

<b>Alloy Toll Management Sdn Bhd</b>	<b>Doc. No. : QM 01-Clause 5</b>
	<b>Version No. : 3.5</b>
<b>Quality Manual</b> <b>5. Leadership</b>	<b>Effective Date : 30/08/2021</b>
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## 5. LEADERSHIP

### 5.1 Leadership and Commitment

#### 5.1.1 General

The management of ALLOY TOLL MANAGEMENT SDN. BHD. is committed to the development and implementation of the QMS and shall from time to time review its suitability, adequacy and effectiveness in achieving continuous improvement by:

No.	Top Management Commitment	Method and Criteria	Evidences to be Retained
1.	Taking accountability for the effectiveness of the QMS;	<p>1. The Top Management is the approving authority of the organization policies, procedures and quality objectives as defined in the Control of Document Procedures (PM02).</p> <p>2. Periodic internal audits by qualified and trained auditors to ensure continual adherence to the QMS as well as identifying improvement opportunities, coordinated and monitored implementation by the lead auditor assigned by the Top Management. (PM04)</p> <p>3. Internal audit results are presented to yearly management review chaired by the Top Management as per Management Review Procedures (PM01).</p> <p>4. Top Management is to ensure all standard Operating procedures are being adhered by all staff.</p> <p>5. Staffs trainings are planned and budgeted as to ensure they are equipped and updated with latest ISO knowledge and requirement.</p>	<p>- Evidence approval on the company policies, procedures and quality objectives by department/ section and processes.</p> <p>- Appointed auditor of company</p> <p>- Twice a year internal audit reports</p> <p>- Yearly Management Review minutes.</p>
2.	Ensuring that the Quality Policy and Quality Objectives are established for the QMS and are compatible with the context and strategic direction of the organization.	<p>1. The Top Management is involved in reviewing the company Quality Policy and Quality Objectives by department/ section and processes and the Top Management will further review and approve on the Quality Policy.</p> <p>2. Ensuring that any applicable new technology are updated accordingly and being implemented within the organization</p>	Quality Policy and Quality Objectives established.
3.	Ensuring the integration of the QMS requirements (e.g. ISO 9001: 2015 requirements) into the organization's business processes (e.g. those processes determined in the	1. The Top Management allocated budget for the training of ISO 9001: 2015 requirements to the management staff in order for them to appreciate and establishing and updating the company QMS processes based on the ISO 9001: 2015 requirements, e.g. the Quality Objectives, SOPs and support documents and risk reports with planned actions to address the risks are established based on process approach	<p>- Yearly training plan;</p> <p>- Yearly budget include the ISO 9001: 2015 related training.</p> <p>- Process Map (Appendix 13);</p> <p>- The established QMS SOPs, Quality Objectives and risk</p>

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No.	Top Management Commitment	Method and Criteria	Evidences to be Retained
	Process Map).	and relevant ISO 9001: 2015 requirements. 2. Ensuring every input and output of the process and services offered are up to client and highway users expectation.	reports based on ISO 9001: 2015 requirements.
4.	Promoting the use of the process approach and risk-based thinking.	The company is practising the process approach by procedures e.g. Manager shall review on the change or new proposed procedure and evaluating the impact of the process.  When necessary a meeting is organise to review of the proposed new/ change procedures.  The Top Management is responsible to review on the proposed new/ changed procedures.  Risk assessment shall be carried out along with the review process in determining any new/ change process is considered significant by the reviewers.  The evaluation may address, among other things, potential risks, including cost, downtime, related change impact to the organization / process / customer and determination of new controls.  PM08 : Management of Change	Appendix 5
5.	Ensuring that the resources needed for the QMS are available.	Overall organization resources needs, i.e. existing internal resources and also the external providers e.g. manpower to execute determined operation activities and also support staff, admin staff, etc. toll equipment infrastructure and office ICT infrastructures are identified by Operation and Toll Monitoring Managers, reviewed and approved by the Top Management.	- Staff requisition - Letter of Appointment - Organization Chart - Job description - Requisition Form - Purchase order - Annual Approved Budget – Organization Structure of Alloy Toll Management
6.	Communicating the importance of effective quality management and of conforming to the QMS requirements.	Various platforms has been agreed to be as communication tools in ensuring that the communication functions take place in communication the importance of effective Quality Management and of conforming to the QMS requirement.  Communications are frequently made between all the management level i.e. Top Management, Managers, Operation Executives and relevant personnel e.g. Toll Supervisors via the Operation Meetings, Plaza Meetings, Whatapps walls, emails and others communication channels.	1. MOM Operation Meeting 2. In-House Training

