications and customer expectations.

8.5.1.2 Maintenance

It is ALLOY TOLL MANAGEMENT SDN. BHD.'s policy to maintain a service/repair contract or facility to support the processes it carries out.

All toll equipment and other support equipment is serviced in accordance with detailed service manuals and suitably trained staff or external provider.

All servicing/repairs are verified and reported to ensure that the process continue as per specified requirements as well as service standards.

Reference: PM 07 Preventive Maintenance Procedures
PM 40 Corrective Maintenance-Peralatan Tol
PM 41 Preventive Maintenance-Peralatan Tol

8.5.1.3 Receiving Inspection and Testing

All Cash Collection received from the Toll Plazas is inspected and the amounts verified. The receipts of collections from off-site toll plaza are carried out in a controlled manner.

8.5.1.4 In-Process Inspection and Testing

Personnel are responsible for assuring that their own workmanship and quality of service meets and is in accordance with, the defined ALLOY TOLL MANAGEMENT SDN. BHD. Quality Procedures and Work Instructions.

8.5.1.5 Final Inspection and Testing

All services delivered to the customers are subjected to ongoing inspection conducted by the Toll Supervisors and Monitoring Executives.

8.5.1.6 Inspection and Test Records

The various operational staff within the Toll Plazas' and Headquarters namely Toll Collectors, Toll Supervisors, Senior Toll Supervisors, Executives Toll Operations, Senior Executive Toll Operations, Executive Toll Monitoring, Senior Executive Toll Monitoring, Senior Toll Monitoring Supervisor, Toll Monitoring Supervisors, Manager/ Assistant Manager Toll Operations, Manager/ Assistant Manager Toll Monitoring and the Senior Manager Head, Toll Management are responsible for carrying out the actual processes for ALLOY TOLL MANAGEMENT SDN. BHD. The process control procedures are explained in the following procedures:

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Reference : *PM 11 until PM 16*
PM 18
PM 20
PM 22 until PM 34

8.5.1.7 Inspection and Test Status

It is the practice of ALLOY TOLL MANAGEMENT SDN. BHD. to identify any process that has been inspected or tested in any part of the process and final inspection.

All processes that are inspected are identified by way of written reports and notes in the Supervisors log book and the daily operations reports, which are sent to headquarters from the respective Toll Plazas'.

Reference : *PM 13 until PM 16*
PM 18
PM 20
PM 22 until PM 34

8.5.2 Identification and Traceability

Various forms and reports are produced to ensure the documented information of Cash Collections and Toll Collectors shift. This is to ensure that Revenue and Traffic Control, Administration and Operations are carried out in a controlled manner. This also establishes traceability if there are investigations to be carried out.

All processes are identified and traced in a systematic manner either electronically or manually. Activities are traced by assigning identifications in various areas of activities from the beginning of the process to the stage of products and services realization through the use of computerized toll systems, Electronic Toll Collectors ID/card, collection bags numbering system, CCTV functions, manual reporting and others.

Reference : *PM 11 Prosedur Kerja Jurutol*
PM 15 Prosedur Kerja Toll Monitoring

8.5.3 Property Belong to Customers or External Providers

ALLOY TOLL MANAGEMENT SDN BHD exercises care in ensuring that Customer's property (facilities and system under use) are taken cared and well handled. Any lost, damaged or otherwise found to be unsuitable for use detected will be reported to relevant parties for corrective actions to take place and retain documented information on what has occurred. Customer in this aspect involved only ANIH Berhad.

Reference : *Appendix 9 Maintenance Flowchart*
PM 07 Prosedur Preventive Maintenance
PM 11 Prosedur Kerja Jurutol
PM 17 Prosedur Melapor Kemalangan Melibatkan Kerosakan Peralatan Tol
PM 40 Corrective Maintenance-Peralatan Tol
PM 41 Preventive Maintenance-Peralatan Tol

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8.5.4 Preservation

ALLOY TOLL MANAGEMENT SDN. BHD. maintains systems, methods, procedures and instructions as appropriate to control the handling, storage, packaging, and delivery of documents and toll collection. Periodic assessment of these systems, methods, procedures and instructions is undertaken in order to detect and deter non-compliance.

The instructions where applicable nominate authorizations and dispatch procedures to and from secure storage areas.

