

Alloy Toll Management Sdn Bhd	Doc. No. : QM 01-Clause 7
	Version No. : 3.5
Quality Manual 7. Support	Effective Date : 30/08/2021
	Page : 1 of 6

7. SUPPORT

7.1 Resources

7.1.1 Provision of Resource

ALLOY TOLL MANAGEMENT SDN. BHD. shall determine and provide the resources needed for the establishment, implementation, maintenance and continual improvement of the QMS. Determination shall include:

- a) The capabilities of, and constraints on, existing internal resources
- b) What needs to be obtained from external providers

Reference : Group Human Capital Division SOP :
1) Recruitment

7.1.2 People

ALLOY TOLL MANAGEMENT SDN. BHD. ensures that adequate manpower to execute the determined operation activities and intended results on the established QMS.

7.1.3 Infrastructure

ALLOY TOLL MANAGEMENT SDN. BHD. currently operates eleven (11) toll plazas, two (2) toll plazas for the Kuala Lumpur - Karak Highway (KLK), nine (9) toll plazas along the East Coast Expressway (ECE). Kuala Lumpur-Karak Highway operates an "Open Toll System" while the East Coast Expressway operates the "Closed Toll System". Each toll booth is fully air-conditioned and it is equipped with an up to date toll collection system that are linked up to the "Menara Kawalan", a surveillance room strategically located on the upper floor of each plazas' building. Each plaza is also equipped with appropriate cash counting rooms, strong room and equipment's to accommodate the nature of ALLOY TOLL MANAGEMENT SDN. BHD.'s operations, processes and activities. Other facilities such as cash in transit and armed guard are subcontracted to external provider.

7.1.4 Environment for the operation of processes

A suitable environment for the operation of processes of human and physical factors has a positive influence on the motivation, satisfaction and performance of the workforce in achieving service realization and the desired objectives. Environment for the operation of processes are combination of human and physical factors such as social, psychological and physical which includes safety rules and guidance, workplace location, social interaction and facilities for the staff.

ALLOY TOLL MANAGEMENT SDN. BHD. has established working procedures, guidelines, and related *Arahan Kerja* benefits for the personnel towards the establishment of an admirable, safe and harmonized environment for the operation of processes. Procedures such as those for Safety, Security, Fire, and Cash in Transit as well as continuous monitoring are put in place to ensure that such an environment for the operation of processes is well maintained. Description of the category include in the below table.

Alloy Toll Management Sdn Bhd	Doc. No. : QM 01-Clause 7
	Version No. : 3.5
Quality Manual 7. Support	Effective Date : 30/08/2021
	Page : 2 of 6

Category	Criteria and Method of Control
Social	Equality Opportunities/ Whistle Blowing/ Anti bullying policy, Counselling
Psychological	Office based risk assessment/ Space/ Noise level
Physical	Lux, Air-conditioning, Monitoring , “Laporan Pemeriksaan Di Plaza Tol

7.1.5 Monitoring and Measuring Resources

In ALLOY TOLL MANAGEMENT SDN.BHD. the Toll Collection System and its support equipment's are required for regular checking which listed as follows:

Regular checking and calibration:

- 1) Notes and coin counting equipment

Regular checking by Preventive Maintenance:

- 1) Strong room door
- 2) Various equipment of the Toll Collection System
- 3) CCTV cameras

The review and maintenance of the above equipment shall be made to gauge its effectiveness as an evaluation tool for the Toll Collection and Management Services. The respective external provider shall undertake the exercise of reviews or calibrations.

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

7.1.6 Organizational Knowledge

ALLOY TOLL MANAGEMENT SDN.BHD. shall determine, maintain and make available knowledge for the operation of its process and to achieve conformity of our services. Generally the knowledge were gained by experience, which is used and shared to achieved company objectives consistent with the Quality Policy. This can come internally, such as intellectual property, lessons learned from failure and successes, or the results of improvements; or it can come externally from conferences, customer knowledge, or supplier knowledge.

ALLOY TOLL MANAGEMENT SDN BHD is capturing the organizational knowledge method by work instruction, checklist, training packages and on the job training. Update the processes to include the training and use of work instructions and checklist during the on the job training questions.

When addressing changing needs and trends, ALLOY TOLL MANAGEMENT SDN.BHD. shall consider its current knowledge and determine how to acquire or access any necessary additional knowledge and required updates.

Reference : PM 36 Orgnizational Knowledge

Alloy Toll Management Sdn Bhd	Doc. No. : QM 01-Clause 7
	Version No. : 3.5
Quality Manual 7. Support	Effective Date : 30/08/2021
	Page : 3 of 6

7.2 Competence

ALLOY TOLL MANAGEMENT SDN. BHD. shall determine the necessary competency of all staff doing work under their control that affects the performance and effectiveness of the QMS. All staff is to be ensured that they are competent on the basis of appropriate education, training, or experience. The type or level of training may vary according to each person's past education, training, and experience. Training options such as on-the-job training, administered by senior, or more experienced members; formal training, including classroom instruction; training provided by external consultants. For some situations, commercially available training courses may be another alternative. Additional or customized training activities specific to individual needs, job descriptions, regulations and goals may be necessary depending on the existing skill level of each employee. Determination the competency requirement or evaluation are through test or observations. Actions will be taken to acquire the necessary competency and evaluation of the effectiveness of the actions if applicable. As an evidence of the competency, ALLOY TOLL MANAGEMENT SDN. BHD. shall retain appropriate documented information.

