

## REFRESHER TRAINING FOR ATM AUDITORS

(DATE : 13 JANUARY, 2022)

Prepared by : Nur Afni Syafinaz binti Budin

## AGENDA

- ▶ **INTERNAL AUDIT CHECKLIST**
- ▶ **INTERNAL AUDIT REPORT**
- ▶ **CORRECTIVE ACTION REQUEST (CAR) FORM**

## OBJECTIVE(S) TRAINING

- ▶ TO REFRESH/RECALL KNOWLEDGE RECEIVED DURING IN-HOUSE TRAINING ISO 9001:2015 AUDITOR
- ▶ TO CLOSE OBSERVATION RAISED BY AUDITOR DURING PREVIOUS RECERTIFICATION AUDIT 2021

## ATM/OBS/T1/01 - AUDITOR: PN. NOR SHARIFAH

- ▶ Internal audit have been planned Year 2021 and performed on 24/6-14/7/2021 with evidence records, e.g. Internal Audit Schedule Y2021, audit memorandum, follow-up status from previous findings during IQA No. 02/2020, Internal Audit Checklist, Internal Quality Audit Report

**ISSUE RAISED :** However, in isolated case, some of the audit checklist are lack with objective evidence, e.g. Process Settlement Reconciliation, Infrastructure Maintenance

## OBJECTIVE EVIDENCE

- **Objective evidence** is the proof that the organization did what it said it would do to meet its requirements. One of the primary objectives of an audit is to collect objective evidence. Not just random objective evidence, but evidence specific to the requirements in the audit. The auditor selects requirements to verify, and then looks for objective evidence that the organization met the requirements.
- **Objective evidence** has a couple of specific purposes. First, it provides credibility to the audit process. By keeping evidence on facts gathered during the audit, we can be confident that an audit actually took place. The auditor didn't just go through the motions

# INTERNAL AUDIT CHECKLIST

## EXAMPLE 1 : DON'T

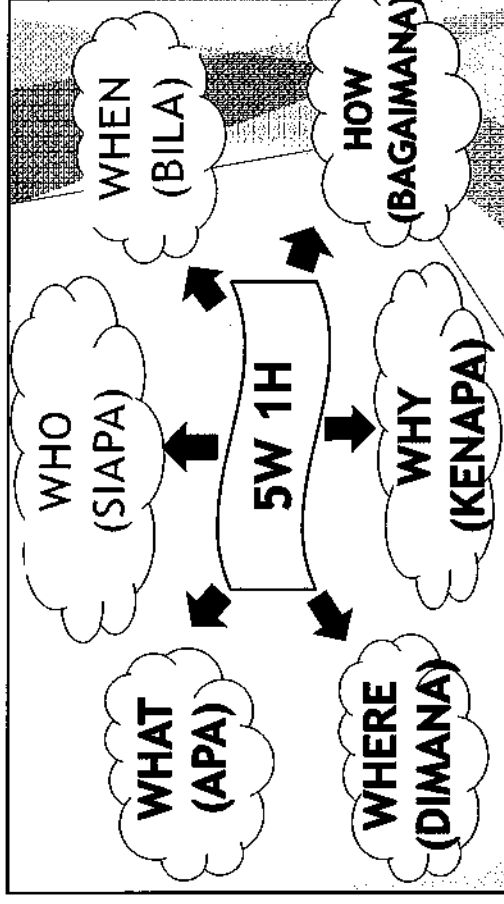
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## EXAMPLE 2: DON'T

[illegible]

## OTHER EXAMPLE: DON'T

- **SATISFACTORY**  
► **RUJUK LAMPIRAN**  
► **BERTANDA (✓) SAHAJA DI RUANGAN**  
► **'COLUMN' TETAPI TIDAK DIPERINCIKAN**  
► **ETC.**



## EXAMPLE 1 : DO

[illegible]

## EXAMPLE 2: DO

[illegible]

# OTHER EXAMPLE - DO

SAMPLE 1 : PM 03

SAMPLE 2 : PM 26

SAMPLE 3 : PM 39

# REFRESH

No	Point Control	Compliance	Y	N	O	Not

Y = YES  
= COMPLIANCE

N = NO  
= NOT COMPLY

N/A = NOT APPLICABLE  
= NOT RELATED/NOT REQUIRED

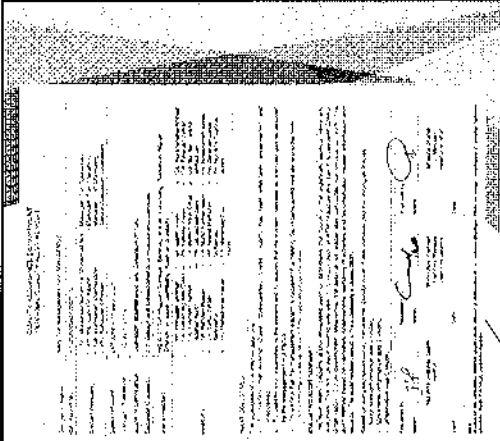
O = OBSERVATION  
= COMPLY BUT NEED FURTHER IMPROVEMENT

# REFRESH

- ▶ OBJEKTIF MELAKUKAN AUDIT ADALAH UNTUK MEMASTIKAN SEMUA AKTIVITI YG DIJALANKAN DITEMPAT KERJA ADALAH MENGIKUT PROSEDUR YANG DITETAPKAN. SELAIN ITU, IANYA JUGA UNTUK MENGENAL IDEA PENAMBAHBAIKAN DALAM SESUATU PROSES.
- ▶ JURUAUDIT PERLU MENYEDIAKAN SENARAI SEMAK; ATAU SEMAK AUDIT DIJALANKAN MERUJUK KEPADA PROSEDUR YANG DITETAPKAN
- ▶ SENARAI SEMAK ADALAH BERDASARKAN PROSEDUR YANG TERSEDIA DI DAPAT QMS.
- ▶ SEBARANG PERBEZAAN DARI SEGI PELAKSANAAN TUGAS DI LOKASI BAHU PROSEDUR PERLU DILAPORKAN KEPADA DOCUMENT CONTROLLER / OFFICER (DCO) DI HQ UNTUK MEMBUAT PINDAAN PADA PROSEDUR SEDIA ADA SEIRING DENGAN PERLAKSANAAN DI LOKASI.

# INTERNAL AUDIT REPORT

## **EXAMPLE AUDIT REPORT**



## **ATM QUALITY MANUAL**

QM-01 - INTRODUCTION

QM-01 - CLAUSE 8

QM-01 - CLAUSE 4

QM-01 - CLAUSE 9

QM-01 - CLAUSE 5

QM-01 - CLAUSE 10

QM-01 - CLAUSE 6

QM-01 - DAR

QM-01 - CLAUSE 7

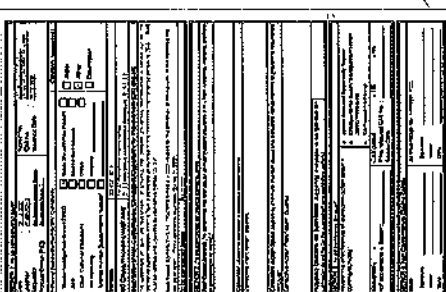
## **REFRESH**

- ▶ JURUAUDIT PERLU MELAPORKAN SEGALA PERUBAHAN SEPANJANG AUDIT DI DALAM AUDIT REPORT.
- ▶ LAPORAN HENDAKLAH BERDASARKAN KLAUSA-KLAUSA YANG TERDAPAT PADA QUALITY MANUAL. DAN DALAM MASA YANG SAMA PERLU MERUJUK ISO 9001 STANDARD
- ▶ SEBARANG PERBEZAAN DARI SEGI PELAKSANAAN TUGAS DI LOKASI DAN PROSEDUR PERLU DILAPORKAN KEPADA DOCUMENT CONTROLLER OFFICER (DCO) UNTUK MEMBUAT PINDAAN PADA PROSEDUR SEDIA ADA SEIRING DENGAN PERLAKSANAAN DI LOKASI.

## **CORRECTIVE ACTION REQUEST FORM (CAR)**

REFRESH

CAR



REFRESH

PM 04 - INTERNAL QUALITY AUDIT (CLAUSE 4.2.5)

MAJOR

MINOR

OBSERVATION

- > ISO clauses not addressed
- > Entire Operation Procedures/ Quality Manual have not implemented
- > A high percentage of the same minor nonconformance detected and is recurring
- > Single Lapse that can be corrected almost immediately
- > Does not affect effectiveness of the quality system
- > Recommendation made for improvement. The same observation raised on the subsequent audit can be categorized as minor nonconformance

REFRESH

(BAGAIMANA MENGISI BORANG CAR)

Root Cause Analysis

(To determine the root cause or most possible by Man, Machine, Material, Method or Environment to the NC)

Correction

(Action to eliminate a detected nonconformity)

Corrective Action

(Action to eliminate the root cause of a detected nonconformity to prevent its recurrence (in future))

SAMPLE AUDIT CHECKLIST

(DON'T)

SAMPLE 1 : PM 03

## **SAMPLE AUDIT CHECKLIST**

**(DO)**

### **SAMPLE 1**

## **REQUIREMENT AS AN AUDITOR**

- ▶ PERLU FAHAM ISO 9001 STANDARD
- ▶ ISO 9001:2015 FOCUSED ON RISK BASED MANAGEMENT. OBLIGASI PERLU FAHAMKAN RISK & OPPORTUNITY YANG SEDIA ADA DALAM ATM QMS.
- ▶ PERLU 'KHATAM' DAN PAHAM KESELURUHAN BUKU QUALITY MANAGEMENT SYSTEM (QMS) DAN OPERASI
- ▶ MENGAMALKAN 5W 1H DALAM MELAPORKAN PERINCIAN SEPANJANG AUDIT
- ▶ PERLU MENYEDIAKAN SENARAI SEMAK SENDIRI
- ▶ PERLU MEMBUAT LAPORAN UNTUK BAHAGIAN AUDIT MASING-MASING

**Q & A**

**THE END**





ALLOY TOLL MANAGEMENT SDN BHD	INTERNAL AUDIT QUESTIONNAIRE	MOHAFZAL
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Audit Area : **PM 03 – Corrective & Preventive Action (CI 10.2 Nonconformity and Corrective Action)**  
**PM 19 – Control of Nonconforming Services (CI 8.7 Control of Nonconforming Process Outputs, Products and Services)**

No.	Audit Criteria	Compliance				Audit Findings/Audit Evidence (At least three (3) samples of each areas of being audited)
		Y	N	O	N/A	
1.	<p>Corrective and Preventive Action is taken in the following cases:</p> <p>a) when defective/non-conforming product and services are received from external providers</p> <p>b) When circumstance is identified where a preventive initiative can be introducing to eliminate the cause of actual or potential non-conformance</p> <p>c) Unsatisfactory assessment results from any Internal Quality Audits (IQA)</p> <p>d) Concern are raised during a Management Review Meeting</p> <p>e) Customer lodge a formal complaint relating to product and services supplied (Customer complaints)</p> <p>f) Any ATM staff member detects a quality concern (e.g. quality, safety issues or general services) which they consider warrants investigation and resolution (Staff</p>					<p>c) Sample 1 :</p> <p><b>CAR REFERENCE NO.</b> : KAR-01/2021  <b>AUDIT DATE</b> : 6/4/2021  <b>CATEGORY</b> : <b>MAJOR-MINOR/OBSERVATION</b>  <b>NATURE OF NON-CONFORMANCE</b> : STAFF  <b>ISO CLAUSE/PROCEDURE/ AUDIT AREA</b> : AK09- TRANSAKSI PENGECUALIAN – KLAUSA B(ii)  <b>DESCRIPTION</b> : TMSV Salbiah telah memaklumkan kepada TMSV Farhan terdapat 1 kes kecuai bersurat untuk kenderaan VDJ795/Proton Saga masuk Karak dan keluar di Chenor tiada pas kecuai. Rakaman CCTV bertarikh 4/4/2021 jam 11:21 lorong M01 mendapati JT tidak memeriksa pas kecuai kenderaan tersebut  <b>ROOT CAUSE</b> : Kecuaian dalam membuat pengesanan pas kecuai kerana pada hari tersebut berasa sangat mengantuk dan keletihan  <b>CORRECTION</b> : JT Azima telah membayar RM7.70 kepada SV Safika pada hari kejadian untuk diserahkan kepada Plaza Tol Chenor. SV Chenor telah membuat penyesuaian tunai kelas 1 dari Karak pada 4/4/2021  <b>CORRECTIVE ACTION</b> : kaunseling telah diberikan kepada JT Azima pada 4/4/2021, SV meminta JT intercom penyelia sekiranya hilang focus kerana leleh dan mengantuk. Pihak penyelia akan sentiasa mengingatkan kepada JT melalui intercom untuk sentiasa mematuhi prosedur yang ditetapkan  <b>REVIEW THE EFFECTIVENESS OF CA TAKEN</b>: Pemerhatian melalui CCT untuk transaksi kecuai bersura dilorong masuk JT berkenaan mematuhi prosedur  <b>STATUS</b> :-OPEN/CLOSE</p>

Note: Y- Yes; N- No; O-Observation; N/A-Not Applicable  
 Auditor: NUR AFNI SYAFINAZ BINTI BUDIN  
 Last Update: 30/7/2021, PM03 (Eff: 23/03/2018), PM 04 (26/07/2018), PM 19 (23/03/2018), PM 28 (24/08/2020)  
 Auditee: MOHD AZRUL HISHAM MISHAK (EXEC, TM)  
 Date & Location: 30/7- 1/8/2021  
 Remote Audit – ATMSB HQ

ALLOY TOLL MANAGEMENT SDN BHD	INTERNAL AUDIT CHECKLIST	ISO 9001:2015
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No.	Audit Criteria	Compliance				Audit Findings/Audit Evidence (At least three (3) samples of each areas of being audited)
		Y	N	O	N/A	
	<p><b>Quality Concern)- Internal Inspections by Executive</b></p> <p>A concern initiated and documented through letters, memos, faxes or other means including the manual Corrective Action Request (CAR) form.</p>	/				<p><b>ISSUER BY:</b> Hafidzan Roslan dated 23/5/2021</p> <p>Sample 2:</p> <p><b>CAR REFERENCE NO.:</b> KAR-02/2021  <b>AUDIT DATE:</b> 6/5/2021  <b>CATEGORY:</b> <del>MAJOR</del>/MINOR/-OBSERVATION  <b>NATURE OF NON-CONFORMANCE:</b> STAFF  <b>ISO CLAUSE/PROCEDURE/ AUDIT AREA:</b> Serahan PKP  <b>DESCRIPTION:</b> Pada tarikh 6/5/2021 ketika proses serahan PKP dilakukan telah mendapati terdapat lebihan serahan sebanyak RM50. Sila berikan penjelasan terhadap lebihan tersebut  <b>ROOT CAUSE:</b> Kecuaian dari saya (Siti Aminah) sendiri kerana tidak membuat kiraan tangan terlebih dahulu setelah terima wang dari pengguna.  <b>CORRECTION:</b> Lebihan wang RM50 telah diberikan kepada penyelia bertugas untuk dibuat serahan  <b>CORRECTIVE ACTION:</b> Akan lebih berhati-hati ketika menerima wang dari pengguna dan membuat kiraan tangan terlebih dahulu sebagai tindakan langkah penelitian  <b>REVIEW THE EFFECTIVENESS OF CA TAKEN:</b> Dari paparan CCTV tidak jelas bilangan deno yang diterima oleh kerani PKP ketika memerhati transaksi tersebut  <b>STATUS:</b> <del>OPEN</del>/CLOSE  <b>ISSUER BY:</b> Mohd Farhan Nazri dated 24/6/2021</p> <p>Sample 3:</p> <p><b>CAR REFERENCE NO.:</b> MAR-01/2021  <b>AUDIT DATE:</b> 5/3/2021  <b>CATEGORY:</b> <del>MAJOR</del>/MINOR/-OBSERVATION</p>

