



UNIVERSITI TEKNOLOGI MARA
FACULTY OF INFORMATION MANAGEMENT

INDUSTRIAL TRAINING REPORT:
QUALITY & ASSURANCE QUALITY DEPARTMENT
WISMA AIR KELANTAN SDN. BHD.

SPECIAL PROJECT:
(MANUAL FILING FOR DOCUMENT ROOM OF
ASSURANCE QUALITY UNIT)

BY
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2015282592

IM245 – BACHELOR OF SCIENCE (HONS)
INFORMATION SYSTEM MANAGEMENT
FACULTY OF INFORMATION MANAGEMENT
UNIVERSITI TEKNOLOGI MARA KELANTAN

1ST AUGUST 2017 – 31 DECEMBER 2017
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FACULTY SUPERVISOR
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REPORT SUBMITTED IN FULFILLMENT OF THE
REQUIREMENT FOR THE INDUSTRIAL TRAINING
FACULTY OF INFORMATION MANAGEMENT
UNIVERSITI TEKNOLOGI MARA KELANTAN

01 AUGUST 2017 – 31 DECEMBER 2017

INDUSTRIAL TRAINING REPORT 01 AUGUST 2017 – 31 DECEMBER 2017

DECLARATION

I hereby declare that this is my original work. I have not copied from any other student's work or from other sources. I am also declare that no part of this report has been published or submitted for publication except where due to reference or acknowledgement is made explicitly in text, nor has any part been written for me by another person. I confirm that I have read and understood the UiTM regulations with regards to plagiarism and will be penalized by the university if found guilty.

Signed by

Che Nurzayumie Binti Che Azmi

2015282592

Date of submission: 09 January 2018

ABSTRACT

The trainee has been undergo industrial training based on the period from 1st August 2017 to 31st December 2017 in Quality & Assurance Quality Department and Assurance Quality Unit at Wisma Air Kelantan. The trainee has been placed at two departments which are Quality & Assurance Quality Department and Assurance Quality Unit. During the industrial training, the trainee is placed under industrial training supervisor, Pn. Norhafiza Norashid which is Pegawai Assurance Quality. After having discussion, the trainee was assign by the organization supervisor to do the improvement for Document Room which is Manual Filing for Document Room of Assurance Quality as the special project. The project will be giving the assu. During industrial training, the trainee has involved in many activities which are related with what the trainee had been learnt in class. The trainee needs to do some other activities during industrial training in which each activity requires its own skills. The trainee also gained a lot of knowledge and skills that can be used in the future. The industrial training programs run smoothly but there are also some drawbacks that need to be resolved. Thus, the trainee gives some suggestions to solve the problem. The trainee also gives a personal opinion about the training industry.

Keywords: *records management, standard of procedure, filling, ms iso, communication*

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Thank you to all the lecturers who manage industrial training of my friend and I, and a lecturer who acts as my supervisor, Mrs. Salliza binti Md Radzi, provided for industrial training with consultation to produce professional reports that will be greatly appreciated.

Thanks also to the friends who share their knowledge and opinions to get a good report. Thanks to the practical team at Loji Rawatan Air Kg Puteh and Kelar which they are from various college for sharing knowledge about what they were learnt which did not learnt by us at UiTM.

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CHAPTER 1

INTRODUCTION

1.1 History of establishment



Figure 1.1: Logo of Air Kelantan Sdn. Bhd

The Kelantan state government has decided to privatize water supply management in Kelantan through the establishment of joint venture company Kelantan Darul Naim (YAKIN) and Thames Water PLC, named Kelantan Water Sdn Bhd (KWSB). In the initial stage of Thames Water PLC have 70% shares while YAKIN owns 30% shares in KWSB. The share ownership agreement in KWSB is for 25 years and concludes that the Thames Water PLC shares will decline by 30% while YAKIN will increase to 70%.

KWSB commenced its full operation on October 1, 1995 after taking over all responsibilities from the Water Supply Department KWSB is also responsible for handling existing water supply, water treatment and supply systems including bills and collecting revenue as well as promoting the needs of Kelantan residents.

