



MEDI-IHSAN OCCUPATIONAL SAFETY AND HEALTH (SELANGOR) SDN. BHD

[629621-W]

PROVISION OF QUALITY MANAGEMENT DEPARTMENT AND ASSOCIATED SERVICES

Code:	PPL-SLG-1712-001-00
Version:	00
Created By:	Syamsul Nizam Azmee
Approved by:	MD
Date of Revision:	0
Signature:	

Distribution list

Copy No.	Distributed to	Date	Signature	Returned	
				Date	Signature
1	MIOSH Selangor Sdn Bhd	17/12/17			

Change history

Date	Version	Created by	Description of change
01/12/2017	0.1	SNA	Document Proposal

Table of contents

1.	INTRODUCTION.....	3
2.	CLIENT OPERATIONS	3
3.	EXECUTIVE OVERVIEW	3
4.	COST SUMMARY	5
5.	DELIVERABLES.....	5
5.1	QMS GENERAL REQUIREMENTS & RELATED DOCUMENTS.....	5
5.2	DEFINITION OF DELIVERABLE DOCUMENTS FOR SERVICE REALIZATION PROCESSES	5
5.3	DELIVERABLE DOCUMENTS FOR MEASUREMENT, ANALYSIS AND IMPROVEMENT PROCESSES	6
6.	TERMS AND CONDITIONS	6
7.	CONTACT	6
	ABOUT SUPPLY NETWORK AGENCY	7
	OUR MISSION.....	7
	OUR BUSINESS MODEL	7

1. Introduction

Supply Network Agency understands the issues caused by massive workload on organization conventional management systems and believes it can provide client with the most cost-effective solution. Our outsourced services of management system solutions provide efficient and upgradable platforms which are easy to adopt, manage, and modify. Once the outsourced services is implemented, our clients have access to 24-hour support throughout the life of the service. Our team of dedicated personnel is always on hand to assist our clients and we pride ourselves on the exception customer support that we offer. Supply Network Agency is confident that we can provide client with a superior solution and support in order to meet its long-term goals.

2. Client Operations

Supply Network Agency's proposed solution that enable the Internal Quality Management department function to be organized by third party management department. This circumstances provide the business owner a different perspective on the organization behavior towards external effort in driving a new benchmark on the company. Additionally, by utilizing the Supply Network Agency solution, Client's Full Time Employee can re-focus on day to day operations in order to support the company's operations and improve organizational performance.

3. Executive Overview

Supply Network Agency Services helps its clients achieve success by establishing goals and a comprehensive solution based on our clients' needs. Our goals reinforce the commitment we have to our clients:

- 1) Provide leading edge management system solutions which are cost-effective, flexible, and technologically advanced
- 2) Guarantee compliance on documentation, organized records, and timely reporting and distribution.
- 3) Guarantee 24 hour coverage and support for our clients and superior customer service

Supply Network Agency's proposed solution allows us to meet these goals as well as those of clients. Supply Network Agency uses phased approach to determining the best solution for our clients.

Additionally, all Supply Network Agency employees maintain certifications in appropriate professional organizations and industry fields.

Phase I: Initial Consultation

During this phase our team of professionals will review current Client organization and management systems and practices in order to determine key points and leverage our expertise to develop a more detailed list of options for the client.

Phase II: Solution Design

Our panels will work with the client to design the management solution based on the needs of the company. This tailored approach allows Supply Network Agency to ensure the client gets the solution they need and does not have to pay for excess services which they will not use.

Phase III: Implementation

Our team will implement the solution in a seamless manner that will be transparent to daily operations. This phase also marks the beginning of Supply Network Agency's management of client management and quality operations and the completion of the solution project as we enter the operations and management stage.

Phase IV: Management and Support

This is the final phase and ongoing through the life cycle of the service. Supply Network Agency will manage all quality and management system functions based on the accepted scope of supply. Services and functionality include:

- Monthly, quarterly, and annual quality management report and system records
- Improve image and credibility by attaining certification to ISO 9001
- Improve customer satisfaction by meeting customer requirements
- Integrate processes for better alignment
- Improve decisions by basing them on data from the quality management system
- Create a culture of continual improvement of the processes
- Improve employee engagement toward process improvement

Benefits for choosing Supply Network Agency for your QMS solution include:

- Reduced monthly costs for Management Representative and Quality Department activities
- Latest technology and upgradable solutions
- Professional staff providing superior customer service and support
- Flexibility to adapt solution to business environment, operations, and growth
- Minimal cost for initial consultation and recommendations
- Our solution will allow your staff to focus on improving your business operations
- Supply Network Agency staff is fully certified in appropriate professions

4. Cost Summary

The following cost summary has been developed as an estimate of the costs associated with the proposed solution. These costs are an estimate only. Based on acceptance of this proposal, our team will work with you to develop a detailed list of requirements, develop your tailored solution, and provide a more focused and applicable cost estimate.