Note: Y- Yes; N- No; O-Observation; N/A-Not Applicable

Auditor: NUR AFNI SYAFINAZ BINTI BUDIN

Auditee: MOHD AZRUL HISHAM MISHAK (EXEC. TM)

Date & Location: 30/7- 1/8/2021

Remote Audit – ATMSB HQ

Last Update: 30/7/2021, PM03 (Eff. 23/03/2018); PM 04 (26/07/2018); PM 19 (23/03/2018); PM 28 (24/08/2020)

ALLOY TOLL MANAGEMENT SDN BHD	INTERNAL AUDIT CHECKLIST	ISO 9001:2015
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No.	Audit Criteria	Compliance				Audit Findings/Audit Evidence (At least three (3) samples of each areas of being audited)
		Y	N	O	N/A	
						<p><b>NATURE OF NON-CONFORMANCE</b> : STAFF</p> <p><b>ISO CLAUSE/PROCEDURE/ AUDIT AREA</b> : AK09- TRANSAKSI PENGECUALIAN – KLAUSA B(ii)</p> <p><b>DESCRIPTION</b> : Pada 2/3/2021, syif B jam 1626 dilarang M01 mendapati JT membuat transaksi kecuai bersurat tanpa tidak memastikan maklumat kepada pas kecuai yang ditunjukkan adalah lengkap (tidak mempunyai cop). JT juga didapati tidak meminta buku log daripada pemandu untuk pengesahan transaksi bersurat</p> <p><b>ROOT CAUSE</b> : Kecuaian dalam memastikan transaksi bersurat dilakukan dan pas kecuai adalah lengkap sebelum membuat transaksi kecuai bersurat.</p> <p><b>CORRECTION</b> : Pengesahan buku log dan pas kecuai yang diberikan diperiksa dengan teliti sebelum membuat transaksi tersebut. Penggunaan tersebut telah membuat pembayaran tunai kelas 1 dari Maran pada masa kejadian. SV Gombang telah membuat penyediaan tinai kelas 1 dari Maran pada 2/3/2021</p> <p><b>CORRECTIVE ACTION</b> : Penyelia telah memberi penerangan dari teguran kepada JT terlibat dan semua JT tentang pengesahan yang perlu dibuat terlebih dahulu untuk transaksi kecuai bersurat diorang masuk. Penyelia meminta JT membuat surat penjelasan kepada Pegawai Operasi. JT hantar surat penjelasan pada 6/3/2021 kepada Pegawai Operasi</p> <p><b>REVIEW THE EFFECTIVENESS OF CA TAKEN</b>: Semakan dari 9/3/2021 – 14/3/2021, JT Izzati membuat pengesahan dengan betul dan teliti untuk kecuai bersurat diorang masuk</p> <p><b>STATUS</b> : <del>OPEN</del>/CLOSE</p> <p><b>ISSUER BY</b>: Hafidan Roslan dated 18/3/2021</p> <p>d) N/A</p> <p>e) Refer checklist <b>IQA 01/2021</b> for Quality Audit Department</p>

Note: Y- Yes; N- No; O- Observation; N/A- Not Applicable

Last Update: 30/7/2021, PM03 (Eff. 23/03/2018); PM 04 (26/07/2018); PM 15 (23/03/2018); PM 28 (24/08/2020)

Auditor: NUR AFNI SYAFINAZ BINTI BUDIN

Auditee: MOHD AZRUL HISHAM MISHAK (EXEC. TM)

Date & Location: 30/7- 1/8/2021

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ALLOY TOLL MANAGEMENT SDN BHD	INTERNAL AUDIT CHECKLIST	ISO 9001:2015
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No.	Audit Criteria	Compliance				Audit Findings/Audit Evidence (At least three (3) samples of each areas of being audited)
		Y	N	O	N/A	
						e) Refer checklist PM 28 Prosedur Aduan /Maklumbalas Pengguna f) Refer checklist PM 15 Kerja Toll Monitoring (item 1.F)
2.	Quality Records 1. Corrective Action Request (CAR) form 2. Customer Complaints	/	/			1. Refer checklist PM04 Internal Quality Audit & PM15 Kerja Toll Monitoring (item 1.F) 2. Refer item 1(e).

Note: Y- Yes; N- No; O-Observation; N/A-Not Applicable

Last Update: 30/7/2021, PM03 (Eff. 23/03/2018), PM 04 (26/07/2018); PM 19 (23/03/2018); PM 28 (24/08/2020)

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Date & Location: 30/7- 1/8/2021

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ALLOT TOLL PLAZA, SEMENT SEMBANG	INTERNAL AUDIT CHECKLIST	ISO 10000:2015
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**Audit Area : PM28 – Prosedur Aduan/Maklumbalas Pengguna**

No.	Audit Criteria	Compliance				Audit Findings / Audit Evidence (At least three (3) samples of each areas of being audited)
		Y	N	O	N/A	
1.	Sampling Taken: (Detail Nama staff bertugas, Staff ID, Syft)	/				Senior Executive, Toll Monitoring (Mohd Azrul Hisham) Based HQ
2	Operational Matters – aduan yang tidak melibatkan sistem atau transaksi kutipan elektronik Aduan/ maklumbalas perlu ditutup dalam tiga (3) hari bekerja Cth : Peralatakan tol (Tol Equipment); Khidmat pelanggan (Customer Service); Kurangan Pemulangan Baki/Kecuaian JT (Short Changes/TC Negligence); Trafik /Keselamatan (Traffic/Safety)					SAMPLE 1: OPERATIONAL MATTER  NO RUJUKAN ADUAN : AA/KAR/018/28/03/21 TARIKH ADUAN : 28/3/2021 ADUAN : PENGGUNA INGIN TOPUP RM10 DI KAUNTER TETAPI JURUTOL TOPUP RM50 <b>HASIL SIASATAN PLAZA</b> : PENGADU INGIN TAMBAH NILAI SEBANYAK RM10.00 TETAPI JURUTOL ANIES TELAH TAMBAH NILAI SEBANYAK RM50.00. PENGADU TELAH MAKLUM KEPADA JT BAHAWA DIA INGIN TAMBAH NILAI RM10 SAHAJA. JT ANIES MAKLUM USER HANYA BAGI DUIT DENO RM50 DAN TIDAK DENGAR SAMADA PENGADU INGIN TAMBAH NILAI RM10. HASIL SEMAKAN CCTV, SEMASA PENGADU TIBDA DILORONG PENGADU TELAH BUKA PINTU DAN SENTUH KAD TNG, TRANSAKSI TEKAK NAIK BAKI KURANG DAN PENGADU HULURKAN DUIT DENO RM50. JT ANIES JUGA TIDAK TANYA SEMULA BERAPA PENGADU INGIN TAMBAH NILAI. <b>PUNCA KEJADIAN</b> : JT ANIES TIDAL SAHKAN DENGAN PENGADU JUMLAH TAMBAH NILAI YANG DIPERLUKAN PENGADU. <b>TINDAKAN PEMBAIKAN</b> : HUBUNGI PENGADU TAPI GAGAL DIHUBUNGI.MAKLUM TINDAKAN AKAN DIAMBIL KE ATAS JT BERKENAAN. <b>TINDAKAN PEMBETULAN</b> : JT ANIES DIBERI KAUNSELING ATAS KECUAIAN SEMASA BERTUGAS <b>VERIFIED BY</b> : MOHD AZRUL HISHAM (SR. EXEC. TM) DATED 29/3/2021

Note: Y- Yes; N- No; O-Observation; N/A-Not Applicable

Last Update: 30/7/2021, PM03 (Eff. 23/03/2018); PM 04 (26/07/2018); PM 19 (23/03/2018); PM 28 (24/08/2020)

Auditor: NUR AFNI SYAFINAZ BINTI BUDIN

Auditee: MOHD AZRUL HISHAM MISHAK (EXEC. TM)

Date & Location: 30/7- 1/8/2021

Remote Audit – ATMSB HQ

ALLOY TOLL MANAGEMENT SDN BHD	INTERNAL AUDIT CHECKLIST	ISO 9001:2015
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No.	Audit Criteria	Compliance				Audit Findings / Audit Evidence (At least three (3) samples of each areas of being audited)
		Y	N	O	N/A	
3	System Matters – yang melibatkan system atau transaksi kutipan elektronik. Aduan/ maklumbalas perlu ditutup dalam lima (5) hari bekerja Cth : Caj terjawab (Farthest Charge); Caj 2 kali (Double charge); Salah Caj (Wrong Charge); Tambah Nilai TnG tidak Berjaya (Unsuccessful TnG Reload); Palang ALB Jatuh atas kenderaan (ALB hit user's vehicle)					<p>SAMPLE 1: SYSTEM MATTER</p> <p><b>NO RUJUKAN ADUAN</b> : AA/KAR/017/27/03/21  <b>TARIKH ADUAN</b> : 27/3/2021  <b>ADUAN</b> : DOUBLE CAJ DI LORONG SMARTTAG  <b>HASIL SIASATAN PLAZA</b> : TRANSAKSI DETECT 2 KALI DISEBABKAN SELEPAS KENDERAAN HADAPAN LALU PALANG TIDAK TURUN, TRANSAKSI HANG DAN DETECT 2 KALI. DIMINTA REFUND PENUH RM39.24 DIPULANGKAN SEMULA  <b>PUNCA KEJADIAN</b> : NO ENTRY INFO. PALANG ALB K05 KARAK TIDAK NAIK DISEBABKAN OB BLOCKED. CAJ 2 KALI  <b>TINDAKAN PEMBAIKAN</b>: TNG REFUND SEBANYAK RM39.24. DALAM TINDAKAN PIHAK TNG  <b>TINDAKAN PEMBETULAN</b> : PALANG ALB TELAH DISELENGGARA  <b>VERIFIED BY</b>: MOHD AZRUL HISHAM (SR. EXEC. TM) DATED 30/3/2021</p> <p>SAMPLE 2:</p> <p><b>NO RUJUKAN ADUAN</b> : AA/KAR/016/26/03/21  <b>TARIKH ADUAN</b> : 26/3/2021  <b>ADUAN</b> : KAD TAK DETECT DI TOLL KARAK MASUK DARI KUANTAN.  <b>HASIL SIASATAN PLAZA</b> : HASIL PERMEHATAN CCTV DAN SCW, PENGADU TELAH DIKENAKAN CAS MAKSIMA RM39.24. PENGADU MASUK PLAZA KUANTAN DAN ADA MAKLUM DI PT KUANTAN PALANG ALB TIDAK JATUH SEMASA PENGADU LALU. DICADANGKAN AGAR PULANG PADA PENGADU RM19.64.  <b>PUNCA KEJADIAN</b> : NO ENTRY INFO. PALANG ALB M03 GAMBANG TIDAK NAIK DI SEBANKAN OB BLOCKED.  <b>TINDAKAN PEMBAIKAN</b>: TNG REFUND SEBANYAK RM22.34. DALAM TINDAKAN PIHAK TNG  <b>TINDAKAN PEMBETULAN</b> : PALANG ALB DISELENGGARA  <b>VERIFIED BY</b>: MOHD AZRUL HISHAM (SR. EXEC. TM) DATED 30/3/2021</p>

Note: Y- Yes; N- No; O- Observation; N/A-Not Applicable

Last Update: 30/7/2021, PM03 (Eff. 23/03/2018); PM 04 (26/07/2018); PM 19 (23/03/2018); PM 28 (24/08/2020)

Auditor: NUR AFNI SYAFINAZ BINTI BUDIN

Auditee: MOHD AZRUL HISHAM MISHAK (EXEC. TM)

Date & Location: 30/7- 1/8/2021

Remote Audit – ATMSB HQ

ALLOY TOLL MANAGEMENT SDN BHD	INTERNAL AUDIT CHECKLIST	NO 750012119
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No.	Audit Criteria	Compliance				Audit Findings / Audit Evidence (At least three (3) samples of each areas of being audited)
		Y	N	O	N/A	
						<p>SAMPLE 3:</p> <p><b>NO RUJUKAN ADUAN</b> : AA/KAR/019/28/03/21</p> <p><b>TARIKH ADUAN</b> : 28/3/2021</p> <p><b>ADUAN</b> : DIKENAKAN CAJ MASKISMA RM39.25. MASUK TEMERLOH KELUAR KARAK CAJ SEPATUTNYA RM6. DIMINTA PULANGKAN BAKI</p> <p><b>HASIL SIASATAN PLAZA</b> : SIASATAN PLAZA DAPTI TRANSASKI MASUK NORMAL APABILA KELUAR MART TAG KARAK DIKENAKAN CAJ MAKSIMA (TIADA MASALAH DILORONG KELUAR). REFUND PERLU DIPULANGKAN JALAH RM33.24. INI ADALAH KALI KEDUA KEJADIAN YANG SAMA BERULANG. TIDAK PASTI PUNCA MASALAH TERSEBUT. INI KERNA USER PERNAH MASUK LORONG K-4 TRANSAKSI CAS NORMAL.</p> <p><b>PUNCA KEJADIAN</b> : IT MAKLUM KEMUNGKINAN OBU BERMASALAH</p> <p><b>TINDAKAN PEMBAIKAN</b>: TNG REFUND SEBANYAK RM33.24. DALAM TINDAKAN PIHAK TNG</p> <p><b>TINDAKAN PEMBETULAN</b> : -</p> <p><b>VERIFIED BY</b>: MOHD AZRUL HISHAM (SR. EXEC, TM) DATED 30/3/2021</p>
A.	<b>PROSEDUR – ADUAN/MAKLUMBALAS PENGGUNA UNTUK TINDAKAN PIHAK ATMSB (8 HARI)</b>					
1	Pengadu akan mengisi Borang Maklumbalas (PT 7.00) pada Bahagian I- maklumat maklumbalas.	/				As per item 2 & 3

Note: Y- Yes; N- No; O- Observation; N/A- Not Applicable

Last Update: 30/7/2021, PM03 (Eff. 23/03/2018); PM 04 (26/07/2018); PM 19 (23/03/2018); PM 28 (24/08/2020)

Auditor: NUR AFNI SYAFINAZ BINTI BUDIN

Auditee: MOHD AZRUL HISHAM MISHAK (EXEC, TM)