After several years of operation under KWSB, on 29 April 1999, the Kelantan State Government has decided to buy the entire Thames Water PLC shares in KWSB of 70% and 30% of YAKIN shares through the Kelantan Menteri Besar Corporation (PMBK).

The name KWSB was changed to Air Kelantan Sdn. Bhd. (AKSB) after PMBK has 100% fully paid shares in AKSB is a state owned private company or government link company (GLC).

AKSB has operations offices in every colony in Kelantan, namely. For the Kota Bharu district office it has been divided into 3 areas due to its large area of North, East, and South Kota Bharu. During AKSB's acquisition of management from KWSB, the total production of clean water supply for all water treatment plants in Kelantan was 184 million liters of water per day (JLH).

1.2 Company Profile



Date established	9 March 1994 (Formerly known as Kelantan Water (Malaysia) Sdn. Bhd.)
Change of Name	11 May 1999 (Began to be known as Air Kelantan Sdn Bhd)
Owned by	Perbadanan Menteri Besar Kelantan
Company Number	291969-M
Paid Capital	RM40 Million
Authorized capital	RM100 Million
Registered address	Level 4, Building PKINK, Jalan Tengku Maharani, 15000 Kota Bharu, Kelantan.
Operation Address	Wisma Air Kelantan, Lot 188 Jalan Kuala Krai, 15050 Kota Bharu, Kelantan.
Phone number	+ 609-743 7777
Fax Number	+ 609-747 2030