Phase I: Initial Consultation	One Time	Monthly Cost
- Conduct meetings with client management staff	RM 2500	RM 1000
- Determine gaps, application needs, recommendations	No Cost	No Cost
Phase II: Solution Design		
- Develop QMS based on client requirements	RM 2500	RM 1000
- Conduct internal training and system revisions	None	None
- Finalize solution and provide client tech. data package	None	None
Phase III: Implementation		
- Load application on client Infrastructure	None	RM 1000
- Establish Client record in Data Center	None	None
- Handoff to Operations/Project Close Out	None	None
Phase IV: Management and Support		
- Data Hosting Fees for Data Center (Client's server)	None	None
- Client Technical Support	None	None
- Monthly Management System report	None	RM 1000
Totals	RM 5 000	RM 12 000/annum

5. Deliverables

This section lists deliverables of the solution and benefits achieved with their implementation.

5.1 QMS General Requirements & related documents

The following processes need to be defined, documented and possibly changed from current:

- Management responsibility
- Defined context of the organization
- Quality Policy, Quality Objectives (ISO 9001 Mandatory documents)
- Addressed risks and opportunities
- Documentation and record management (ISO 9001 Mandatory documents)
- Resource management
- Establish and improve the QMS

5.2 Definition of deliverable documents for service realization processes

The following processes need to be defined, documented and possibly changed from current:

- Planning for product and services realization
- Determination and review of product requirements
- Design and development processes
- Purchasing processes
- Production and service related processes

- Control of monitoring and measurement equipment processes

5.3 Deliverable documents for measurement, analysis and improvement processes

The following processes need to be defined, documented and possibly changed from current:

- Internal audit (ISO 9001 Mandatory document)
- Monitoring and measurement of product and processes
- Control of non-conforming product (ISO 9001 Mandatory document)
- Corrective actions (ISO 9001 Mandatory documents)

6. Terms and Conditions

Supply Network Agency requires 50% of up-front costs be paid immediately upon award of the contract. Remaining 50% may be paid upon QMS project enrollment and beginning of management and operations of the QMS solution.

All monthly fees are due on the first business day of each month.

Any additional work required by the client outside of the scope of the contract will be billed separately and will be charged at cost + 20% upon acceptance of the deliverable(s).

The minimum term for this contract is 12 months from the time of beginning of management and operations of the Management System solution. Any monthly rate increases for the follow on term will be provided to client no later than 30 calendar days from the end of the initial 12 month term.

If contract cancellation is required 90 days of notice must be given by either party. If the contract is cancelled prior to the completion of the initial term, payment must be made for all services provided including full payment until the end of the contract term or 90 days, whichever is longer.

Late payment fees will be assessed after 30 days.

Final terms and conditions will be provided in final contract.

7. Contact

Supply Network Agency is here to serve you. Please feel free to contact the account manager we have assigned for client at any time if you have any questions or require additional information.

Supply Network Agency
Attn: Syamsul Nizam Azmee

ABOUT SUPPLY NETWORK AGENCY

Organization History and Overview

Supply Network Agency develops, markets, and supports Quality Management system outsourced solution and Internet applications, using the latest technologies to provide practical, user-friendly solutions for small and medium-sized businesses, home-office entrepreneurs, professionals, middle managers and executives. The company is a privately-owned corporation and is currently in the process of opening offices in different countries to better cover new emerging markets. The company's head office is located in Rawang, Selangor.

Since 2011, the founders are meticulously following the development of the Internet and Quality Management system. Back in 2014, well before the "Internet Of thing" revolution, they started an effort with the goal of analyzing and exploiting different Internet-related opportunities. In July 2016, operating under the project name IMS, and convinced that they had found a very promising approach to take a dominant position in the market, the founders focused their energies on a project that evolved to become the system of Supply Network Agency.

Today, Supply Network Agency is established in market niches that hold a great potential to enhance how business is conducted. Our mission is to empower small and mid-size businesses with internal organization communication services and business automation tools. Being an innovative and technology-savvy organization, we strive to help our clients reach their full market potential. Supply Network Agency is continually working to improve existing products and services and to introduce new ones to satisfy Small and Medium Business needs.

Our Mission

By providing an essential element of Outsourced QMS Business Solutions, we aspire to be renowned for our capacity to assist our clients in becoming more competitive, in a world where businesses transact at an unprecedented speed. The QMS potential to engage a global and open market promises to define what will become the ground rules for commerce in the 21st century. Excited about what the future holds, we would like to lead our client to the next level, one day at a time.

Our Business Model

Supply Network Agency promote and supports its services through co-marketing agreements and strategic partnerships with business solution providers, resellers and marketing firms. In addition to our own expertise, we foster close ties to a select group of value-added resellers to provide clients with specialized knowledge and regional expertise.