

<b>Alloy Toll Management Sdn Bhd</b>	<b>Doc. No. : QM 01-Intro</b>
	<b>Version No. : 3.5</b>
<b>Quality Manual Introduction</b>	<b>Effective Date : 30/08/2021</b>
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## 1. INTRODUCTION

ALLOY TOLL MANAGEMENT SDN BHD (ATMSB), a wholly owned subsidiary of ALLOY CONSOLIDATED SDN. BHD. was incorporated in Malaysia on the 21<sup>st</sup> of November 1996 as a company whose principal activity is toll operations and the management of road concessions. Currently ALLOY TOLL MANAGEMENT SDN BHD manages and collect toll at two (2) toll plazas for the Kuala Lumpur - Karak Highway (KLK), nine (9) toll plazas along the East Coast Expressway (ECE). Kuala Lumpur - Karak Highway maintains an “Open Toll System” while the East Coast Expressway using the “Closed Toll System”.

Activities carried out by ALLOY TOLL MANAGEMENT SDN. BHD. include capacity planning, the specification of Toll Plazas, layout of facilities, defining equipment specifications, procuring, testing and commissioning of toll collection equipment, recruitment and training of personnel, formulation of toll collection procedures and policies with special emphasis on Quality Management System (QMS), compilation of statistics and the eventual management & maintenance of resources & facilities at the Toll Plazas.

ALLOY TOLL MANAGEMENT SDN. BHD. in its day-to-day business is also supported by various departments within the ALLOY CONSOLIDATED SDN BHD namely the Group Finance & Treasure Division, Group Human Capital Division, Group Contract & Procurement Department, Group IT & Technical Support Department, Group Administration Department and Quality and Technical Audit Division through shared services extended by them which are also providing similar services to other companies within the group.

ALLOY TOLL MANAGEMENT SDN. BHD has developed and implemented a QMS, which uses ISO 9001:2015 as a framework that allows the organization to document and improve the practices in order to better satisfy the needs and expectations of ATMSB’s customers, stakeholders and interested parties.

This manual describes the QMS, delineates authorities, inter relationships and responsibilities of personnel operating within the management system. This manual also provides references to procedures and activities that also comprise the QMS.

This manual is used to familiarize customers and other external organizations or individuals with the controls that have been implemented and to assure them that the integrity of the quality managements system is maintained and is focused on customer satisfaction and continual improvement.

The QMS meets the requirements of ISO 9001:2015 and uses the Plan, Do, Check and Act approach to process planning. This QMS addresses and supports ALLOY TOLL MANAGEMENT SDN. BHD strategies for maintenance services.

### **ALLOY TOLL MANAGEMENT SDN. BHD**

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#### **1.1 Business Relationship to Quality Systems Selection**

The Quality Policy Statements outline the commitments of ALLOY TOLL MANAGEMENT SDN.BHD. to maintain a quality system in compliance with ISO 9001:2015. The management of ALLOY TOLL MANAGEMENT SDN. BHD, have followed the guidelines of ISO 9000 series

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to select the most suitable QMS standard to match its business activities.

## 1.2 Scope

The ISO certification scope for ALLOY TOLL MANAGEMENT SDN.BHD is:

### **Operation, Maintenance and Collection of Toll Roads.**

**Note:** Due to nature of ALLOY TOLL MANAGEMENT SDN. BHD's business, below clause's is excluded from consideration in ALLOY TOLL MANAGEMENT SDN. BHD.'s QMS. All other requirements of ISO 9001:2015 are applicable to ALLOY TOLL MANAGEMENT SDN. BHD.

Clause	Justification of the Exclusion.
8.3	Design and development of products and services is excluded from ATMSB QMS as ATMSB do not design or modify the components.

## 2. NORMATIVE REFERENCES

The following documents, in whole or in part, are normatively referred in this document and are indispensable for its application. For dated references, only the edition cited applied. For undated references, the latest edition of the referred document (including any amendments) applies.

**Reference: ISO 9001:2015, Quality Management Systems-Requirements**

## 3. TERMS AND DEFINITIONS

For the purposes of this document, the terms and definitions given in ISO 9001:2015 apply.