Figure 1.2: Profile of AKSB

1.3 Board of Directors



Figure 1.3: Board of Directors AKS

1.4 Organization Chart Department Info

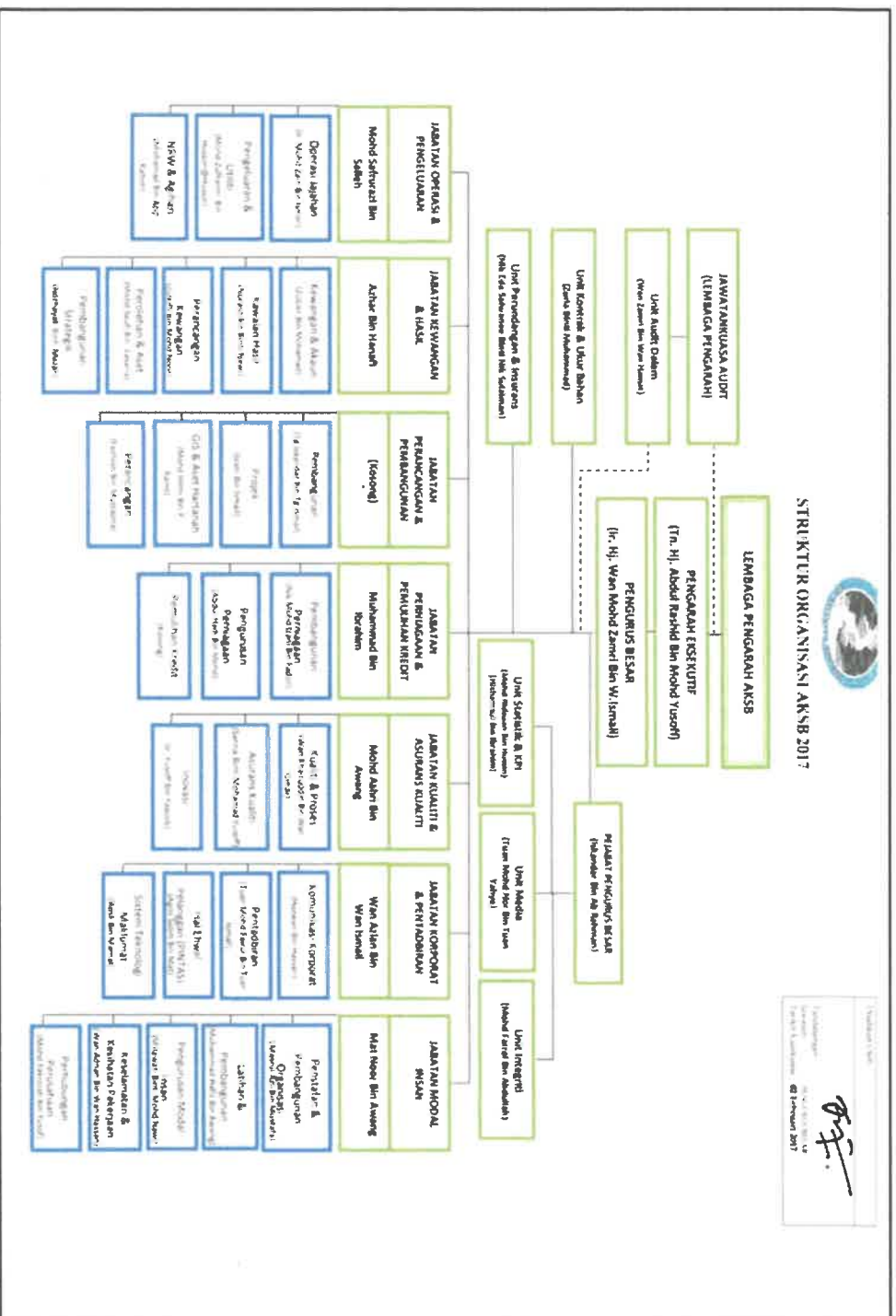


Figure 1.4: Organization Chart of AKSB

1.5 Vision

Become the world class of water operators.

1.6 Mission

Providing effective water services to current technology based customers with committed and professional workforce in a conducive working environment

1.7 Principles

- Achieving excellent success
- Priority to customers
- Respect staff as an individual
- Protect the environment

1.8 Value

- Responsible
- Professional
- Customer friendly
- Honest and responsible
- Respect other people
- Highly eager to face the challenge

1.9 Goal

- Build with a dynamic, sensitive and responsive company to the needs of the community.
- Provide adequate and quality water to consumers.
- Improve team spirit, collaborate and motivate staff to become a respected organization.
- Together with social responsibility.

1.10 Responsibility

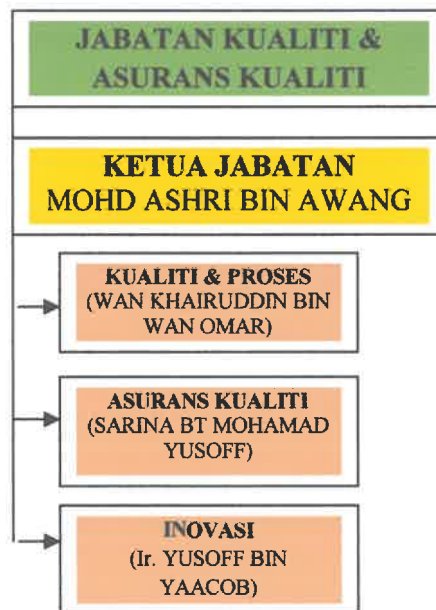
- Manage water supply operations in Kelantan state (including sources / causes, treatment, supply and distribution).
- Supply of water that meets the specified quality.
- Project consultant and management.
- Water controls did not work (NRW).
- Plan and implement water supply infrastructure development.
- Restore and upgrade existing systems.
- Pick up water results (billing and revenue quotes).

CHAPTER 2

ORGANIZATION INFORMATION

In the Wisma Air Kelantan Sdn. Bhd, there 9 departments in management team which are “Pejabat Pengurus Besar”, “Jabatan Pengeluaran & Sumber Air”, “Jabatan Teknikal & Konsultansi”, “Jabatan Operasi & NRW”, “Jabatan Kewangan & Hasil”, “Jabatan Perniagaan & Pengurusan Kredit”, “Jabatan Kualiti & Asurans Kualiti”, “Jabatan Korporat & Pentadbiran” and “Jabatan Modal Insan”. The trainee has been placed to Jabatan Kualiti & Asurans Kualiti under Unit Asurans Kualiti.