Date & Location: 30/7- 1/8/2021

Remote Audit – ATMSB HQ

ALLOY TOLL MANAGEMENT SDN BHD	INTERNAL AUDIT CHECKLIST	ISO 9001:2015
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No.	Audit Criteria	Compliance				Audit Findings / Audit Evidence (At least three (3) samples of each areas of being audited)
		Y	N	O	N/A	
2.	Penyelia/ Penolong Penyelia bertugas perlu memastikan maklumat pada Bahagian I adalah lengkap. Setiap Barang Maklumbalas mesti mempunyai nombor rujukan dan <b>ianya adalah berturutan</b> . Sekiranya Maklumat yang diberikan tidak lengkap, aduan/maklumbalas tersebut akan ditolak.	/				
3	Penyelia perlu lengkapkan Barang Maklumbalas (PT7.00) pada Bahagian II- Tindakan Plaza(untuk diisi oleh Pihak Plaza).	/				
4	Penyelia yang terima aduan/maklumbalas dikehendaki faks/emel PT 7.00 ke TCC dan Pegawai TM beserta dokumen dibawah jika ada). Salinan barang PT 7.00 dan dokumen sokongan akan disimpan di plaza tol.  Palang ALB jatuh ke atas kenderaan penaggu/kemalangan dilorong 1. Barang Maklumbalas (PT 7.00) 2. Salinan Mykad 3. Salinan Lesen memandu 4. Salinan Kad Touch N Go 5. Gambar kerosakan kenderaan (Berwarna) 6. Transaksi pengadu di plaza tol kejadian 7. EMIS  Caj penalty/Caj Dua Kali/ Salah Caj 1. Barang Maklumbalas (PT 7.00)	/				

Note: Y- Yes; N- No; O- Observation; N/A-Not Applicable  
 Auditor: NUR AFNI SYAFINAZ BINTI BUDIN  
 Auditee: MOHD AZRUL HISHAM M.ISHAK (EXEC. TM)  
 Last Update: 30/7/2021, PM03 (Eff. 23/03/2018); PM 04 (26/07/2018); PM 19 (23/03/2018); PM 28 (24/08/2020)  
 Date & Location: 30/7- 1/8/2021  
 Remote Audit -- ATMSB HQ



ALLOT TOLL MANAGEMENT SDN BHD	INTERNAL AUDIT CHECKLIST	NO 9501/2012
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No.	Audit Criteria	Compliance				Audit Findings / Audit Evidence (At least three (3) samples of each areas of being audited)
		Y	N	O	N/A	
	2. Salinan Mykad 3. Salinan Kad Touch N Go 4. Salinan Laporan CRMPOS 5. Transaksi plaza Tol Masuk 6. Transaksi Plaza Tol Keluar 7. EMIS (bagi kes ALB Bermasalah – No entru info di larang masuk)  Tambah Nilai TnG tidak Berjaya 1. Borang Maklumbalas (PT 7.00) 2. Salinan Mykad 3. Salinan Kad Touch N Go 4. Salinan Laporan CRMPOS 5. Salinan resit tambah Nilai yang tidak Berjaya 6. Salinan resit baki semasa kad TnG atau transaksi plaza Tol yang menunjukkan baki kad TnG tidak bertambah selepas tambah nilai  Lain-lain Aduan/ Maklumbalas 1. Borang Maklumbalas (PT 7.00) 2. Salinan Mykad 3. Lain-lain dokumen berkaitan					
5	Pegawai TM akan melengkapkan Borang Maklumbalas (PT 7.00) pada Bahagian III – Tindakan Jabatan (untuk diisi oleh HQ) dan menghubungi pengadu untuk proses menutup aduan/maklumbalas pengadu.	/				

Note: Y- Yes; N- No; O- Observation; N/A- Not Applicable

Last Update: 30/7/2021, PM03 (Eff. 23/03/2018); PM 04 (26/07/2018); PM 19 (23/03/2018); PM 28 (24/08/2020)

Auditor: NUR AFNI SYAFINAZ BINTI BUDIN

Auditee: MOHD AZRUL HISHAM MISHAK (EXEC, TM)

Date & Location: 30/7- 1/8/2021

Remote Audit – ATMSB HQ

ALLOY TOLL MANAGEMENT SDN BHD	INTERNAL AUDIT CHECKLIST	ISO 9001:2015
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No.	Audit Criteria	Compliance				Audit Findings / Audit Evidence (At least three (3) samples of each areas of being audited)
		Y	N	O	N/A	
6	Salinan barang PT 7.00 dan dokumen sokongan akan disimpan di HQ dan satu Salinan dihantar kepada Pihak ANIH Berhad untuk direkodkan dan tindakan lanjut.	/				
B	<b>PROSEDUR – ADUAN/MAKLUMBALAS PENGGUNA UNTUK TINDAKAN SYARIKAT/JABATAN LAIN DI BAWAH MTD GROUP (4 HARI)</b>					
1	Pengadu akan mengisi Borang Maklumbalas (PT 7.00) pada Bahagian I-maklumat maklumbalas	/				<p>SAMPLE 1: AME</p> <p>NO RUJUKAN ADUAN : AA/CHE/015/26/03/21  TARIKH ADUAN : 26/3/2021  TEMPAT KEJADIAN : KM 135 (TIMUR)  ADUAN : TERLANGGAR BESI DIATAS LEBUHRA. KEROSAKAN DRIVESHALF PATAH. GEARBOX PECAH DAN LAIN-LAIN KEROSAKAN BELUM PASTI  HASIL SIASATAN PLAZA : DIBAWAH TINDAKAN PIHAK AME  PUNCA KEJADIAN : TINDAKAN AME  TINDAKAN PEMBAIKAN: N/A  TINDAKAN PEMBETULAN : N/A  VERIFIED BY: MOHD AZRUL HISHAM (SR. EXEC, TM) DATED 29/3/2021</p> <p>SAMPLE 2: AME</p> <p>NO RUJUKAN ADUAN : AA/CHE/016/26/03/21  TARIKH ADUAN : 26/03/21  TEMPAT KEJADIAN : KM 135  ADUAN : KEROSAKAN SPOT RIM, TYRE, DRIVE SHALF AND BODYKIT  HASIL SIASATAN PLAZA : DIBAWAH TINDAKAN PIHAK AME  PUNCA KEJADIAN : TINDAKAN AME  TINDAKAN PEMBAIKAN: N/A  TINDAKAN PEMBETULAN : N/A  VERIFIED BY: MOHD AZRUL HISHAM (SR. EXEC, TM) DATED 29/3/2021</p>

Note: Y- Yes; N- No; O-Observation; N/A-Not Applicable

Last Update: 30/7/2021, PM03 (E# 23/03/2018), PM 04 (26/07/2018); PM 19 (23/03/2018), PM 28 (24/08/2020)

Auditor: NUR AFNI SYAFINAZ BINTI BUDIN

Auditee: MOHD AZRUL HISHAM M.ISHAK (EXEC, TM)

Date & Location: 30/7- 1/8/2021

Remote Audit – ATMSB HQ

ALCOY TOLL MANAGEMENT SDN BHD	INTERNAL AUDIT CHECKLIST	ISO 9001:2015
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No.	Audit Criteria	Compliance				Audit Findings / Audit Evidence (At least three (3) samples of each areas of being audited)
		Y	N	O	N/A	
						<p>SAMPLE 3: AME</p> <p>NO RUJUKAN ADUAN : AA/CHE/017/08/04/21  TARIKH ADUAN : 8/4/2021  TEMPAT KEJADIAN : KM159  ADUAN : LANGGAR OBJEK (TAYAR PECAH)  HASIL SIASATAN PLAZA : DIBAWAH TINDAKAN PIHAK AME  PUNCA KEJADIAN : TINDAKAN AME  TINDAKAN PEMBAIKAN: N/A  TINDAKAN PEMBETULAN : N/A  VERIFIED BY: MOHD AZRUL HISHAM (SR. EXEC, M) DATED 9/4/2021</p>
2	Penyelia/ Penolong Penyelia bertugas perlu memastikan maklumat pada Bahagian I adalah lengkap. Setiap Borang Maklumbalas mesti mempunyai nombor rujukan dan ianya adalah berfuran. Sekiranya Maklumat yang diberikan tidak lengkap, aduan/maklumbalas tersebut akan ditolak.	/				
3	Aduan/Maklumbalas yang melibatkan tindakan pihak LPT 2, Penyelia/Penolong Penyelia perlu lengkapkan Bahagian II (untuk Diisi oleh Pihak Plaza) pada Borang Maklumbalas (PT 7.00) dan dokumen hendaklah difaks/emel beserta dokumen sokongan kepada pihak LPT2 dan Pegawai TM (untuk makluman)	/				<p>SAMPLE 1: LPT 2</p> <p>NO RUJUKAN ADUAN : AA/JAB/009/03/04/21  TARIKH ADUAN : 3/4/2021  TEMPAT KEJADIAN : KM251.1  ADUAN : CERMIN DEPAN PECAH SERPIHAN BATU PEKERJA MESIN RUMPUT  HASIL SIASATAN PLAZA : TINDAKAN OLEH PIHAK LPT 2  PUNCA KEJADIAN : TINDAKAN LPT 2  TINDAKAN PEMBAIKAN: N/A</p>

Note: Y- Yes; N- No; O-Observation; N/A-Not Applicable

Last Update: 30/7/2021, PM03 (Eff. 23/03/2018); PM 04 (26/07/2018); PM 19 (23/03/2018); PM 28 (24/08/2020)

Auditor: NUR AFNI SYAFINAZ BINTI BUDIN

Auditee: MOHD AZRUL HISHAM M.ISHAK (EXEC, TM)

Date & Location: 30/7- 1/8/2021

Remote Audit – ATMSB HQ

ALLOY TOLL MANAGEMENT SDN BHD	INTERNAL AUDIT CHECKLIST	ISO 9001:2015
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No.	Audit Criteria	Compliance				Audit Findings / Audit Evidence (At least three (3) samples of each areas of being audited)
		Y	N	O	N/A	
						<p><b>TINDAKAN PEMBETULAN : N/A</b>  <b>VERIFIED BY:</b> MOHD AZRUL HISHAM (SR. EXEC, TM) DATED 5/4/2021</p> <p>SAMPLE 2: LPT 2</p> <p><b>NO RUJUKAN ADUAN : AA/GAM/001/08/01/21</b>  <b>TARIKH ADUAN : 8/1/2021</b>  <b>TEMPAT KEJADIAN :</b> BERHAMPIRAN EXIT CHUKAI  <b>ADUAN : TERLANGGAR BINATANG (KHINZIR) DAN MENYEBABKAN</b>  <b>BAHAGIAN HADAPAN KERETA MENGALAMI KEROSAKAN</b>  <b>HASIL SIASATAN PLAZA : UNTUK SIASATAN PIHAK LPT 2</b>  <b>PUNCA KEJADIAN : TINDAKAN LPT 2</b>  <b>TINDAKAN PEMBAIKAN: N/A</b>  <b>TINDAKAN PEMBETULAN : N/A</b>  <b>VERIFIED BY:</b> MOHD AZRUL HISHAM (SR. EXEC, TM) DATED 11/1/2021</p>
4	Penyelia/penolong penyelia perlu lengkapkan Bahagian II pada Borang Maklumbalas (PT7.00) dan sediakan dokumen sokongan yang berkenaan.	/				
5	Salinan Borang Maklumbalas (PT 7.00) dan dokumen sokongan akan disimpan di HQ sebagai rekod.  Kemalangan 1. Borang Maklumbalas (PT 7.00)* 2. Salinan Mykad/ Passport* 3. Salinan lesen Memandu* 4. Salinan Kad Touch N Go*** 5. Gambar kerosakan kenderaan	/				

Note: Y- Yes; N- No; O- Observation; N/A- Not Applicable

Last Update: 30/7/2021, PM03 (Eff. 23/03/2018), PM 04 (26/07/2018); PM 19 (23/03/2018), PM 28 (24/08/2020)

Auditor: NUR AFNI SYAFINAZ BINTI BUDIN

Auditee: MOHD AZRUL HISHAM M. ISHAK (EXEC, TM)

Date & Location: 30/7- 1/8/2021

Remote Audit -- ATMSB HQ

AUDIT FIRM MANAGEMENT SYSTEMS	INTERNAL AUDIT CHECKLIST	ISO 9001:2015
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No.	Audit Criteria	Compliance				Audit Findings / Audit Evidence (At least three (3) samples of each areas of being audited)
		Y	N	O	N/A	
	(Berwarna)** a) Gambar no. pendaftaran kenderaan/keseluruhan kenderaan b) Gambar bahagian kenderaan yang rosak c) Gambar cukai jalan 6. Transaksi pengadu di plaza tol masuk dan keluar di LPT1** 7. Imej Kenderaan masuk dan keluar (Berwarna)*** -> bagi aduan "Cermin kenderaan pecah akibat terkena batu dari aktiviti potong rumput" sahaja.  Lain-lain dokumen/maklumbalas\ 1. Borang Maklumbalas (PT 7.00)* 2. Salinan Mykad* 3. Lain-lain dokumen berkaitan  * Salinan dokumen wajib ** Jika pengadu membawa kenderaan ke plaza *** Salinan dokumen pilihan (jika ada)  Bagi aduan/maklumbalas kemalangan di LPT 2, tambahan Borang Aduan LPT 2 (Lampiran 2) perlu dilengkapkan)					

Note: Y- Yes; N- No; O- Observation; N/A- Not Applicable  
 Auditor: NUR AFNI SYAFINAZ BINTI BUDIN  
 Last Update: 30/7/2021, PM03 (Eff. 23/03/2018); PM 04 (26/07/2018); PM 19 (23/03/2018); PM 28 (24/08/2020)  
 Date & Location: 30/7- 1/8/2021  
 Remote Audit - ATMSB HQ

ALLOY TOLL MANAGEMENT SDN BHD	INTERNAL AUDIT CHECKLIST	ISO 9001:2015
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No.	Audit Criteria	Compliance				Audit Findings / Audit Evidence (At least three (3) samples of each areas of being audited)
		Y	N	O	N/A	
C	<b>PERTANYAAN PENGGUNA (2 HARI)</b>					
1	Semasa di lorong, pengadu boleh membuat pertanyaan kepada JT bertugas					
2	Setiap pertanyaan berkaitan operasi tol semasa pengadu dilorong perlu dijawab oleh JT.					
3	Penyelia/Penolong Penyelia tol akan masuk semua pertanyaan yang diterima ke dalam rekod "User Enquiry " dan dikemaskini pada setiap syif					
4	Data berkenaan "User Enquiry" yang telah dikemaskini akan diemail kepada Pegawai TM untuk tujuan rekod.					
5	Pegawai TM akan menyimpan data "User Enquiry" daripada setiap plaza untuk tujuan rekod.					