Reference : Group Human Capital Division SOP :

1) Training

7.3 Awareness

ALLOY TOLL MANAGEMENT SDN. BHD. shall ensure that all staff is doing work under the organization's control are aware of:

- a) the quality policy
- b) the quality objectives
- c) their contribution to the effectiveness of the QMS, including the benefits of improved performance
- d) the implications of not conforming with the QMS requirements.

7.4 Communication

The Management of ALLOY TOLL MANAGEMENT SDN establishes appropriate communication processes to ensure that communication functions take place in communicating the effectiveness of the QMS implemented. Communication activities shall take place through the following channels BUT it is not limited to the below:

- Operations Meetings
- Plaza Meetings
- Roll Call
- Memo
- Phone/Fax
- Letter
- Email
- WhatsApps

Refer to Appendix 12 - Internal Communication

Alloy Toll Management Sdn Bhd	Doc. No. : QM 01-Clause 7
	Version No. : 3.5
Quality Manual 7. Support	Effective Date : 30/08/2021
	Page : 4 of 6

7.5 Documented Information

7.5.1 General

ALLOY TOLL MANAGEMENT SDN. BHD. maintains a documented information quality system (**i.e. computer generated using Microsoft Words application**) as a means of defining all related function within the company, which ensure that its services satisfy the customer requirements.

7.5.2 Creating and Updating

ALLOY TOLL MANAGEMENT SDN. BHD.'s QMS is established to consistently provide services that meet customer and applicable regulatory requirements through effective application of the system, including processes for continual improvement of the system, and the assurance of conformity and applicable regulatory requirements.

This manual briefly describes the actions performed to meet the requirements, and refers to the standards, procedures and methodologies that are used by to satisfy the requirements. Thus, this Quality Manual is aligned with the elements of ISO 9001:2015.

Among others ALLOY TOLL MANAGEMENT SDN. BHD.'s QMS is made up of:

- ISO 9001:2015 Quality Manual,
- Supporting Procedures/Work instructions,
- Forms, Registers, Minutes, documented information and Reports.

The Procedures and Work Instructions (*Arahan Kerja*) are written in some cases in English and at times in Bahasa Malaysia to enable better understanding by relevant staff.

ALLOY TOLL MANAGEMENT SDN. BHD.'s QMS also identifies core processes that are the essence of its business and operations as part of the ISO 9001:2015 requirements. These processes are interacting with each other and should take place concurrently in ensuring the effectiveness and efficiency of those processes as listed below:

- a) Toll Collection Process
- b) Maintenance Process
- c) Toll Monitoring Process

Reference : *Appendix 6 - Primary Process Flowchart*
Appendix 7 - Secondary Process Flowchart
Appendix 8 - Proses Kutipan Tol Flowchart
Appendix 9 - Maintenance Flowchart
Appendix 10 - Monitoring of Internal Control Process Flowchart
Appendix 13 - Process Map-Toll Collection Operation and Management

Alloy Toll Management Sdn Bhd	Doc. No. : QM 01-Clause 7
	Version No. : 3.5
Quality Manual 7. Support	Effective Date : 30/08/2021
	Page : 5 of 6

7.5.3 Control of Documented Information

All documents and data used by ALLOY TOLL MANAGEMENT SDN. BHD. to communicate instructions, policies and/or procedures relating to the operation of the Quality System, are to be controlled under the computerized document control system.

These procedures ensure that all relevant documentation and data are approved by authorized personnel before distributing to Company personnel or departments, that document and data are identifiable by issue level and or issue date as appropriate, and that all superseded documents and data are appropriately controlled to avoid misunderstanding or confusion.

The Quality system is made up of:

- * Written, procedures, instructions, checklists and plans.
- * Computer based Data collection forms and hardcopy forms for manual data collection
- * Workflows (Flow charts)
- * The documented information pertaining to external provider, Concerns, Quality Records, Training etc.

7.5.3.1 Document and Data Approval & Issue

It is ALLOY TOLL MANAGEMENT SDN. BHD. policy to ensure that the Top Management approves all documents and data used throughout the quality system before release. Where required the relevant process owners are to approve their respective Procedures (on Hardcopy). Documents and data that are not stored in the computer are controlled via the external items register to track approval and version level.

7.5.3.2 Document and Data Changes

All document and data changes/ modifications are to be authorized by the Top Management before issue, while history is to be tracked via the Document Amendment Register at the end page of each Procedure.

Reference : PM 02 Control of Document Procedures

7.5.4. Control of Quality Records

ALLOY TOLL MANAGEMENT SDN. BHD. maintains a computerized QMS that controls the documented information and reports used to maintain the quality system. The documented information that is hand written are maintained on forms that provide clear legible records when completed.

The quality system records and reports fall into one of the following categories.

- Computer managed forms in data base format
- Computer managed minutes/reports in word processing format

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Alloy Toll Management Sdn Bhd	Doc. No. : QM 01-Clause 7
	Version No. : 3.5
Quality Manual 7. Support	Effective Date : 30/08/2021
	Page : 6 of 6

- Hardcopy records/reports onto forms or stamps

ALLOY TOLL MANAGEMENT SDN. BHD. lists company quality records that fall into the above categories in the Document Controller computer. The person regulates the identification, collection, indexing, access, filing, storage, maintenance and disposition of the company quality records.

Reference : PM 06 Control of Quality Records Procedures