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<b>No.</b>	<b>Top Management Commitment</b>	<b>Method and Criteria</b>	<b>Evidences to be Retained</b>
7.	Ensuring that the quality management system achieves its intended results.	The Operation and Toll Monitoring Manager together with the Top Management ensure appropriate data collection and measurements as well as analysis are being carried out. Corrective action reports are also raised for non-compliance to the requirement of any quality objectives as and when detected such failures. The final result of the analysis will be presented in the Management Review Meeting	<ol style="list-style-type: none"> <li>1. Monthly Report Summary</li> <li>2. Internal Audit Report</li> <li>3. Corrective Action Request form</li> <li>4. MR Report</li> <li>5. Minutes meeting</li> </ol>
8.	Engaging, directing and supporting persons to contribute to the effectiveness of the QMS.	<p>Top management is responsible in ensuring adequate and proper resources and also infrastructure are provided to the persons that contribute to the effectiveness of the QMS.</p> <p>This is to be done via establishment of working procedures, guidelines and related Arahan Kerja. Top Management is also to ensure monitoring mechanism are in place in ensuring positive environment for effective QMS is well maintained.</p>	<ol style="list-style-type: none"> <li>1. Staff requisition</li> <li>2. Letter of Appointment</li> <li>3. Organization Chart</li> <li>4. Job description</li> </ol>
9.	Promoting improvement.	<ol style="list-style-type: none"> <li>1. The Top Management frequently emphasize in the quarterly Operation Meeting on the importance of implementing any corrective actions needed for non-conformity reported as per Corrective Action Procedures as this will trigger improvement. An agenda is slotted in in the monthly management meeting on non-conformity and corrective action taken.</li> <li>2. The Top Management, Operation and Toll Monitoring Managers always stress the importance of risk based thinking to management staff i.e. the Operation and Toll Monitoring Executives in the Quarterly Operation meeting and encourage them proactively taking actions on potential non-conformity based on internal and external issues.</li> <li>3. The Top Management always encourage all staff to recommend any area or processes for continual improvement which subsequently will be planned by the Operation and Toll Monitoring Executives, reviewed by their Managers and approved by the Top Management and implemented as per Continual Improvement Procedures.</li> </ol>	<ol style="list-style-type: none"> <li>1. Quarterly Operation Meeting</li> <li>2. MOM minutes</li> </ol>

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<b>No.</b>	<b>Top Management Commitment</b>	<b>Method and Criteria</b>	<b>Evidences to be Retained</b>
10.	Supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility	<p>4. Encourage active involvement and contribution in the review of the organization's Quality Objectives.</p> <p>5. Co-operation from all the Support Department in ensuring Operations are run smoothly.</p>	Management Review Meeting

### **5.1.2 Customer Focus**

The main objective of establishing a QMS for ALLOY TOLL MANAGEMENT SDN. BHD. is to enhance its customer satisfaction through meeting both the explicit and implicit requirements of the customers. The stated requirements are those contracted with ANIH Berhad while implicit requirements encompass the needs of highways users, which cover the safety, efficiency, courtesy, reliability and others.

## **5.2 Policy**

### **5.2.1. Company Quality Policy Responsibilities and Commitment**

The Top Management with the appropriate involvement of the staff shall develops the company's quality policies and objectives so that the customer's expectations and the company's goals are clearly defined and met.

The Quality Policy provides a framework for establishing and reviewing the quality objectives towards continuous improvement. The management is committed to reviewing the established Quality Policy in ensuring its suitability, appropriateness and purposes to the organization. The Management of ALLOY TOLL MANAGEMENT SDN. BHD. is also responsible for ensuring that ALLOY TOLL MANAGEMENT SDN. BHD.'s Quality Policy is understood throughout the organization.

## **5.3 Organizational roles, responsibilities and authorities**

### **5.3.1 Responsibility and Authority**

ALLOY TOLL MANAGEMENT SDN. BHD. maintains Quality Assurance job descriptions for all positions relating to quality, listed on the Company Organization chart.

The QMS, Job descriptions, Procedures or work instructions as appropriate, define Responsibilities and Authorities of Staff in relation to the QMS. The defined management system covers all aspects of work related functions, verifications and quality management activities.

The responsibilities and authorities under the quality system for each job title are defined in each quality procedure or work instruction that enable ALLOY TOLL MANAGEMENT SDN. BHD. to accurately maintain the definitions of each job title.

**Reference: Job Descriptions**

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### 5.3.2 Top Management

Head, Toll Management is designated as the company's Top Management of ALLOY TOLL MANAGEMENT SDN. BHD (ATMSB), having the authority and organizational freedom to resolve quality matters and to ensure that the requirements and performance of the Quality Systems are established, implemented and maintained.

**Reference : JD 02 Head/ Deputy Head, Toll Management's Job Description**