Note: Y- Yes; N- No; O-Observation; N/A-Not Applicable

Auditor: NUR AFNI SYAFINAZ BINTI BUDIN

Auditee: MOHD AZRUL HISHAM MISHAK (EXEC. TM)

Last Update: 30/7/2021, PM03 (Eff. 23/03/2018); PM 04 (26/07/2018); PM 19 (23/03/2018); PM 28 (24/08/2020)

Date & Location: 30/7- 1/8/2021

Remote Audit – ATMSB HQ

ALLOY TOLL PLAZA SEGMENT 304 B&E	INTERNAL AUDIT CHECKLIST	ISO 9001:2015
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Audit Findings / Audit Evidence (At least three (3) samples of each areas of being audited)					
No.	Audit Criteria				
		Y	N	O	N/A
D 1	<b>INFO TAMBAHAN</b> Pegawai Toll Monitoring akan email/faks <b>Ringkasan Status Aduan/Maklumbalas</b> Pengguna kepada plaza Tol setiap bulan untuk rujukan pihak <b>Ringkasan Status Aduan/Maklumbalas</b> yang terkini hendaklah difailkan oleh pihak plaza bersama – sama Borang Maklumbalas (PT 7.00)	/			
	Rekod 1. PT 7.00 Borang Maklumbalas	/			

Data : JAN – JUNE, 2021						
PLAZA	JAN	FEB	MAR	APR	MAY	JUNE
GBK	13	2	1	1	1	0
BTG	1	0	2	2	0	0
KAR	8	3	9	5	6	4
LAN	1	0	5	1	1	0
TEM	6	2	3	7	3	0
CHE	1	1	0	2	0	0
MAR	0	0	1	1	0	0
SRI	0	1	1	1	0	0
GAM	2	1	0	3	1	0
KUA	2	1	1	2	1	0
JAB	1	0	1	1	0	0
	35	11	24	26	13	4

Note: Y- Yes; N- No; O-Observation; N/A-Not Applicable

Auditor: NUR AFNI SYAFINAZ BINTI BUDIN

Auditee: MOHD AZRUL HISHAM MISHAK (EXEC. TM)

Date & Location: 30/7-1/8/2021

Remote Audit – ATMSB HQ

Last Update: 30/7/2021, PM03 (Eff. 23/03/2018), PM 04 (26/07/2018); PM 19 (23/03/2018); PM 28 (24/08/2020)

ALLOY TOLL MANAGEMENT SDN BHD	INTERNAL AUDIT CHECKLIST	ISO 9001:2015
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No.	Audit Criteria	Compliance				Audit Findings / Audit Evidence (At least three (3) samples of each areas of being audited)
		Y	N	O	N/A	

Note: Y- Yes; N- No; O- Observation; N/A- Not Applicable

Auditor: NUR AFNI SYAFINAZ BINTI BUDIN

Auditee: MOHD AZRUL HISHAM MISHAK (EXEC, TM)

Date & Location: 30/7- 1/8/2021

Remote Audit – ATMSB HQ

Last Update: 30/7/2021, PM03 (Eff. 23/03/2018); PM 04 (26/07/2018); PM 19 (23/03/2018); PM 28 (24/08/2020)



ALOK TOL MANAGEMENT SDN BHD	INTERNAL AUDIT CHECKLIST	ISO 9001:2015
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**Audit Area : PM26 – Proses Tuntutan Bayaran Ceroboh Awam**

No.	Audit Criteria	Compliance				Audit Findings / Audit Evidence (At least three (3) samples of each areas of being audited)						
		Y	N	O	N/A							
1.	Rekodkan butiran OE, Penyelia & TMIC yang terlibat	/				<table><tr><td>No.</td><td>Nama Staff</td><td></td></tr><tr><td>1.</td><td>NUR SHUHADA MUSTAFA</td><td>TMIC</td></tr></table>	No.	Nama Staff		1.	NUR SHUHADA MUSTAFA	TMIC
No.	Nama Staff											
1.	NUR SHUHADA MUSTAFA	TMIC										
2	<p><b>CEROBOH AWAM</b> – merupakan situasi dimana kenderaan (yang tidak dikecualikan membayar tol oleh undang-undang) yang melalui tol tetapi tidak berlakunya transaksi bayaran tol semasa kenderaan melepasi lorong tol.</p> <p>Kerani ATM di ibu pejabat akan mengumpulkan semua laporan ceroboh awam bulanan, borang pencerobohan dan keseluruhan imej pencerobohan bulanan serta laporan polis yang diterima dari TM di ibu pejabat.</p> <p><b>**Terima Laporan pencerobohan Bulanan setiap 8hb</b></p>	/				<p><b>Sample :Jan, 2021</b> <b>Transaksi/ Imej Pencerobohan : 97</b> <b>Melibatkan : 52 No Pendaftaran</b> <b>Jumlah Tuntutan : RM 1,040.54 (LPT sahaja)</b></p> <p><b>Sample :Feb, 2021</b> <b>Transaksi/ Imej Pencerobohan : 56</b> <b>Melibatkan : 35 No Pendaftaran</b> <b>Jumlah Tuntutan : RM 830.22.54 (LPT sahaja)</b></p> <p><b>Sample :Apr, 2021</b> <b>Transaksi/ Imej Pencerobohan : 80</b> <b>Melibatkan : 48 No Pendaftaran</b> <b>Jumlah Tuntutan : RM 970.04 (LPT sahaja)</b></p>						

Note: Y- Yes; N- No; O-Observation; N/A-Not Applicable

Last Update: 30/6/2021, PM26 (Eff. 24/08/2020)

Auditor: NUR AFNI SYAFINAZ BINTI BUDIN

Auditee: NUR SHUHADA MUSTAFA (TME)

Date & Location: 30/6 – 1/7/2021

Remote Audit – ATMSB HQ

ALLOY TOLL MANAGEMENT SDN BHD	INTERNAL AUDIT CHECKLIST	ISO 9001:2015
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No.	Audit Criteria	Compliance				Audit Findings / Audit Evidence (At least three (3) samples of each areas of being audited)
		Y	N	O	N/A	
3.	<p>Kerani menyimpan data maklumat pencerobohan bulanan sebagaimana yang direkodkan oleh plaza, menyemak imej serta mencetak imej kenderaan yang dikehendaki.</p> <p>TMIC dan kerani menyemak maklumat transaksi pencerobohan dan kerani akan mengagihkan <b>nombor rujukan</b> bagi setiap imej pencerobohan yang dikehendaki.</p> <p>Kerani <b>membuat Laporan Trafik Dan Imej Ceroboh (LTIC)</b> dan maklumkan kepada TMIC untuk tujuan semakan dan pengesahan, semakan LTIC adalah menerusi "softcopy" dan imej cetakan dihantar.</p>	/				<p>BORANG CEROBOK</p> <p>Sample 1: No. SIRI : BTG/01/21/007 No report : BENTONG/000700/21 Tarikh : 2/2/2021</p> <p>NOMBOR RUJUKAN IMEJ: 68 NO PENDAFTARAN KENDERAAN : WD1026D KADAR TOL : RM42.74 (RM24.40+18.34) PLAZA TOL : PT BENTONG TARIKH CEROBOK : 4/1/2021 KELAS : 1 LORONG : B03 IMEJ PENCERBOHAN : AVAILABLE/NO LAPORAN TRAFIK DAN IMEJ CEROBOK (LTIC) : AVAILABLE/NO PENGESAHAN OLEH/DATE : SYAIFURUDIN BAHARUDDIN (PENYELIA, TM)</p> <p>Sample 2: No. SIRI : JAB/03/21/004 NOMBOR RUJUKAN IMEJ: 17 NO PENDAFTARAN KENDERAAN : CDR 2776 KADAR TOL : RM18.64 (RM0.30 + 18.34) PLAZA TOL : PT JABOR NO REPORT POLIS : CHUKAI/003334/21 TARIKH CEROBOK : 23/3/2021 KELAS : 1 LORONG : K01 IMEJ PENCERBOHAN : AVAILABLE/NO LAPORAN TRAFIK DAN IMEJ CEROBOK (LTIC) : AVAILABLE/NO PENGESAHAN OLEH/DATE : ZARINA SULAIMAN (PENYELIA, TM)</p>

Note: Y- Yes; N- No; O- Observation; N/A-Not Applicable

Last Update: 30/6/2021, PM26 (Eff. 24/08/2020)

Auditor: NUR AFNI SYAFINAZ BINTI BUDIN

Auditee: NUR SHUHADA MUSTAFA (TME)

Date & Location: 30/6 – 17/7/2021

Remote Audit – ATMSB HQ

ALLOY TOLL MANAGEMENT SDN BHD	INTERNAL AUDIT CHECKLIST	ISO 9001:2015
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No.	Audit Criteria	Compliance				Audit Findings / Audit Evidence (At least three (3) samples of each areas of being audited)																																		
		Y	N	O	N/A																																			
						Sample 3: No. SIRI : GAM/05/21/001 NOMBOR RUJUKAN IMEJ: 18 NO PENDAFTARAN KENDERAAN : RAC 6955 KADAR TOL : RM22.54 (Rm4.20+18.34) PLAZA TOL : PT GAMBANG NO REPORT POLIS : GAMBANG/001245/21 TARIKH CEROBOH : 1/5/2021 KELAS : 1 LORONG : K02 IMEJ PENCERBOHAN : AVAILABLE/NO LAPORAN TRAFIK DAN IMEJ CEROBOH (LTIC) : AVAILABLE/NO PENGESAHAN OLEH/DATE : SITI NURAIN BINTI SARIMAN (PENYELIA, TM)																																		
4	TMIC akan menyemak keseluruhan senarai nombor pendaftaran dan imej yang diberi nombor rujukan pada LTIC termasuklah, pecahan kadar tol LPT 1 dan LPT 2 seterusnya membuat laporan kekerapan pencerobohan dan menyediakan laporan <b>Laporan Ringkasan Ceroboh Awam (LRCA)</b> untuk dihantar kepada Ejen.	/				<table><tr><th rowspan="2">BULAN</th><th colspan="2">TOTAL</th><th rowspan="2">TOTAL</th></tr><tr><th>KLK</th><th>ECE</th></tr><tr><td>Jan 2021</td><td>112</td><td>43</td><td>155</td></tr><tr><td>Feb 2021</td><td>55</td><td>21</td><td>76</td></tr><tr><td>Mac 2021</td><td>90</td><td>21</td><td>111</td></tr><tr><td>Apr 2021</td><td>79</td><td>12</td><td>91</td></tr><tr><td>May 2021</td><td>65</td><td>11</td><td>76</td></tr><tr><td>June 2021</td><td>11</td><td>4</td><td>15</td></tr><tr><td><b>TOTAL</b></td><td><b>412</b></td><td><b>112</b></td><td><b>524</b></td></tr></table>	BULAN	TOTAL		TOTAL	KLK	ECE	Jan 2021	112	43	155	Feb 2021	55	21	76	Mac 2021	90	21	111	Apr 2021	79	12	91	May 2021	65	11	76	June 2021	11	4	15	<b>TOTAL</b>	<b>412</b>	<b>112</b>	<b>524</b>
BULAN	TOTAL		TOTAL																																					
	KLK	ECE																																						
Jan 2021	112	43	155																																					
Feb 2021	55	21	76																																					
Mac 2021	90	21	111																																					
Apr 2021	79	12	91																																					
May 2021	65	11	76																																					
June 2021	11	4	15																																					
<b>TOTAL</b>	<b>412</b>	<b>112</b>	<b>524</b>																																					

Note: Y- Yes; N- No; O-Observation; N/A-Not Applicable

Last Update: 30/6/2021, PM26 (Eff. 24/08/2020)

Auditor: NUR AFNI SYAFINAZ BINTI BUDIN

Auditee: NUR SHUHADA MUSTAFA (TME)

Date & Location: 30/6 – 1/7/2021

Remote Audit – ATMSB HQ

ALLOY TOLL MANAGEMENT SDN BHD	INTERNAL AUDIT CHECKLIST	ISO 9001:2015
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No.	Audit Criteria	Compliance				Audit Findings / Audit Evidence (At least three (3) samples of each areas of being audited)
		Y	N	O	N/A	
5.	<p>Laporan LRCA dihantar kepada pengurus bagi kelulusan. LRCA seterusnya dimajukan kepada Ejen tuntutan untuk tindakan, proses pemakluman adalah melalui email. <b>Email dan laporan LRCA dicetak dan disimpan untuk rujukan.</b></p> <p>TMIC akan merekodkan imej – imej yang tidak jelas untuk direkodkan di dalam Laporan Pencerobohan Imej Tidak Jelas dan dihantar kepada pengurus untuk makluman dan tindakan. Laporan ini juga akan dihantar kepada pihak pengurusan ANIH.</p>	/				<p><b>EJEN YANG DILANTIK:</b>  <b>RAZILAH &amp; DZAH HIR RECOVERY MANAGEMENT SDN BHD</b>  <b>LA REF NO:</b> ACSB(CD)/ATM/RAZILAH &amp; DZAH HIR RECOVERY/LA-SC/(06)20-126  <b>DATED :</b> 10/6/2020</p> <p><b>CONTRACT NO :</b> ACSB/ATM/RQA00235/VIOLATION/KLK&amp;ECE1/20-P-4-2  <b>CONTRACTOR :</b> RAZILAH &amp; DZAH HIR RECOVERY MANAGEMENT SDN BHD  <b>PROJECT :</b> PROPOSED FOR TOLL VIOLATION COLLECTION SERVICES FOR TOLL PLAZAS ALONG KUALA LUMPUR – KARAK HIGHWAY AND EAST COAST EXPRESSWAY (PHASE 1)  <b>CONTRACT PERIOD :</b> 25/7/2020 – 24/7/2022</p> <p><b>EVALUATION PERIOD:</b> 25/7/2018 – 30/4/2020  <b>RATING :</b> 72%  <b>APPRAISED :</b> 21/5/2020 BY NUR SHUHADA MUSTAFA  <b>APPROVED BY :</b> ISMALIZA IBRAHIM DATED 28/5/2020</p>

Note: Y- Yes; N- No; O-Observation; N/A-Not Applicable

Auditor: NUR AFNI SYAFINAZ BINTI BUDIN

Auditee: NUR SHUHADA MUSTAFA (TME)

Last Update: 30/6/2021, PM26 (Eff. 24/08/2020)

Date & Location: 30/6 – 1/7/2021  
Remote Audit – ATMSB HQ

ALLOY TOLL MANAGEMENT SDN BHD	INTERNAL AUDIT CHECKLIST	ISO 9001:2015
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No.	Audit Criteria	Compliance				Audit Findings / Audit Evidence (At least three (3) samples of each areas of being audited)
		Y	N	O	N/A	
6.	<p><b>PROSES PENERIMAAN PEMBAYARAN DAN BAYARAN PERKHIDMATAN KEPADA EJEN.</b></p> <p>i. Maklumat lengkap bayaran yang diterima dari pengguna akan direkodkan oleh ejen dan maklumat lengkap bayaran beserta bukti-bukti bayaran serta inbois akan dihantar kepada TMIC secara bulanan. TMIC akan mengemaskini rekod bayaran yang diterima bagi tujuan pemakluman kepada ANIH Berhad.</p> <p>ii. TMIC seterusnya membuat penyesuaian dan mengeluarkan <u>laporan "Violation Payment"</u> (pecahan bayaran iaitu kadar tol, komisen ATM dan yuran perkhidmatan ejen), kesemua dokumen pembayaran (inbois, laporan bayaran, bukti – bukti bayaran daripada ejen. Seterusnya laporan "Violation Payment" dihantar kepada Pengurus bagi tujuan kelulusan dan semua laporan serta dokumen berkaitan dihantar kepada Jabatan Kontrak untuk proses selanjutnya.</p>	/				Available