2.1 Jabatan Kualiti & Asurans Kualiti Profile



Jabatan Kualiti & Asurans Kualiti is headed by Head of Department, En Mohd Ashri Bin Awang. JKAK consists of three units under it and is managed by the respective Unit Manager. For Unit Kualiti & Proses is managed by Wan Khairuddin Bin Wan Omar is located at LRA Kg Puteh. The Unit Asurans Kualiti is managed by Sarina Bt Mohamad Yusoff and Ir. Yusoff Bin Yaacob is the manager of Unit Inovasi.

2.2 Organizational Chart of Jabatan Kualiti & Asurans Kualiti

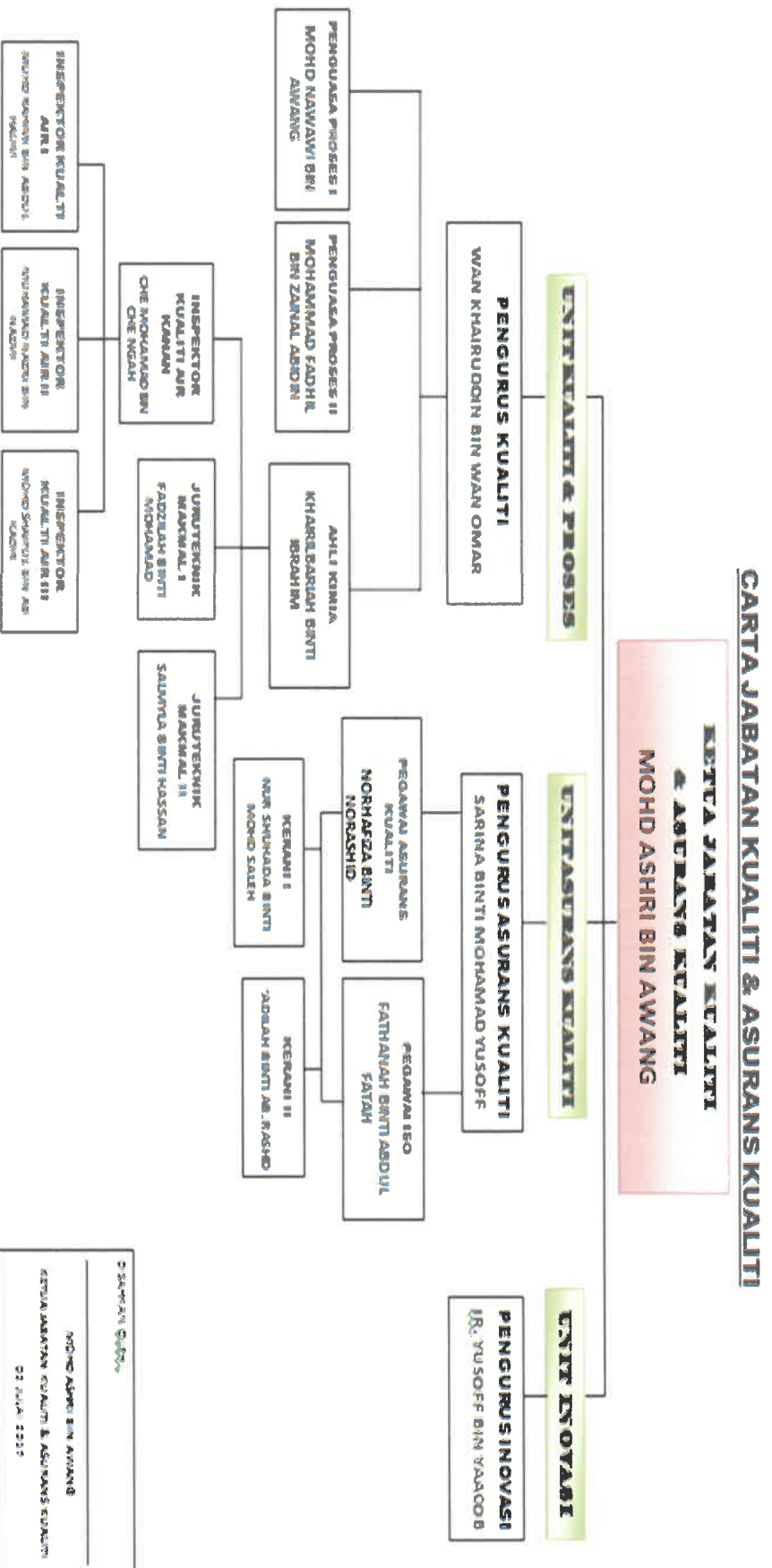


Figure 2.1: Organization Chart of JKAK

2.3 Vision, Mission and Objectives

2.2.1 Vision

Become the catalyst for progressive quality cultural movement and comprehensive knowledge of AKSB

