

Alloy Toll Management Sdn Bhd	Doc. No. : QM 01-Clause 9
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9. PERFORMANCE EVALUATION

9.1 Monitoring, Measurement, Analysis and Evaluation

9.1.1 Alloy Toll Management SDN. BHD. will evaluate the quality performance and the effectiveness of the QMS. Productive procedure to measure an employee's work and results based on their job responsibilities. It is an integrated platform for both the employee and employer to attain common ground on what both think is befitting a quality performance. This helps in improving communication, which usually leads to better and more accurate team metrics and, thus, improved performance results.

9.1.2 Customer Satisfaction

ALLOY TOLL MANAGEMENT SDN. BHD. shall monitor information pertaining to customer's perception, requirements and satisfaction by obtaining appropriate feedback and input from ANIH BERHAD and the highway users. This information is obtainable via customer satisfaction survey conducted twice a year, and also complaints which can be lodged by calling the LPT Line at Traffic Control Center (TCC) or directly at all Toll Plazas. A customer satisfaction survey is also carried out using the "Customer Satisfaction Survey" form.

9.1.3 Analysis and Evaluation

ALLOY TOLL MANAGEMENT SDN. BHD. will determine, collect and analyze appropriate data in reflecting the suitability and effectiveness of the QMS adopted. The results of analysis will be used to evaluate:

- a) Confirmity of products and services
- b) The degree of customer satisfaction
- c) The performance and effectiveness of the QMS
- d) Implementation of planning effectively
- e) The effectiveness of actions taken to address risks and opportunity
- f) External providers performance
- g) Need improvements to the QMS

Reference : *Appendix 2 – Quality Objectives And Planning*
Appendix 11 – Data Analysis On Product Conformity

9.2 Internal Audit

The quality system is audited according to an audit schedule that addresses each element of ISO 9001:2015 to ensure continual adherence to standard as well as identifying improvement opportunities.

Audits are conducted by staff with the appropriate auditing training and experience for the elements being audited. Trained Auditors are defined as personnel that have completed recognized external auditing courses or have been internally trained accordance to the internal auditing training procedures.

The audit schedule nominates the topic to be audited, auditor's responsibility, audit frequency and ensure auditors are not directly responsible for the topic being assessed.

The documented information procedure references guidelines/checklists to be used as part of the

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audit program that shall guide the auditor(s) through each system element.

Audit reports are reviewed with company personnel responsible for the topic audited, analyzed and appropriate corrective actions implemented via the computerized management system, which incorporates a follow up verification activity.

Reference : PM 04 Internal Quality Audit Procedure

9.3 Management Review

9.3.1 General

The Management will conduct a management review, via a Management Review Meeting to ensure that the employed QMS complies with the needs of our customers, is effective and, is suitable to the company's operation.

The reviews are documented information where minuted with actions assigned to staff members for improvement or rectification as required.

Top Management is responsible for chairing the Management Review Meeting. In the absence of Top Management, Head, Quality And Technical Audit Division or appointed representative will take the responsibility.

The Management Review Meeting shall, at a minimum involve:

- a) Top Management
- b) Quality Management Representative (QMR)
- c) Member of the Core Team
- d) Auditors/Auditee where necessary
- e) Appointed Secretary

Reference : PM 01 Management Review Procedures

9.3.2. Management Review Inputs

The inputs to management review shall include the following:

- a. Follow up the status of actions from previous management reviews.
- b. Changes in external and internal issues that are relevant to the QMS.
- c. Information on the performance and effectiveness of the QMS, including trends in:
 - i. Customer satisfaction and feedback from relevant interested parties;
 - ii. The extent to which quality objectives have been met;
 - iii. Process performance and conformity of products and services;
 - iv. Status of Nonconformities and corrective actions;
 - v. Monitoring and measurements results;
 - vi. Audit results;
 - vii. The performance of external providers;
- d. The adequacy of resources;
- e. The effectiveness of actions taken to address risks and opportunities;
- f. Opportunities for improvements.

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9.3.3. Management Review Outputs

The outputs from the Management Review (the minutes) shall include decisions and actions related to: -

- a. Opportunities for improvement;
- b. Any need for changes to the QMS;
- c. Resources needs