Note: Y- Yes; N- No; O-Observation; N/A-Not Applicable

Auditor: NUR AFNI SYAFINAZ BINTI BUDIN

Auditee: NUR SHUHADA MUSTAFA (TME)

Last Update: 30/6/2021, PM26 (Eff. 24/08/2020)

Date & Location: 30/6 – 1/7/2021

Remote Audit – ATMSB HQ

ALLOY TOLL MANAGEMENT SDN BHD	INTERNAL AUDIT CHECKLIST	ISO 9001:2015
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No.	Audit Criteria	Compliance				Audit Findings / Audit Evidence (At least three (3) samples of each areas of being audited)
		Y	N	O	N/A	
7.	<p><b>TUNTUTAN YANG TIDAK BERJAYA/TIDAK DIPROSES</b></p> <p>Terdapat tuntutan yang tidak berjaya dituntut kerana maklumat kenderaan bagi nombor pendaftaran yang direkodkan oleh plaza tol dan imej adalah tidak sepadan dengan maklumat yang direkodkan oleh Pihak Jabatan Pengangkutan Jalan (JPJ). Pihak ejen tidak akan mengeluarkan notis tuntutan jika terdapat perbezaan maklumat bagi nombor pendaftaran yang diberikan. Laporan dikemaskini bagi tujuan pelaporan kepada pihak NIH BHD.</p> <p>Laporan keseluruhan pencerobohan dikemaskini di dalam Laporan "Toll Operation Report" dan dimajukan kepada pengurus bagi kelulusan dan seterusnya dihantar kepada pihak ANIH Berhad.</p>	/				AVAILABLE IN LAPORAN PENCEROBOHAN IMEJ TIDAK JELAS (LOST OF REVENUE)-VIOLATION
8	<p>REKOD</p> <p>JT 1.00 Laporan Syif</p>	/				

Note: Y- Yes; N- No; O-Observation; N/A-Not Applicable

Auditor: NUR AFNI SYAFINAZ BINTI BUDIN

Auditee: NUR SHUHADA MUSTAFA (TME)

Last Update: 30/6/2021, PM26 (Eff. 24/08/2020)

Date & Location: 30/6 – 1/7/2021

Remote Audit – ATMSB HQ

ALLOY TOLL MANAGEMENT SDN BHD	INTERNAL AUDIT CHECKLIST	ISO 9001:2015
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**Audit area : PM 39 Analysis and Evaluation**

No.	Audit Criteria	Compliance				Audit Findings / Audit Evidence (At least three (3) samples of each areas of being audited)
		Y	N	O	N/A	
1	<p><b>DOCUMENTED INFORMATION CONTROL</b></p> <p>All completion of analysis and evaluation of each data at analysis interval, the person in charge shall <b>immediately file the original copy of the analysed and evaluated charts in a hardcopy file labelled as "Analysis of Data - Year 2020 (example)",</b> each department/unit one file which is maintained by an assigned clerk/ executive by the Manager</p> <p>The chart be <b>filed by month, quarter, half yearly or yearly in an ascending order</b> (3.4.1.1)</p> <p><b>Each set of charts shall be separated with a divider labelled with the title of the appropriate data,</b> example, e.g. "Lane Up time hours per plaza per month" (3.4.1.2)</p> <p>As soon as the analysis of data file is updated, the assigned clerk/executive by the Manager shall <b>immediately place the file in rack/cabinet labelled as "Analysis of Data"</b></p>	/				<p>/</p> <p>/</p> <p>/</p> <p>Due to the Covid-19 Pandemic, audits could not be performed in physical meeting. Therefore, physical assessment cannot be performed</p>

Note: Y- Yes; N- No; O-Observation; N/A-Not Applicable

Auditor: Nur Afri Syafinaz Binti Budin

Auditee: Rohaizan Othman (Sr.Exec/Doc)

Last Update: 30/6/2021, QM 01 (Eff. 15/10/2020); QO (Eff. 15/10/2020); PM 39 (Eff. 15/10/2020)

Date & Location: 30/6 – 1/7/2021  
Remote Audit – ATMSB HQ

ALLOY TOLL MANAGEMENT SDN BHD	INTERNAL AUDIT CHECKLIST	ISO 9001:2015
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**Audit area : Quality Objectives; Quality Objectives and Planning**

90

30

No.	Audit Criteria	Compliance				Audit Findings / Audit Evidence (At least three (3) samples of each areas of being audited)																								
		Y	N	O	N/A																									
1	To achieve <b>efficiency performance of toll collector</b> with minimum of rating 4 <b>(BAR CHART – YEARLY – EXECUTIVE IN CHARGE)</b>	/				<p>Sample Period : <b>JAN – MAY 2020</b></p> <p><b>Toll Collector's Performance Assessment 2020 (Overall)</b></p> <table><tr><td></td><td>AVERAGE</td></tr><tr><td>GBK</td><td>4.78</td></tr><tr><td>BTG</td><td>4.63</td></tr><tr><td>KAR</td><td>4.59</td></tr><tr><td>LAN</td><td>4.57</td></tr><tr><td>TEM</td><td>4.46</td></tr><tr><td>CHE</td><td>4.64</td></tr><tr><td>MAR</td><td>4.44</td></tr><tr><td>SRI</td><td>4.38</td></tr><tr><td>GAM</td><td>4.81</td></tr><tr><td>KUA</td><td>4.86</td></tr><tr><td>JAB</td><td>4.36</td></tr></table> <p>All toll Plaza achieved rating 4 and above for overall.</p> <p><b>** Data for June '21 not closed yet.</b></p>		AVERAGE	GBK	4.78	BTG	4.63	KAR	4.59	LAN	4.57	TEM	4.46	CHE	4.64	MAR	4.44	SRI	4.38	GAM	4.81	KUA	4.86	JAB	4.36
	AVERAGE																													
GBK	4.78																													
BTG	4.63																													
KAR	4.59																													
LAN	4.57																													
TEM	4.46																													
CHE	4.64																													
MAR	4.44																													
SRI	4.38																													
GAM	4.81																													
KUA	4.86																													
JAB	4.36																													

Note: Y- Yes; N- No; O-Observation; N/A-Not Applicable

Auditor: Nur Afni Syafinaz Binti Budin

Auditee: Rohaizan Othman (Sr.Exec/Dco)

Last Update: 30/6/2021, QM 01 (Eff. 15/10/2020); QO (Eff. 15/10/2020); PM 39 (Eff. 15/10/2020)

Date & Location: 30/6 – 1/7/2021  
Remote Audit – ATMSB HQ



ALLOY TOLL MANAGEMENT SDN BHD	INTERNAL AUDIT CHECKLIST	ISC 1001-2013
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No.	Audit Criteria	Compliance				Audit Findings / Audit Evidence (At least three (3) samples of each areas of being audited)
		Y	N	O	N/A	
2	95% of customer complaints related to <b>operational matters</b> are resolved within <b>three (3) working days</b> from the date that complaint is lodged, provided that all elements are within operational controls. <b>(BAR CHART – YEARLY – EXECUTIVE IN CHARGE)</b>	/				<b>Operational matters</b> (Sample Period : <b>JAN – JUNE 2021</b> )  Total Cases : 3 complaints  Jan - 0 Feb - 0 Mar - 1 Apr - 1 May - 1 June - 0  Achieved to close within 3 days. 100%
3	95% of customer complaints related to <b>system matters</b> are resolved within <b>five (5) working days</b> from the date that the complaint is lodged, provided that transactions data is readily available and all elements are within operational controls. <b>(BAR CHART – YEARLY – EXECUTIVE IN CHARGE)</b>	/				<b>System matters</b> (Sample Period : <b>JAN – June 2021</b> )  Total 110 complaints (achieve in 5 days) 100%  Jan – 36 Feb - 11 Mar - 23 Apr - 25 May - 12 June - 4  Achieved to close within 5 days. 100%
4.	To provide quality toll operation services to the concessionaire by ensuring that toll documents, on traffic and revenue for both cas and electronic Toll Collection System are submitted in timely manner with <b>99% accuracy</b> .	/				Sample Period : <b>Jan – June 2021</b>  Total documents : 1,908  Jan – 318 Feb - 318

Note: Y- Yes; N- No; O-Observation; N/A-Not Applicable

Last Update: 30/6/2021, QM 01 (Eff. 15/10/2020); OO (Eff. 15/10/2020); PM 39 (Eff. 15/10/2020)

Auditor: Nur Afni Syafinaz Binti Budin

Auditee: Rohaizan Othman (Sr.Exec/Dco)

Date & Location: 30/6 – 1/7/2021

Remote Audit – ATMSB HQ

ALLOY TOLL MANAGEMENT SDN BHD	INTERNAL AUDIT CHECKLIST	ISO 9001:2015
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No.	Audit Criteria	Compliance				Audit Findings / Audit Evidence (At least three (3) samples of each areas of being audited)
		Y	N	O	N/A	
	<b>(BAR CHART – YEARLY – FUNCTION MANAGER)</b>					Mac - 318 Apr - 318 May - 318 June - 318  Achieve 100%
5.	30% of toll documents completed 2 <sup>nd</sup> level verifications <b>within three (3) working days</b> from operational date. <b>(BAR CHART – YEARLY – EXECUTIVE IN CHARGE)</b>	/				Total : 25,031 documents (Jan – May 2021) Within 3 working days : 24,969 = 99.8% Exceeded 3 days : 62 document = 0.2%
6.	To achieve high efficiency in attending <b>any TCS breakdown with 99% of event to be responded within 2 hours after failure is lodged</b> 2 hours IT Toll - Corrective Maintenance <b>(BAR CHART – YEARLY – IT EXECUTIVE)</b>	/				Sample Period : <b>JAN – June 2021</b>  Total : 207 cases  % within 2 hours : 100% = 207 (KLK & ECE)  KLK : total 86 cases; within 2 hours = 86 (% : 100%) ECE : total 121 cases; within 2 hours = 121 (% : 100%)
7.	To achieve high efficiency on lane uptime for toll lanes at KLK and ECE 1 with <b>99% of lane uptime</b> IT Toll - Preventive Maintenance <b>(BAR CHART – YEARLY – IT MANAGER)</b>	/				Sample Period : <b>JAN – June 2021</b>  KLK : 99.66% ECE : 99.81%

Note: Y- Yes; N- No; O-Observation: N/A-Not Applicable

Last Update: 30/6/2021, QM 01 (Eff: 15/10/2020); QO (Eff: 15/10/2020); PM 39 (Eff: 15/10/2020)

Auditor: Nur Afni Svaifnaz Binti Budin

Auditee: Rohaizan Othman (Sr.Exec/Dco)

Date & Location: 30/6 – 1/7/2021  
Remote Audit – ATMSB HQ

ALLOY TOLL MANAGEMENT SDN BHD	INTERVAL AUDIT CHECKLIST	ISO 9001:2015
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No.	Audit Criteria	Compliance				Audit Findings / Audit Evidence (At least three (3) samples of each areas of being audited)
		Y	N	O	N/A	
8	To achieve high efficiency in productivity by maintaining <b>90%</b> of total PCs are fully operational  IT HQ – Corrective Maintenance				/	Refer checklist IQA for Group IT & Technical Support Dept.
9	To achieve high efficiency in reducing the likelihood of hardware failures, extend the useful life of the system, and prevent data loss by maintaining <b>80%</b> of total PCs are fully operational  IT HQ – Preventive Maintenance				/	Refer checklist IQA for Group IT & Technical Support Dept.
10.	<b>Recruitment</b> To achieve efficiency in hiring for vacant position Asst. manager and above: 110 days (Target 80% of recruitment is to be made within the Time to Fill) Executive : 90 days (85% of recruitment is to be made within the Time to Fill) Non Exec : 70 days (90% of recruitment is to be made within the Time to Fill)  <b>(BAR CHART – YEARLY – HCD EXECUTIVE)</b>				/	Refer checklist <b>IQA</b> for Recruitment Unit (Group Human Capital Division)

Note: Y- Yes; N- No; O-Observation; N/A-Not Applicable

Last Update: 30/6/2021, QM 01 (Eff. 15/10/2020); QO (Eff. 15/10/2020); PM 39 (Eff. 15/10/2020)

Auditor: Nur Afri Syafinaz Binti Budin

Auditee: Rohaizan Othman (Sr.Exec/Doc)

Date & Location: 30/6 – 1/7/2021  
Remote Audit – ATMSB HQ

ALLOY TOLL MANAGEMENT SDN BHD	INTERNAL AUDIT CHECKLIST	ISO 9001:2015
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No.	Audit Criteria	Compliance				Audit Findings / Audit Evidence (At least three (3) samples of each areas of being audited)
		Y	N	O	N/A	
11.	<b>Training &amp; Development</b> To organize training for ATMSB staff minimum 20 training <b>(BAR CHART – YEARLY – HCD EXECUTIVE)</b>				/	Refer checklist <b>IQA</b> for Training Unit (Group Human Capital Division)
10	<b>Procurement</b> To achieve 95% efficiency of issuance Purchase Order (PO) <b>within 12 working days</b> upon receipt of approved Requisition (RQ) from ATMSB <b>(BAR CHART – YEARLY – PROCUREMENT MANAGER)</b>				/	Refer checklist <b>IQA</b> for Procurement dept.
11	<b>Contract</b> To achieve 90% efficiency on appointing and qualifying subcontractors <b>within 30 working days</b> upon receipt of approved requisition from ATMSB <b>(BAR CHART – YEARLY – CONTRACT MANAGER)</b>				/	Refer checklist <b>IQA</b> for Contract dept.