2.2.2 Mission

- Provide awareness to AKSB citizens that quality is the key to success by ensuring continuous quality culture
- Striving to improve the quality of service delivery by applying and integrating the latest technology is also a priority member to customer feedback as well as ongoing monitoring to ensure the highest satisfaction

2.2.3 Objectives

- Conduct continuous quality through AKSB quality management system
- Making AKSB a superior water operator through achieving AKSB quality objectives
- Maintaining high quality thinking and attitude in terms of management, action and discipline.
- Creating employee and consumer awareness on latest developments on Quality Management, Environment, Occupational Health and Safety systems, Eco Labeling and Certification of Goods.

CHAPTER 3

INDUSTRIAL TRAINING ACTIVITIES

3.1 TRAINING ACTIVITIES

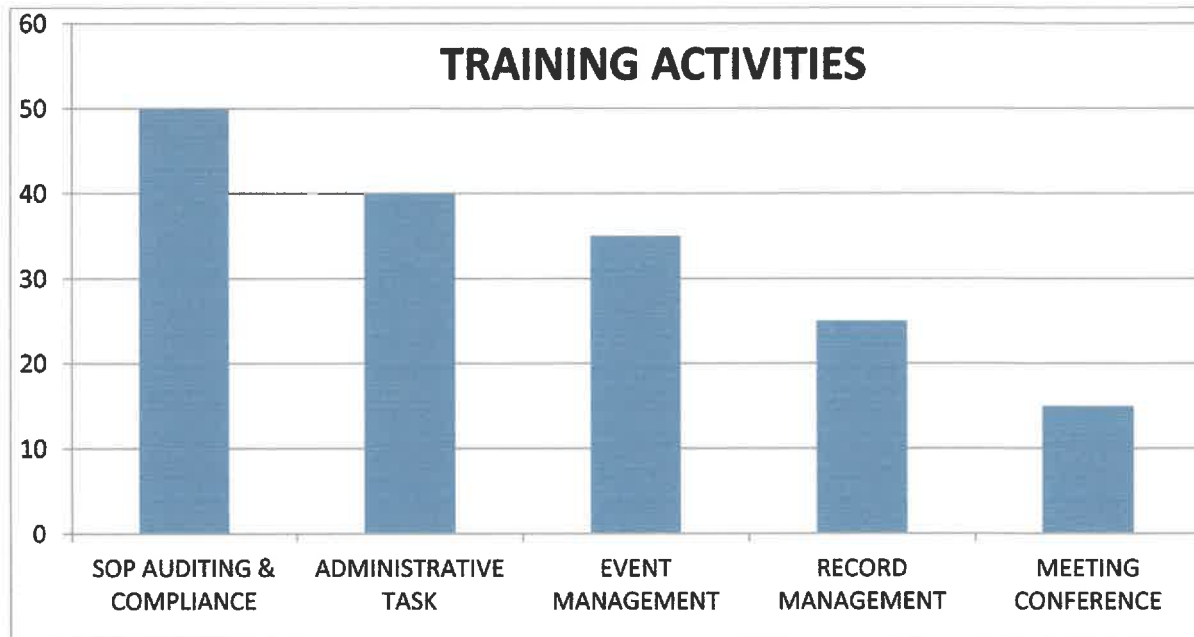


Figure 3.1: Scope of training activities done by the trainee

Che Nurzayumie Binti Che Azmi as an industrial training's student (after this will be refer as "the trainee") at Wisma Air Kelantan Sdn. Bhd has been assigned to do industrial training at Quality & Assurance Quality Department under Assurance Quality Unit starting August 2017 until December 2017 and as a bachelor students from Faculty of Information Management are compulsory to go for industrial training at organizations. The training is a part of academic subject, IMC 690 that requires final year students to undergo training at selected organization From the bar chart the scope of training activities that done by the trainee during internship at the organization, there are five scopes of works that assist by the trainee which are Sop Auditing & Compliance, Administrative task, Event Management, Record Management and Meeting Conference.

