

## TUAN AZMAN

### PROVISION OF QUALITY MANAGEMENT SYSTEM AND ASSOCIATED SERVICES

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Created By:	Syamsul Nizam Azmee
Approved by:	Marketing
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## 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 digital 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 cycle 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 co-organized by third party management department. This circumstances provide the business entity 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 while maintaining high integrity of standards compliance.

## 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 innovative
- 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 shall be able 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 shall be able to 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 shall be able to offer managing Quality management system functions based on the accepted scope of supply. Services and functionality include:

- Monthly, quarterly, and annual quality digital 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 to an organization with about 26 personnel. 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.

The proposal is tailored towards the requirement of the client in which considering the current practice and standards implementation. Therefore we come up with the solution to split the QMS consultancy, Documentation and record preparation and QMS integrity maintenance package services (add on Package).

The detail breakdown of the costing shall be available on the item number 8.

## 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, manage, documented and possibly changed from current:

- Management responsibility
- Defined context of the organization
- Quality, Health and safety 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, manage, documented and possibly changed from current:

- Planning for product and services realization
- Determination and review of product requirements
- Design and development processes if required
- 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, manage, 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)

The services shall only cover the management of preparation for the certification only.

## **6. Terms and Conditions**

Supply Network Agency requires of up-front costs be paid immediately upon award of the contract. Remaining shall 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.

Additional work is defined by the work to be done beyond standard implementation template by Supply Network Agency. Any additional work required by the client outside of the scope of the services 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 penalty 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. Penalty of 10% shall be imposed from the outstanding amount.

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

## 8. Commercial Proposal

### 8.1 QMS structure integration including MS1900 requirement

STAGE 1: QMS training services. Internal training services. (MS1900 included)

Description	Estimated Number of Days	Standard Fees (RM)	Discounted Fees (RM)
Engagement and one time Commitment Fee			
Awareness on the QMS system on organization (MS1900)	1 Day	1500	1500
PHASE I: Initiation of QMS Consultation Services			
Detail & Understanding of QMS requirement training	2 day	4000	4000
Conduct workshop for internal staff on QMS requirement			0
Integration of QMS documentation and records workshop			0
PHASE 2: QMS Solution Design Iteration			
Initiate, guide and Coordinate internal workshop on:	2 week	4000	4000
- Brainstorm technical processes for client operation	Circa 10 days (Online)		
- QMS Objective for Leading and Lagging Indicator			
- SOP and KPI by Processes (Process interaction Map)			
- Risk-Based thinking and Risk Assessment Output			
- Develop and adopt QMS into structured system			
PHASE 3: QMS Enrollment and Implementation			
Conduct workshop and dissemination of QMS (MS1900)	1 day	2500	2500
Assist establish understanding linkage of clause on QMS			
Assist enrollment of the QMS execution from client records			
Internal training and workshop for QMS maintenance			
PHASE 4: Management System and Support			
Initiate, guide and conduct analysis and evaluation of data	2 day	5500	5500
Initiate, guide and conduct review of QMS Obj. and target			
Initiate, guide and conduct Internal Audit processes			
Initiate, guide and conduct Int. Management Rev. Meeting			
Initiate, guide and conduct Continual Improvement Plan			
TOTAL	6 days	17 500	17 500
Date and Time	TBD		
Venue	TBD	To be confirm by Client	
Total Participant	-	Total Participant up to 26 max	
Travelling	-	Back Charge at Cost	
Accommodation	-	Back Charge at cost	
TOTAL FEES	Circa	RM 17 500.00	

**Notes:**

1. The client shall provide the following items for the conduct of the above works:

- 1) Training/ seminar room;
- 2) One (1) unit LCD and one (1) unit notebook for presentation;
- 3) One (1) lunch and two (2) tea breaks;
- 4) One (1) white board;
- 5) Make photocopy the required sets of presentation materials to the participants based on one set of presentation materials provided by consultant.
2. Presentation materials shall be re-charged at cost if it is to be printed and provided to participants by Consultant.
3. Hardship allowance of RM300 per day shall be chargeable and to be paid to trainer if the training/ pre-audit to be conducted on public holiday or Saturday and Sunday.

## 8.2 QMS Documentation and Record Preparation

QMS documentation and record preparation setup. This important package can be activated prior certification processes done. This to expedite the process of adoption towards better internal company management unit.

Description	Estimated Quantity	Standard Fees (RM)	Discounted Fees (RM)
<b>Engagement and one time Commitment Fee</b>			
Initiate the material and QMS system setup	1 Unit	3 200	3 200
<b>PHASE I: Documentation and Record preparation</b>			
QMS documentation and record preparation assistance, Guidance and maintenance services	1 Month	16 000	16 000
<b>TOTAL</b>	Minimum 1 Month	19 200	19 200
Date and Time	TBD	To be confirm by Client	
Hosting	TBD	Back Charge at Cost	
Total Participant	-	Total Participant up to 26 max	
Travelling	-	Back Charge at Cost	
Accommodation	-	Back Charge at cost	
<b>TOTAL FEES</b>	<b>Circa</b>	<b>RM 19 200.00</b>	

## 8.3 QMS Integrity Management and System Maintenance

System maintenance and organization efficiency enhancement. This package can be activated immediately

Description	Estimated Quantity	Standard Fees (RM)	Discounted Fees (RM)
<b>Engagement and one time Commitment Fee</b>			
Purchasing License of QMS management system (One Time)	1 Unit	4 500	4 500
<b>PHASE I: Maintenance and compliance Consultation Services</b>			
QMS assistance, Guidance and maintenance (RM1500/Month)	12 Month	18 000	18 000
<b>TOTAL</b>	Minimum 12 Month	22 500	22 500
Date and Time	TBD	To be confirm by Client	
Hosting	TBD	Back Charge at Cost	
Total Participant	-	Total Participant up to 26 max	
Travelling	-	Back Charge at Cost	
Accommodation	-	Back Charge at cost	
<b>TOTAL FEES</b>	<b>Circa</b>	<b>RM 22 500.00</b>	



## **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 QMS, 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.