Note: Y- Yes; N- No; O-Observation: N/A-Not Applicable

Last Update: 30/6/2021, QM 01 (Eff. 15/10/2020); QO (Eff. 15/10/2020); PM 39 (Eff. 15/10/2020)

Auditor: Nur Afni Syafriz Binti Budin

Auditee: Rohaizan Othman (Sr.Exec/Dco)

Date & Location: 30/6 – 1/7/2021

Remote Audit – ATMSB HQ

ALLOY TOLL MANAGEMENT SDM 342	INTERNAL AUDIT CHECKLIST	ISO 9001:2015
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No.		Audit Criteria	Compliance				Audit Findings / Audit Evidence (At least three (3) samples of each areas of being audited)																										
			Y	N	O	N/A																											
12.		Trend of wrong class transaction by toll collector  <b>Data collection Method:</b> Daily Operation Report & TJT Report – Number of wrong class transaction – monthly – report summary.  <b>(BAR CHART – YEARLY – EXECUTIVE IN CHARGE)</b>	/				Sample Period : <b>JAN – May 2021</b>  Total : 488 cases (0.013%)  <table><tr><th>Toll Plaza</th><th>Cases</th></tr><tr><td>Gombak</td><td>184</td></tr><tr><td>Bentong</td><td>178</td></tr><tr><td>Karak</td><td>18</td></tr><tr><td>Lanchang</td><td>12</td></tr><tr><td>Temerloh</td><td>18</td></tr><tr><td>Chenor</td><td>12</td></tr><tr><td>Maran</td><td>14</td></tr><tr><td>Sri Jaya</td><td>7</td></tr><tr><td>Gambang</td><td>17</td></tr><tr><td>Kuantan</td><td>19</td></tr><tr><td>Jabor</td><td>9</td></tr><tr><td></td><td>488</td></tr></table>	Toll Plaza	Cases	Gombak	184	Bentong	178	Karak	18	Lanchang	12	Temerloh	18	Chenor	12	Maran	14	Sri Jaya	7	Gambang	17	Kuantan	19	Jabor	9		488
Toll Plaza	Cases																																
Gombak	184																																
Bentong	178																																
Karak	18																																
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Note: Y- Yes; N- No; O-Observation; N/A-Not Applicable

Auditor: Nur Afni Syafinaz Binti Budin

Auditee: Rohaizan Othman (Sr.Exec/Doc)

Date & Location: 30/6 – 1/7/2021

Remote Audit – ATMSB HQ

Last Update: 30/6/2021, QM 01 (Eff. 15/10/2020); QO (Eff. 15/10/2020); PM 39 (Eff. 15/10/2020)

ALLOY TOLL MANAGEMENT SDN BHD	INTERNAL AUDIT CHECKLIST	ISO 9001:2015
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No.	Audit Criteria	Compliance				Audit Findings / Audit Evidence (At least three (3) samples of each areas of being audited)																									
		Y	N	O	N/A																										
13	<p>Trend of shortages by toll collector</p> <p><b>Data collection Method:</b> Daily Operation Report &amp; TJT Report - Number of shortages event – monthly – Report summary</p> <p><b>(BAR CHART – YEARLY – EXECUTIVE IN CHARGE)</b></p>	/			<p>Sample Period : <b>JAN – MAY 2021</b></p> <p>Total : 291 cases (0.003%)</p> <table><tr><th>Toll Plaza</th><th>Cases</th></tr><tr><td>Gombak</td><td>124</td></tr><tr><td>Bentong</td><td>93</td></tr><tr><td>Karak</td><td>9</td></tr><tr><td>Lanchang</td><td>7</td></tr><tr><td>Temerloh</td><td>13</td></tr><tr><td>Chenor</td><td>9</td></tr><tr><td>Maran</td><td>7</td></tr><tr><td>Sri Jaya</td><td>0</td></tr><tr><td>Gambang</td><td>14</td></tr><tr><td>Kuantan</td><td>10</td></tr><tr><td>Jabor</td><td>5</td></tr><tr><td></td><td>291</td></tr></table>	Toll Plaza	Cases	Gombak	124	Bentong	93	Karak	9	Lanchang	7	Temerloh	13	Chenor	9	Maran	7	Sri Jaya	0	Gambang	14	Kuantan	10	Jabor	5		291
Toll Plaza	Cases																														
Gombak	124																														
Bentong	93																														
Karak	9																														
Lanchang	7																														
Temerloh	13																														
Chenor	9																														
Maran	7																														
Sri Jaya	0																														
Gambang	14																														
Kuantan	10																														
Jabor	5																														
	291																														


Note: Y- Yes; N- No; O-Observation; N/A-Not Applicable

Last Update: 30/6/2021, QM 01 (Eff. 15/10/2020); QO (Eff. 15/10/2020); PM 39 (Eff. 15/10/2020)

Auditor: Nur Afni Syafinaz Binti Budin

Auditee: Rohaizan Othman (Sr.Exec/Dco)

Date & Location: 30/6 – 1/7/2021  
Remote Audit – ATMSB HQ

<b>SECTION 1: (to be completed by issuer)</b>			
Date	: 30/10/2020	Report No.	: 16 - 31/10/2020
Location	: PT Bentong	CAR No.	: BTG - 05/2020
Requestor	: Mohamad Farhan	Issuance Date	: 01/11/2020
Process Owner (PIC)	: Semua Penyelia & P.Penyelia		
Nature of Non-conformance/OFI/ Complaints :		Category (please tick)	
Quality Management System (QMS)	<input type="checkbox"/> Works/Site Activities/Projects	<input type="checkbox"/> Major	
Staff	<input checked="" type="checkbox"/> Routine Maintenance	<input checked="" type="checkbox"/> Minor	
Client/Customer Complaints	<input type="checkbox"/> Others	<input type="checkbox"/> Observation	
Toll Monitoring	<input type="checkbox"/> Describe : _____		
External Provider (Subcontractor/Supplier)	<input type="checkbox"/> _____		
Standard	ISO 9001:2015 & QMS		
ISO Clause/Procedure/Audit Area	PM 15 Kerja Toll Monitoring - 4.0 Prosedur - 4.2 - xii)		
Description of Non-Conformance/Complaints/Opportunity for Improvement (OFI) and etc.			
Mendapati terdapat satu perisian software yang dikenali sebagai WPS Office telah dipasangkan pada Komputer SCW.			
To be completed before	14/11/2020 - Saturday		
<b>SECTION 2: (To be completed by process owner/auditee)</b>			
Root Cause Analysis (To determine the root cause or most possible cause by 4 M - Man, Machine, Material, Method or Environment to the NC)			
Kekurangan PC dan perisian software ini memudahkan dan mempercepatkan kerja harian PP			
Correction (Action to eliminate a detected nonconformity)			
Corrective Plan/Taken (Describe):			
Memohon untuk menginstall perisian software ini untuk memudahkan dan mempercepatkan kerja harian lebih 2 lagi untuk semua SCW VS APT.			
Corrective Action Taken (Action to eliminate the root cause of a detected nonconformity to prevent its recurrence (in future))			
Corrective Action Plan/Taken (Describe):			
Memo telah dibuat dan dibenarkan kepada En Nizam untuk pertimbangan selanjutnya.			
Proposed Deadline for Submission (Supporting evidences to be provided on submission deadline for the correction and corrective action.)			
<b>SECTION 3: (to be completed by issuer)</b>			
Review the effectiveness of corrective action taken - comments/notes:		<input type="checkbox"/> Update Risks and Opportunity Register <input type="checkbox"/> Changes to the Quality Management System (QMS)/Procedures <input checked="" type="checkbox"/> Continuous monitoring	
Acceptable <input checked="" type="checkbox"/> Reason: _____		CAR closed : <input checked="" type="checkbox"/> YES <input type="checkbox"/> No	
Not acceptable <input type="checkbox"/> Reason: _____		If No, reissued CAR No. : _____	
		Review Date : _____	
<b>SECTION 4: Non-Conformance Closing Details</b>			
Issuer:		Acknowledge by (Manager/HOD):	
Signature : 		Signature : _____	
Name : Mohamad Farhan Nizar		Name : _____	
Date : 23/10/2020		Date : _____	

# MEMORANDUM

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Kepada : En Mohamad Nizom Bin Mohamad Nor  
Pengurus Operasi  
Alloy Toll Management Sdn.Bhd

Daripada : En. Mohd Wira bin Sahri  
Penolong Pengurus Operasi  
Alloy Toll Management Sdn.Bhd

Salinan : Cik Syamsinar Shamsuddin  
Pengurus Pengawasan Tol  
Alloy Toll Management Sdn.Bhd

Tarikh : 4 November 2020

**PERKARA : PERMOHONAN PEMASANGAN PERISIAN  
SOFTWARE PADA KOMPUTER SCW**

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Perkara di atas adalah dirujuk.

Seperti yang telah sedia maklum, pada 30 Oktober 2020 hasil permantauan TMSV Farhan mendapati terdapat satu perisian software yang dikenali sebagai WPS Office telah dipasangkan pada computer SCW.

Untuk makluman tuan, computer SCW perlu diletakkan software WPS Office untuk memudahkan penolong penyelia melakukan kerja yang memerlukan permantauan dan penggunaan masa yang panjang seperti pemantauan individual transation, perbandinagn ACW dan WMC serta laporan yang perlu dikemas kini setiap setiap hari.

Selain itu komputer yang sedia ada bukan tidak boleh digunakan untuk penolong penyelia melakukan kerja namun komputer tersebut telah digunakan oleh penyelia untuk mengemaskini laporan harian mereka dan terdapat sebuah komputer yang hanya dilengkapi spesifikasi rendah jadi agak sukar digunakan untuk penyelia menyiapkan laporan harian mereka.

Justeru itu , pihak plaza Tol Bentong memohon kelulusan pemasangan perisian software pada computer SCW agar diluluskan.  
Sekian terima kasih.

.....  
Mohd Wira bin Sahri  
Penolong Pengurus Operasi  
Alloy Toll Management Sdn.Bhd

  
KHAIROL AZMAN BIN RAZAK  
EXECUTIVE MONITORING  
ALLOY TOLL MANAGEMENT SDN. BHD



**QUALITY ASSURANCE DEPARTMENT  
INTERNAL QUALITY AUDIT REPORT**

Company Name	Alloy Toll Management Sdn Bhd (ATMSB)
IQA Report No.	ATMSB/IQA01/2021/02
Contact Person(s)	1. En. Mohamad Nizam bin Mohamad Nor - <i>Manager, Toll Operations</i> 2. En. Md. Izani Bin Kasnin - <i>Manager, Toll Operations</i> 3. Cik Syamsinar Shamsuddin - <i>Manager, Toll Monitoring</i> 4. Pn. Rohaizan Othman - <i>Senior Executive, Operations</i>
Date(s) of Audit	28 <sup>th</sup> June – 1 <sup>st</sup> July, 2021
Standard Reference	ISO 9001:2015
Scope of Certification	Operation, Maintenance and Collection of Tolls.
Exclusion Clause(s)	8.3 Design and Developments of Product and Services
Site(s) Audited	HQ & 11 Toll Plazas (Gombak, Bentong, Karak, Lanchang, Temerloh, Maran, Chenor, Sri Jaya, Gambang, Kuantan & Jabor)
Auditor(s)	1. Pn. Rohaizan Othman      7. En. Zamri Tosin      14. Cik Norshuhana Ahmad 2. En. Rahim Ng Kee Choo      8. Pn. Haslina Wasli      15. Cik Fauziah Zulkaffi 3. Cik Fayzaitul Akmar      9. En. Mohd Shafie Omar      16. Cik Nur Ain Zalikha Iszahrudin      10. Pn. Siti Salbiah Zaini      Ahmad Jin 4. En. Hafidan Roslan      11. En. Mohd Farhan Nazri      17. Pn. Rosazlimah Ismail 5. En. Saiful Bahari      12. Pn. Neetie Marhizan      18. Pn. Zahariah Jabar Baniyamin      Mohamed      19. Pn. Nur Afni Syafinaz 6. En. Hamidi Abd Razak      13. En. Mohamad Fuzi      Budin Razali

**AUDIT OBJECTIVES**

The objectives of this internal audit are:

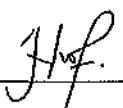
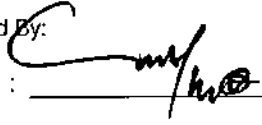
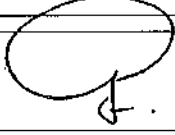
1. To confirm that ATMSB Quality Management System (QMS) has been effectively implemented and maintained;
2. To identify nonconformities in the system and to assure that the system operates as intended and as required by the management of ATMSB;
3. To confirm that the management system is capable of achieving the organizations policies and objectives;
4. To confirm the implementation of the risks and opportunities.

**EXECUTIVE AUDIT SUMMARY**

The audit team conducts a process-based audit on processes that focus on the significant aspects, risks and objectives. The remote audit method was used to conduct audit at ATM headquarters due to Movement Control Order (MCO) 3.0 by government. Meanwhile, the audit at toll plazas was conducted via physical as norm. The audit method based on interviews, observations; sampling of activities and documentation review, information and records. The audit review period is from **January – June, 2021**.

Based on sampling taken during the Internal Quality Audit, it was summarized the finding as follows:

1. Major Nonconformance was 0 finding;
2. Minor Nonconformance was 0 finding;
3. Observation was 0 finding

Prepared By: Name :  Nur Afni Syafinaz Budin (Auditor)	Reviewed By: Name :  Mohd Adib Hassan (Assistant Manager, Quality Assurance)	Approval by  Name : Ismaliza Ibrahim (Sr. Manager, Head of ATMSB)
Date :	Date :	Date :

**Note:**

A copy of the completed Internal Quality Audit Report is distributed to Sr. General Manager, Head of Group Compliance & General Services Division; Head of ATMSB; Auditors; Auditee

QUALITY ASSURANCE DEPARTMENT  
INTERNAL QUALITY AUDIT REPORT

Summary Findings / Comments

**1. Review on non-conformances or observation raised during the previous Quality Audit.**

**NCR 01** – Observations made on EMIS no. 100-03992 dated 4/4/2020 related to the entrance of the hallway at the terminals has not been rectified. There is no verification or updates from the external provider since the report lodged. (This is repetition issue from IQA No.01/2020). (PT Bentong)

**Status** – The action has been taken by IT staff. NCR closed.

**NCR 02** – Observation made on the document JT1.00 part A form date 15/11/2020 and 25/11/2020 was found that Toll Collector failed to fill up the violation information; the violator's registration number, time, vehicle class, type and color. (PT Gambang)

- i. TC Aini (ID NO. 7371446), Shift C lane K05 – 2 violation transactions
- ii. TC Suhaizie (ID NO. 7371701), Shift C lane K05 – 1 violation transaction

**Status** – Observation made on the violence document, JT1.00 part A from Jan to June, 2021. JT has followed the procedures. NCR closed.

**OBS 01** – Observation was made on 28/12/2020, found that the plaza had used the Tamper Evidence (TE) bag but in PM 16 Clause 3.8.2 did not state the information related to the Tamper Evidence Bag. The current procedure is not in line with the implementation at the plaza toll. (PT Lanchang)

**Status** – The procedures, PM 16 Cash in Transit Plaza Toll has been revised accordingly. Finding closed.

**OBS 02** – Observation was made on 28/12/2020, found that the plaza had used the Tamper Evidence (TE) Bag but in PM 22 Clause 3.13.8 did not state the information related to the Tamper Evidence Bag. The current procedure is not in line with the implementation at the plaza toll. (PT Lanchang)

**Status** – The procedures, PM 22 Terminal Reload Touch N Go has been revised accordingly. Finding closed.

**OBS 03** – Observation was made on 28 and 29/12/2020, found that the plaza had used the Tamper Evidence (TE) Bag but in PM 11 Clause 3.9.4 did not state the information related to the Tamper Evidence Bag. The current procedure is not in line with the implementation at the plaza toll.  
(Location: PT Srijaia & Gambang)

**Status** – The procedures, PM 11 and AK 21 has been revised accordingly. Finding closed.

**OBS 04** – Observation was made on 28 and 29/12/2020, found that the plaza had used the Tamper Evidence (TE) Bag but in PM 13 Clause 3.5.2 did not state the information related to the Tamper Evidence Bag. The current procedure is not in line with the implementation at the plaza toll (Location: PT Srijaia & Gambang)

**Status** – The procedures, PM 13 Kerja Penyelia has been revised accordingly. Finding closed.

**2. Clause 4 – Context of the Organisation**

Alloy Toll Management Sdn Bhd (ATM) has determine the internal and external issues that relevant to the purpose and its strategic direction and affect the ability to achieve the intended results(s) of its Quality Management System (QMS). ATM understand the internal context can be facilitated by considering issues related to employee, performance, values & culture, innovative and knowledge. While, in external context, ATM understand the arising issue from political, customers, external provider, markets and competition, regulatory and statutory, technological, cultural and social.