3.1.1 SOP Auditing & Compliance

i) Updating SOP (Standard of Procedures)

The trainee has been given a task by Organization’s Supervisor, Pn. Hafiza binti Norashid which is (Pegawai Asurans Kualiti) to checking the Standard Operation Procedure (SOP) that they received by Loji Rawatan Air Kg Puteh that involved with ISO 9001:2015. Pn Hafiza binti Norashid asked Pn Nur Shuhada (Clerk of Asurans Kualiti) to give the trainee a copy of SOP and teach the trainee how to understand the flow how to make and complete the SOP. They teach the trainee how to update and understand the scope of SOP. This task take almost 3monts to finished because the trainee should follow up first with staff from LRA Kg Puteh to ask them send their SOP that have been done by them. All the SOP that have been done by the trainee should be check first with Unit Manager to approved. There are eight of SOP that have been update by the trainee which are Pemeriksaan Alatan, Pengurusan stok bahan kimia, Proses rawatan air, Kerosakan loji, Sistem pam, Sistem dosing, Pemantauan Kualiti, Kebersihan dan keceriaan.

TERHAD		KOD PENGENALAN		AKSB/JOP/LRA/SOP01
 AIR KELANTAN SDN BHD	PROSEDUR OPERASI STANDARD		NO KELUARAN	01
	PEMERIKSAAN ALATAN		TARIKH KELUARAN	15 JUN 2016
PROSEDUR OPERASI STANDARD (SOP) PEMERIKSAAN ALATAN AKSB/JOP/LRA/SOP01				
Disediakan oleh:		Disemak oleh:		
Noor Azzah B. Che Mat Zin PENYELIA LOJI RAWATAN AIR KG. PUTEH Tarikh:	Izzumi B. Ahmad KETUA OPERASI LOJI KG. PUTEH Tarikh:	Mohd Zulhaimi Bin Hussim@Hussin PENGURUS PENGELUARAN & UTILITI Tarikh:		

Figure 3.2: Example of SOP

ii) Checking Master List WI (Work Instruction)

The trainee was assist to do the master list of WI (Work Instruction) where the list that has sent a SOP will be marked in the master list. If there is a SOP that has not been sent by the staff from LRA Kg Puteh, the trainee should follow up with the staff to send the SOP to the quality assurance unit as soon as possible. This is because in the MS ISO 9001: 2015 SPK procedure which is Quality Management System, the auditor of SIRIM needs to come to the organization to monitor the certificates that AKSB has. If there is a procedure not followed by SIRIM set, the ISO certificate will be revoked. It is one of the challenges for a trainer who needs to follow up with the staff of LRA Kg Puteh in preparing a set SOP within a certain period of time.