Reference: **PM 13** *Prosedur Kerja Penyelia*
 PM 16 *Prosedur Cash In Transit Plaza Tol*
 PM 18 *Prosedur Pengiraan Wang Kutipan Oleh Ejen Pengiraan*

8.5.5 Post- Delivery Activities

ALLOY TOLL MANAGEMENT SDN. BHD. provide post delivery activities for each of highway toll users. Post delivery activities consist of customers feedback, customers complaint or any other issues pertaining to Toll Plaza and highways. Users may contact ALLOY TOLL MANAGEMENT SDN. BHD customer service to lodge any complaints or feedback. The necessary action will be carried out by the respective staff in order to solve and to review the issues and to give a feedback to the users.

Reference **:** **PM 13** *Prosedur Kerja Penyelia*
 PM 14 *Prosedur Keselamatan*

8.5.6 Control Of Changes

ALLOY TOLL MANAGEMENT SDN. BHD. implement a process for responding to unplanned changes that are considered essential in order to ensure that products or services continue to meet the specified requirements, in such a way that conformity with requirements is maintained.

Changes will be reviewed and controlled for production or service provision to the extent necessary to ensure continuing conformity with requirements. Changes should be documented and information retained about the changes, including who authorized the change and the actions arising from the change.

8.6 Release of Products and Services

8.6.1 Monitoring and Measurement of Products and Services

ALLOY TOLL MANAGEMENT SDN. BHD., shall monitor and measure the characteristics of the products and services requirements to ensure the desired results are met and assure that services provided are reviewed/inspected by the respective staff member assigned.

Output or products and services from the processes at both Toll Plazas are inspected and identified by various levels of staff and approval for conformity is obtained from the authorized personnel as defined by the QMS.

As an evidence of conformity, appropriate forms, reports and other relevant documents pertaining to the products and services such as traffic volume, toll collection and toll monitoring are prepared by the respective Supervisors, Toll Monitoring Supervisor, Senior Executive Toll Operations, Executive Toll Operations, Senior Executive Toll Monitoring

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and Executive Toll Monitoring and verified by the Manager/ Assistant Manager Toll Operations, Manager/ Assistant Manager Toll Monitoring and Senior Manager Head, Toll Management respectively.

In the event of non-conformance, ALLOY TOLL MANAGEMENT SDN. BHD. shall promptly identify and investigate the situation and where necessary, corrective and preventive actions should be taken.

Note: Samples of non-conformance measured /monitor as listed but not limited to below:

- i) Discrepancy on Toll Collection
- ii) Lane Down Time Report
- iii) AVC Accuracy Report
- iv) Status Report

Reference :

- PM 13** *Prosedur Kerja Penyelia*
- PM 15** *Prosedur Kerja Toll Monitoring*
- PM 16** *Prosedur Cash In Transit Plaza Tol*
- PM 18** *Prosedur Pengiraan Wang Kutipan Oleh Ejen Pengiraan*

8.7 Control of Nonconforming Outputs

All processes employed in the toll collection function are subject to on-going supervision by the Supervisor on duty. The daily summary (*Laporan Ringkasan Harian*) together with the supporting documents are prepared and checked by the respective staff member where a final check is performed by the Operations Executives.

These counts are then compared against the actual number of vehicles declared by the Toll Collector at the end of their shifts.

Any non-conformances detected through these processes of checks and balances are promptly investigated and the necessary corrective and preventive actions taken.

8.7.1 General

ALLOY TOLL MANAGEMENT SDN. BHD. maintains procedures to control internal company concerns relating to processes/activities.

Any process/activity, found to be shortfalls or faulty, is clearly identified and accompanied with appropriate documentation to describe the non-conformances.

Customers with quality concerns that are communicated by either phone or written documentation that will be handed over to the Manager/ Assistant Manager Toll Operations, Manager/ Assistant Manager Toll Monitoring and Senior Manager Head, Toll Management respective Senior Executive Toll Operations, Executive Toll Operations, Senior Executive Toll Monitoring and Executive Toll Monitoring for appropriate analysis and follow-up.

Head, Toll Management manages the responsibility to review and the authorizations for disposing of non-conforming processes/activities.

The documented information reporting method of non-conformances, provide for appropriate procedures for management to follow to control disposition and rectification

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processes.

8.7.2 Review and Disposition of Non-Conforming Processes

Non-conformances are reviewed during the monthly operations meeting and corrective action is taken. The non-conforming process/service is then subject to monitoring to ensure that the process/service is functioning to management expectations.

Reference : *PM 13 Prosedur Kerja Penyelia*
PM 15 Prosedur Kerja Toll Monitoring