QUALITY ASSURANCE DEPARTMENT  
INTERNAL QUALITY AUDIT REPORT

Summary Findings / Comments

Due to their potential effect on the organization's ability to consistently provide the products and services that meet the customer and applicable statutory and regulatory requirements, the interested parties that are relevant to the QMS and the requirements of these interested parties that are relevant to the QMS has been determined, i.e. customers, stakeholder, owner, employees, external provider, regulatory & statutory.

ATM has determined the boundaries and the applicability of the QMS to establish its scope. ATM scope registered is an **Operation, Maintenance and Collection of Tolls**.

ISO 9001:2015 ATM Quality Management System (QMS) (Master Copy) was established and it was included a quality policy, quality objective, quality manual, quality procedure's and work instruction's ("Arahan Kerja"). The process needed for the QMS i.e. input requirement and outputs expected, criteria and method-including monitoring, measurements and related performance indicators, resources needed, responsibilities and authorities, risk and opportunities and improvement process have been determined in their QMS (Reference: Appendix 1- Business Process Model; Job description, Appendix 2 – Quality objectives and Planning, Appendix 5 -risk and opportunities register; Appendix 13 Process Map – Toll Collection Operation and Management System; and Quality Manual).

**3. Clause 5 –Leadership**

The commitment of Top Management towards leadership and commitment with respect to the QMS can be seen through the accountability for the effectiveness of quality management system, ensuring the quality policy and quality objectives are established for the QMS and are compatible with the context and strategic direction of the organization; ensuring the integration of QMS requirements into the organization's business processes; promote the use of the process approach and risk-based thinking, ensuring the resources needed for the QMS are available, communicating the importance of effective quality management and of conforming to the QMS requirements; ensuring the QMS achieves its intended results, engaging, directing and supporting persons to contribute to the effectiveness of the QMS; promoting improvement; supporting other relevant management roles to demonstrate their leadership as its applies to their areas of responsibility and approval of the procedures changes as well as involvement in the quality management review

The covid-19 pandemic that hit the country caused some ATMSB activities can't run as normal. Reduction of workers in the workplace are implemented where the staffs at toll plaza and headquarters are given alternate working schedule and required to Work from Home (WFH) in minimizing the number of staffs present in one time. (Clause 6.1)

When the employee tested positive for covid-19 or identified as close contacts, they are required to be quarantined accordance to the SOP established by Ministry of Health (MOH). The ATM operation will extend support from the nearest toll plazas to ensure there is no disruptions on the toll collection operations. For example, at Sri Jaya Toll Plaza, there were 3 staffs tested positive and 11 staffs were close contacts.

Management also prioritizes employee safety and provides facilities for staff safety and comfort such as face masks, hand sanitizers, tinted glass for toll booth, air conditioning, temperature taking etc.

In the other side, based on observations on document showed the quality policy statement and the quality objectives indicates that Top Management has reviewed and approved the documents on July 3<sup>rd</sup>, 2019. One (1) Quality Manual (QM), 38 procedures (PM) and 29 work instructions (AK) are established in the QMS. There is no Project Quality Plan (PQP) as ATM is not a project driven organization.

A Quality Manual (QM01) version No. 3.4 is available in the QMS and it shows the approval made by the Top Management. Due to the nature of ATM's business, **clause 8.3 Design and Developments of Product and Services** is excluded from ATM's Quality Management System.

QUALITY ASSURANCE DEPARTMENT  
INTERNAL QUALITY AUDIT REPORT

Summary Findings / Comments

ATM enhances its customer satisfaction through the effective communication, the risk and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed. Also, through a meeting satisfaction from both explicit and implicit requirements of the customers.

ATM Quality Policy version 2.7 dated 3/7/2019 is appropriate to the purpose and context of the organization and supports its strategic direction. It also includes a commitment to satisfy applicable requirements and continual improvement of the QMS.

The responsibilities and the authorities under the quality system for each job title are defined in each quality procedure or work instruction that enable the accuracy are maintained the definitions of each job title.

**4. Clause 6 – Planning for The Quality Management System**

The management has considered the internal and external issues, needs and expectation from the interested parties to determine the risks and opportunities. The action taken to address the risk and opportunities was proportionate to the potential impact on the conformity of products and services. Sighted, the Risk and Opportunities Register document was established and implemented (Appendix 5, ver. 1.2)

The Quality Objectives Statement version 3.3 dated 15/10/2020 are measurable, relevant to the conformity of products and services and into the enhancement of customer satisfaction, monitored, communicated and consistent with the company quality policy.

Sighted, the changes taken to the QMS was carried out in planned which the purpose of the changes and the consequences; the integrity of the QMS; the available resources and the allocation to reallocation of responsibilities and authorities are considered.

***Procedure PM 08 Management of Changes***

*There is no changes on ATM process between January to June, 2021*

**5. Clause 7 – Support**

***Provision of Resources and Competency***

Top management is also committed in providing the necessary resources such as manpower and training needs in ensuring the effectiveness of the operation activities and satisfying the achievement continuous improvement. The details of the audit for the provision of resources and staff competency can be seen mentioned in the **Internal Quality Audit (IQA) report for the Group Human Capital Division with a reference no. ATMSB/IQA01/2021/04**.

***Infrastructure***

Sighted, each toll booth at 11 toll plazas are fully air-conditioned and equipped with an up to date toll collection system that are linked to the 'Menara Kawalan', a surveillance room strategically located on the upper floor of each toll plaza's building. Each plaza also equipped with appropriate cash counting rooms, strong room and equipment's to accommodate the nature of ATM operations, processes and activities. Toll equipment's and other support equipment's has been maintained and the service maintenance records have been kept with a proper filing.

***Monitoring and Measuring Resources***

***(Related clause: Equipment's and Maintenance)***

QUALITY ASSURANCE DEPARTMENT  
INTERNAL QUALITY AUDIT REPORT

Summary Findings / Comments

***Procedure PM 07 Preventive Maintenance & PM 19 Control of Nonconforming Services***

All major components of toll system such as counting machines, vault door, computer system and CCTV were maintained and the service report is well kept. The external provider was hired to ensure valid and reliable results when monitoring or measuring is used to verify the conformity of products and services to the requirements. (Sample: Note Counting Machine Service Report no. 337445 dated 27/4/2021 by Marketron Sdn Bhd (Sample taken : Karak Toll Plaza); and Strong Room Service Report No.18465 dated 15/3/2021 and 18466 dated 18/3/2021 by Servisafe Sdn Bhd; (Sample taken: Gombak Toll Plaza). The supervisor on duty took the responsibility in ensuring the equipment's were maintained as per preventive maintenance schedule. (Clause 6.1)

***Environment for the operation of processes***

***Procedure PM 37 Work Environment and Control (Operation)***

The management has provided a suitable environment for operations and physical factors in giving a positive influence to their staff. This includes the motivation, ensure satisfaction and high performance of the workforce in achieving service realization and the desired objectives. The environment for process operations includes safety rules and guidelines, workplace locations, social interactions and facilities for staff.

In given the conducive workstation to their staffs, the lighting (Lux) monitoring and air conditioning have been conducted twice a year. In addition, the cleanliness activities are conducted in daily basis. The details of the audit can be seen mentioned in the **Internal Quality Audit (IQA) Report for the Group Administration Department with a reference no. ATMSB/IQA01/2021/06.**

***Organizational Knowledge***

***Procedure PM 36 Organizational Knowledge***

The management has determined the knowledge required for the operation of the processes and to achieve conformity of products and services. The management along with the Training Development & Performance management (TDPM) unit, cooperates in providing the current knowledge and training to staffs both In-House and public training, Established WhatsApp's group, Information boards, and mentor mentee programs in sharing knowledge and information with other staff, knowledge from customers or external providers such as Touch N Go Sdn Bhd and other. (Clause 6.1)

***Awareness***

Based on the interviews, auditees understood the company's quality policy, quality objectives, their contribution to the effectiveness of the QMS and the implications of not complying with the QMS requirements. Furthermore, supervisors will provide exposure to new staff with QMS, ISO and implications of non-compliance with procedures (Sampling taken: Mr. Mohd Faizal Zolkifli, based at Gombak Toll Plaza; Ms. Nor Alya Aqilah, based at Bentong Toll Plaza)

***Communication***

The appropriate communications processes are established in ensuring the effectiveness of communication of the QMS are implemented. (Reference: **Appendix 12 Internal Communication**).

1. Coordination Meeting No.02/2021 between ANIH, AME, TTC, IT, ATM, CCD and Safety dated 21/4/2021
2. Mesyuarat Operasi Hari Raya Aidilfitri Plaza Tol Karak dated 5/5/2021
3. Mesyuarat Pengurusan Operasi (Safety & Health) ATM (Seksyen Temerloh – Jabor) dated 17/3/2021.
4. User satisfaction survey
5. Borang Maklumbalas
6. Staff Meetings, reference: Minit Mesyuarat Plaza Tol Gombak Bilangan No.1/2021 dated 11/01/2021, 12/3/2021 and 4/5/2021 (Sampling taken: Gombak Toll Plaza); Minit Mesyuarat Plaza Tol Bentong

QUALITY ASSURANCE DEPARTMENT  
INTERNAL QUALITY AUDIT REPORT

Summary Findings / Comments

01/2021 dated 7/5/2021 (Bentong Toll Plaza)

7. Roll Call was conducted every shift before start work by the supervisor. (Sampling taken: Roll Call form dated 28/6/2021 (shift A), 26/5/2021 (shift A, B, C) and 23/6/2021 (shift B and C), (Sample: Gombak Toll Plaza); 28/6/2021 (shift A, B, C - Lanchang Toll Plaza); important information was raised, the participant signed as an understanding acknowledgement. (Clause 6.1)

Documented Information

**Procedure PM 02 Control of Document**

ATM has determined the need of changes for the QMS and the changes have been carried out in a planned manner. The Document Master List (Table A) dated 22/02/2021 was updated with the current issue status, effective date and the version number.

Any changes of the existing controlled documents were through the Document Changes Control (DCC) Form and the records were updated in the Document Changes Control Master list. The requestor has prepared the revised documents and attached with the Document Changes Control Form. Seen, from the previous document change record, the Top Management (TM) has reviewed and approved the relevant documents in according to the approval system as stated in the procedure, PM-02. However, no additional copies were requested for the controlled documents and no changes to the procedure during the audit review period. (Samples: DCC-001-21 PM 16 Cash In Transit Plaza Toll, requested by Senior Exec of Toll Monitoring dated 9/2/2021; received by Document Controller Officer (DCO) dated 10/12/2021, reviewed by Manager, Toll Monitoring dated 11/2/2021 and approved by Head of ATMSB; DCC-002-21 PM 22 Terminal Reload Touch N Go, requested by Senior Exec of Toll Monitoring dated 9/2/2021; received by Document Controller Officer (DCO) dated 10/12/2021, review by Manager, Toll Monitoring dated 11/2/2021 and approved by Head of ATMSB; and DCC-003-21 PM 24 *Jualan Kad Touch N Go di Lorong*, requested by Senior Exec of Toll Monitoring dated 9/2/2021; received by Document Controller Officer (DCO) dated 10/12/2021, review by Manager, Toll Monitoring dated 11/2/2021 and approved by Head of ATMSB).

The 'External Document Master List' is available and updated. The registered external documents have been stamped "controlled" at the 1<sup>st</sup> page as mentioned in the procedure and are properly stored in the designated area.

To ensure proper distribution of all documented information, the recipient will sign the distribution record as acknowledged receipt. (Clause 6.1)

**Procedure PM 06 Control of Quality Record**

The quality records are identified with the retention period at the end of each procedure. All records were properly filed and stored in designated area. Sighted, the disposal activities for the records exceeded the retention period were follows the procedure. (sampling taken: Memo dated 12/04/2021, subject: *Pelupusan Dokumen Bagi Plaza KLK dan ECE for year 2013 and 2014*, Location: Gombak and Bentong Toll Plaza)

The preventive action measures have been taken to protect the quality record by hiring a pest control company to perform the pest control services twice a month and it's managed by the Group Administration Department. The audit report for the preventive damage of the quality record can be seen mentioned in the **Internal Quality Audit (IQA) Report for the Group Administration Department with a reference no.: ATMSB/IQA01/2021/06.**

Meanwhile at toll plaza, the external provider was hired to secure records against unintentional damaged or destruction from pest. (Sample taken: Service Report by Terminex Pest Control Sdn Bhd no. 073573 dated 23/6/2021, 071388 and 071389 dated 22/3/2021 at Karak Toll Plaza; and service report no. 73575 dated 23/6/2021 at Temerloh Plaza Tol)

**QUALITY ASSURANCE DEPARTMENT  
INTERNAL QUALITY AUDIT REPORT**

**Summary Findings / Comments**

*Data Backup and Recovery Procedures*

The electronically store record is mainly recorded that data associated with the toll collection system at each of the toll plazas and the headquarters have their own unique backup in the system in case of emergency. The details of 'database backup and recovery' audit can be seen mentioned in the **Internal Quality Audit (IQA) Report for the Group IT & Technical Support Department with a reference no.: ATMSB/IQA01/2021/06.**

**6. Clause 8 – Operation**

*Control of Products and Service Provision*

**Procedure PM 07 Preventive Maintenance Procedures; PM 35 Equipment Calibration; PM 40 Corrective Maintenance – Peralatan Tol and PM 41 Preventive Maintenance – Peralatan Tol**

The management together with Group IT & Technical Support Department has planned, implemented and operated the processes required to meet the needs of the provision of products and services, customer expectations in line with the set objectives and ensure the accurate results. Details of audit on the monitoring the accuracy of equipment can be seen mentioned in the **Internal Quality Audit Report (IQA) for the Group's IT & Technical Support Department with reference no: ATMSB/IQA01/2021/06.**

*Requirements for Product and Services*

The effective communication between management and clients can be seen through the contract requirements, directly negotiate, meetings, letter/email, memo and reports. (Sampling taken: *Planning of Ops Chinese New Year at Gombak Toll Plaza between 12/02/2021 – 21/02/2021; Persediaan Operasi Sempena Hari Raya Aidilfitri 2021 from 10/5/2021 – 16/5/2021- Lanchang Toll Plaza*). The communication between management and customer (road users) can be seen through the response, feedback and comments from highway users re-collectible via customer satisfaction survey, which has been conducted twice a year and also complaints lodged either by calling the LPT Line at Traffic Control Center (TCC) or directly lodged at all Toll Plazas. Explicit requirements are identified as those requirements contracted between ATMSB and ANIH Berhad in the supplementary concession agreement.

*Control of Externally provided Products and Services*

*Purchasing and Appointed the External Provider Processes*

ATM purchases the products and services from the competent external provider in their expertise and capability to meet the quality requirements at a mutually agreeable price and schedule. The purchasing process, the appointment of the external provider and evaluation process are provided by the Group of Contract and Procurement Department.

The details of subcontractor appointments can be seen mentioned in the **Internal Quality Audit (IQA) Report for the Contract Department with a reference no. ATMSB/IQA01/2021/01** and the details of the purchasing process can be seen mentioned in the **Internal Quality Audit (IQA) Report for the Procurement Department with a reference no. ATMSB/IQA01/2021/03.**

*Production and Service Provision*

**Procedures PM 11 Kerja Jurutol; PM 12 Kutipan Manual; PM 13 Kerja Penyelia; PM 14 Keselamatan; PM 15 Kerja Toll Monitoring; PM 16 Cash In Transit Plaza Tol; PM 17 Melapor Kemalangan Melibatkan Kerosakan Peralatan Tol; PM 18 Pengiraan Wang Kutipan oleh Ejen Pengiraan; PM 20 Penggunaan Resit Manual, Procedure PM 22 Terminal Reload Touch N Go; PM 23 Pusat Khidmat Pelanggan (PKP); PM 24 Jualan Kad Touch N Go Di Lorong; PM 25 Pemindahan Kad Touch N Go dan Wang Hasil Jualan dari PKP ke Plaza Tol Lain; PM 26 Proses Tuntutan Bayaran Ceroboh Awam; PM27 Persetujuan Pelepasan Liabiliti; PM 28 Prosedur Aduan/Maklumbalas Pengguna; PM 29 Pengiraan Stok Kad Touch N Go dan OBU Smart Tag; PM 30 Penyesuaian Pelangsaan Bayaran untuk Kutipan Elektronik (Settlement); PM 31 Pelan Tindakan Kecemasan Sewaktu Bencana; PM 32**

QUALITY ASSURANCE DEPARTMENT  
INTERNAL QUALITY AUDIT REPORT

Summary Findings / Comments

***Gangguan Bekalan Kuasa Elektrik Melibatkan Sistem Kutipan Tol; PM 33 Prosedur penyediaan Laporan Bulanan Interkonsensi dan Joint Certificate; and PM 34 OGL LITE.***

Sighted, toll collectors who operated the manual collection; supervision work; monitoring of toll works; cash in transit Plaza Toll; accident reporting for damaged toll equipment; monies counting; use of manual receipts; Touch N Go add value counter; Login di tour of Duty; customer service center; Touch N Go card sales at lane; Touch N Go card Transfer and Sales Revenue from PKP to Other Toll Plaza; manual collection cash reporting; cash counting slip; reporting damaged monies; cash transaction; waiver; wrong class entering transaction; violation; limousine or no symbol taxi transaction; service transaction; lost card transaction; problem card transaction; expired card transaction, return of transit card and etc. are comply with the procedures. It was observed that all the toll collectors are using the standard operations forms (PT2.00, PT 4.00, PT 8.00, PT 9.00, PT 10.00, and PT13.00) and carried out the 'Login at Tour of Duty Console' before commencing the duty. (Clause 6.1)

The supervisors also have carried out supervisory duties properly and effectively as 'Procedure PM 13'. They have performed routine tasks such as witnessing the cash declaration process, monitoring staff transactions and movement, conducting daily lane/terminal inspection, administrative work, handling user problems at lane or receiving customer complaints and also, the CIT process. Sighted, all supervisors used standard operations forms (PT 1.00, PT2.00, PT 4.00, PT 7.00, PT 8.00, PT 11.00, PT 12.00, PT 14.00, PT 15.00, PT 16.00).

Furthermore, the roll call has been conducted at each toll plaza to remind toll collectors to always be disciplined, motivated and highway user oriented while on duty. Seen, the roll call form was signed by the attended toll collectors and acknowledged by Supervisor / Assistant Supervisor. (Clause 6.1)

Between January – June, 2021, there is no power failure has been reported. (Clause 6.1)

***Procedure PM 14 Keselamatan***

The safety precautions have been taken to protect their staffs, visitors, properties of the companies and to prevent any of accidents and injuries from happened. The Emergency Route Plan (ERP) has been provided and displayed on the wall/notice board for the staff and visitor reference in case if the emergency happened.

The procedure of keeping the movement record for staff, contractors and visitors of server room, was in place. All movement was recorded in 'visitor log book'. There also another log book used namely Log Book for 'Bacaan Suhu Bilik server' in which was recorded the temperature and humidity of the server room without fail by every shifts supervisor (A, B, & C Shift) on daily basis. The expiration of the fire extinguisher are valid during the audit.

During the covid-19 pandemic, management required employees to wear face masks, encouraged employees to wash their hands regularly, maintained physical distance, and encouraged staff to register for vaccines.

***Procedure PM 15 Kerja Toll Monitoring***

The toll monitoring reports such as daily and weekly reports, daily audit reports, non-conformance reports and the monthly progress reports were observed at ATMSB, head office. Sighted, all the records are available during the audit session. (Sample taken: *Laporan Pemeriksaan Plaza Tol East Coast Expressways (ECE); Laporan Semakan Dokumen oleh TMSV Plaza Tol Gambang; Ringkasan Pemerhatian Rakaman CCTV Plaza Tol Gambang; Ringkasan Pengesanan Trafik Berdasarkan Rakaman CCTV Plaza Tol Gambang; Laporan KLK 7/LPT 7, Laporan KLK 12/LPT12, Rekod Kaunseling*). (Auditee: Ms. Syamsinar Shamsuddin, Manager, Toll Monitoring)



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***Procedures PM 16 Cash In Transit Plaza Toll & PM 18 Pengiraan Wang Kutipan Oleh Ejen Pengiraan***

Cash in Transit (CIT) process were observed at each toll plaza. The supervisor on duty was fully responsible in carrying out the process as per procedures. The documented information used was CIT attendance log book record, *Borang Penghantaran Beg Kutipan Tol*, CC 2.00, *Borang Tuntutan Kurang Tukaran Denominasi*, PT 14.00 and *Salinan Ringkasan Kutipan Harian*.

***Procedure PM 17 - Melapor Kemalangan Melibatkan Kerosakan Peralatan Tol***

Based on the interview, any accidents damaging the toll equipment have been recorded in the forms and E-MIS. The police report has been lodged within 24 hours for insurance purposes and compensation. All the records are kept and maintained for reference.

The form used is PT12.00 *Borang Laporan Kemalangan*. (Sample Taken: KEM/BTG/09/10/05/21 dated 1/05/2021, issue raised: Vehicle hit ALB bar)(Sample : BentongToll Plaza); KEM/GAM/001/20/05/21 dated 20/5/2021, issued raised : user hit gantry bar M02(Sample :Gambang Toll Plaza); and KEM/JAB/007/01/05/2021 dated 1/05/2021, issue raised: violation case and hit ALB bar)(Sample: Jabur Toll Plaza)

**7. Clause 9 – Performance Evaluation**

**Monitoring Measurement, Analysis and Evaluation**

ATM has planned and implemented monitoring, measurement, analysis and improvement processes to demonstrate the conformity of services and quality management systems. These include internal quality audits, management review meeting; various forms / checklists to control the service quality and assessment on external provider.

**Customer Satisfaction**

**Analysis of Data**

***Procedure PM 39 Analysis and Evaluation***

The appropriate data collection and measurements as well as analysis are carried out in ensure the objectives are achieved. To provide courteous and efficient service to highway users, toll collector's performance assessment was conducted monthly to toll collectors and as the result of data analysis from January to June, 2021, all Toll Plazas have achieved a rating of 4 and above for customer service and efficiency.

Due to Covid-19 pandemic, ATM has conducted the customer satisfaction survey at *Pusat Khidmat Pelanggan* only (PT Gombak, PT Bentong, PT Karak, PT Temerloh, and PT Gambang). Seen, 700 survey forms have been released and each location has obtained a rating of 3 and above.

In addition, from January to June, 2021, ATM received 3 complaints related to operational matters from the highway users and managed to resolve the complaint within 3 working days. Meanwhile, for system matters, ATM received 110 complaints from the highway users and managed to resolve within 5 working days.

Sighted, 3,816 of toll documents, on traffic and revenue for both cash and Electronic Toll Collection System have been submitted to client, ANIH Berhad from January to June, 2021. Overall, ATM managed to achieve 99.97% for the documents submission in a timely manner.

In ensuring that all the equipment related to the toll management system is well maintained, KLK managed to achieved 99.66% lane uptime from January to June, 2021 in carrying out the quality preventive maintenance of tolling equipment while, ECE managed to achieve 99.81% lane uptime respectively.

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On response within 2 hours upon TCS failure, 207 cases were reported from January to June, 2021 and ATM managed to ensure all cases were attended within 2 hours after the failure was lodged. Overall, ATM managed to achieve 100% for KKK and ECE.

In ensuring 99% of toll documents completed 2<sup>nd</sup> level verifications within 3 working days from the operational date, ATMSB managed to achieve 99.8% for verification of 25,031 toll documents from January to May, 2021.

Based on data analysis from January to May, 2021, it shows that 291 cases of shortages or 0.003%; and 488 cases of wrong class transactions or 0.013% were reported by Toll collectors.

The data analysis is summarized as per table below:

No	Items	Location	Target	Remarks
1	(a) Customer Service and Efficiency	Gombak Plaza Toll	Rating 4	Average 4.78 (YTD May,2021)
		Bentong Plaza Toll		Average 4.63 (YTD May,2021)
		Karak Plaza Toll		Average 4.59 (YTD May,2021)
		Lanchang Plaza Toll		Average 4.57 (YTD May,2021)
		Temerloh Plaza Toll		Average 4.46 (YTD May,2021)
		Chenor Plaza Toll		Average 4.64 (YTD May,2021)
		Maran Plaza Toll		Average 4.44 (YTD May,2021)
		Sri Jaya Plaza Toll		Average 4.38 (YTD May,2021)
		Gambang Plaza Toll		Average 4.81 (YTD May,2021)
		Kuantan Plaza Toll		Average 4.86 (YTD May,2021)
	(b) Customer Satisfaction Survey (CSS 02/2020)	Jabor Plaza Toll	Rating 3	Average 4.36 (YTD May,2021)
		Gombak Toll Plaza		Average 3.99
		Bentong Toll Plaza		Average 3.97
		Karak Toll Plaza		Average 3.58
		Temerloh Toll Plaza		Average 4.25
	(c) Customer Complaints	Gambang Toll Plaza	95%	Average 3.92
		Jabor Toll Plaza		Due to COvid-19 pandemic, the customer survey satisfaction No.02/2020 was conducted at Pusat Khidmat Pelanggan (PKP) location
		Operational Matters (within 3 working days)		- Received 3 complaints from Jan to June, 2021 - Achieved 100%
		System Matters (within 5 working days)	95%	- Received 110 complaints Jan to June, 2021 - Achieved 100%

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The data analysis is summarized as per table below: (Cont.)

No	Items	Location	Target	Remarks
2.	All toll documents on traffic and revenue for both cash and ETC system are submitted in a timely manner	Accuracy	99%	<ul style="list-style-type: none"> <li>- 3,816 documents from Jan to June, 2021</li> <li>- Achieved 99.97%</li> </ul>
3	(a) Lanes uptime	KLK	99%	- Achieved 99.66% (Jan to June, 2021)
		ECE		- Achieved 99.81% (Jan to June, 2021)
	(b) Response Time within 2 hours after failure lodged	KLK	99%	<ul style="list-style-type: none"> <li>- Total 86 cases (achieved 86 cases within 2 hrs.)</li> <li>- Achieved 100% (YTD June, 2021)</li> </ul>
		ECE		<ul style="list-style-type: none"> <li>- Total 121 cases (achieved 121 cases within 2 hrs.)</li> <li>- Achieved 100% (YTD June, 2021)</li> </ul>
4	Ensuring the Toll documents are completed 2 <sup>nd</sup> level verifications within three (3) working days from the operational date.	Overall	99%	<u>January – May, 2021</u> Total : 25,031 toll documents Achieved: 99.8%
5	Shortages by Toll Collector	Overall	-	<u>January – May, 2021</u> 291 cases Average : 0.003%
6.	Wrong Class Transaction by Toll Collector	Overall	-	<u>January – May, 2021</u> 488 cases Average : 0.013%

**Internal Audit**

**Procedure, PM 04 Internal Quality Audit**

The quality system has been audited according to the audit schedule that addresses each element of ISO 9001:2015 in ensuring the continual adherence to the standard as well as identifying improvement opportunities. Sighted, the internal audit has been planned twice a year, the audit criteria and scope was clear. The details of the internal audit can be seen mentioned in the **Internal Quality Audit (IQA) Report for Quality Audit Department with a reference no. ATMSB/IQA01/2021/07.**

**Procedure, PM 01 Management Review**

The Management Review (MR) Meeting is planned once a year. For year 2021, the ATM Management Review Meeting is planned to be conducted on 26<sup>th</sup> August, 2021. The details of the audit of the management review can be seen mentioned in the **Internal Quality Audit (IQA) Report for the Quality Audit Department with a reference no. ATMSB/IQA01/2021/07.**

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8. Clause 10- Improvement

Nonconformity and Corrective Action

***Procedure PM 03 Corrective Preventive Action***

All the non-conformances and observations raised during the Internal Quality Audit are using the 'Corrective Action Request' form and the numbers and the status of Corrective Action report received were be reviewed during the Management Review Meeting. (Refer: *Internal Quality Audit (IQA) Report for the Quality Audit Department with IQA Report reference no. ATMSB/IQA01/2021/07*).

The customer complaints received from the highway user are using 'Borang Maklumbalas, PT 7.00' which previously known as 'Borang Pengaduan Awam'. The corrective and preventive action has been taken and the complaints forms are properly filed and maintained. (Sampling taken: AA/KAR/018/28/03/21, issue raised: user asked top-up E-wallet RM10 but the Toll Collector was top-up RM50; AA/CHE/015/26/03/21, issue raised: user violated steel on the highway road (for AME action); AA/SRI/010/12/04/21, issue raised: user used 2 different card; AA/JAB/009/03/04/21, issue raised: the car windshield crack due to stone fragments from lawn mower workers (for LPT 2 action).

***Procedure PM 38 Continual Improvement***

ATMSB is committed to continually improve the suitability, adequacy, and effectiveness of the QMS, through the use of the quality policy, quality objectives, audit results, data measurement and analysis, corrective action and management reviews. The consideration on analysis and evaluation results, the outputs from management review, and needs or opportunities are determined as part of continual improvement.

Conclusion

Overall, the auditee has given full co-operation during the audit process. Documents were provided earlier and on request. All external provider contracts are valid during the audit session. Although the Covid-19 Pandemic disrupted business operations, the management managed to control the situation and meet the quality objectives.

Auditee also responded positively to comments and recommendations made by the auditor for the continuous improvement of the quality management system.