BIL.	PROSEDUR KERJA	KOD PENGENALAN	SENARAI KANDUNGAN
1	Manual Pengenalan Operasi Loji Rawatan Air	AKSB / KELAR / MAN / PENGENALAN LOJI	1
2	Jadual Petugas Lra Kelar	AKSB / KELAR / WI / JADUAL	
3	Cuti Petugas Lra Kelar	AKSB / KELAR / WI / CUTI	
4	Peralatan Loji	AKSB/KELAR/WI/PEMERIKSAAN/ALATAN	2
5	Intake	AKSB/KELAR/WI/PEMERIKSAAN/INTAKE	
6	Pam Air Mentah	AKSB/KELAR/WI/PEMERIKSAAN/PAM AIR	
7	Aerator	AKSB/KELAR/WI/PEMERIKSAAN/AERATOR	
8	Mixing Chamber	AKSB/KELAR/WI/PEMERIKSAAN/MIXING C	
9	Tangki Flokulasi	AKSB/KELAR/WI/PEMERIKSAAN/T.FLOK	
10	Tangki Enapan (CLARIFIER)	AKSB/KELAR/WI/PEMERIKSAAN/CLARIFIE	
11	Tangki Penapisan(FILTER)	AKSB /KELAR/ WI/ PEMERIKSAAN / FILTER	
12	Tangki Air Jernih	AKSB/KELAR/WI/PEMERIKSAAN/ICWT	
13	Pam Air Bersih	AKSB/KELAR/WI/PEMERIKSAAN/PAB	
14	Air Blower	AKSB/KELAR/WI/PEMERIKSAAN/A.BLOWE	3
15	Peralatan Elektrik (PAPAN SUIS UTAMA)	AKSB/KELAR/WI/PEMERIKSAAN/SUIS UTA	
16	Sistem Bahan Kimia	AKSB/KELAR/WI/PEMERIKSAAN/SISTEM K	
17	Pengendalian Balang Klorin	AKSB / KELAR / WI /PEMERIKSAAN /BALAN	
18	Pengurusan Stok Bahan Kimia	AKSB / KELAR / WI / STOK KIMIA	
19	Pembelian Bahan Kimia	AKSB / KELAR / WI / PEMBELIAN BAHAN KIMIA	4
20	Proses Rawatan Air	AKSB / KELAR / WI / PROSES	
21	Gangguan Kerosakan Loji	AKSB / KELAR / WI / GANGGUAN / LOJI	
22	Pam	AKSB / KELAR / WI / SISTEM PAM	5

Figure 3.3: Master List of WI LRA Kg Puteh

3.1.2 Administrative task

i) Manage staff leaves application form

The trainee is assigned to manage the application that the employee requests every day. The application form will be filled by the employee who wishes to apply and the trainees will first obtain the stamp and the signature of the head of the department for confirmation. Upon obtaining confirmation from the Head of Department, the trainees will make a copy of each application form submitted for the record keeping under the department. The copy will be saved in the employee leave record file. Subsequently, the original application form, sent by trainees to the human resource section on level 2 for further action.

AJO KELANTAN SDN BHD
(201809 M)

BORANG PERMOHONAN CUTI

Daripada : **KHAIRUL BARIAH BT IBRAHIM** No. Pekerja : **B046E**
(Nama Pekerja)

Kepada : **PENGUKUS BESAR** Jabatan : **KUALITI & AS. KUALITI**
(Majlis Tertinggi / Program / Rakan / Pihak yang Berkaitan)

Seorang, ingin memohon kebenaran cuti mulai dari :

1.	3 Jan 2018	hingga
2.	hingga
3.	hingga
4.	hingga
5.	hingga

Jenis cuti yang dipohon, sila tandakan

<input type="checkbox"/> Cuti Tahunan	<input type="checkbox"/> Cuti Bilas	<input type="checkbox"/> Cuti Tanpa Gaji
<input type="checkbox"/> Cuti Sakit	<input type="checkbox"/> Berhadapan	<input type="checkbox"/> Cuti Dalam (Meningkatkan Kualiti Kerja) (Meningkatkan Kualiti Kerja)
<input type="checkbox"/> Cuti Tanpa Had	<input type="checkbox"/> Cuti-tanpa Gaji (sila tandakan)	

*Catatan : **UJ urusan keluarga** (mengemukakan cuti tahunan tahun 2017)

PENGANTISAMA KAWANGAN DI ATAS BERTUJUAN :

2/1/2018

Figure 3.4: Leaves application form

i) Manage claim staff of JKAK

As long as the trainee practiced in the Quality & Quality Assurance Department, the trainees took over the personal assistant duties of the Head of Department where he had been granted a long-term sick leave certificate. Regarding departmental management, the trainee is responsible for managing it. For the claim of JKAK staff, the staff will complete their claim form and send it to the trainer for further processing. The trainee will collect claims sent by JKAK staff including from the Quality & Process Unit from the Central Laboratory, and will be checked to be certified by the Head of Department first. Upon obtaining confirmation from the Head of Department, the trainee will make a copy to be kept in the staff claim record. Subsequently, the claim form will be sent to the finance department for further processing.

AJE KELANTAN SDN. BHD 12/10/2020			
BORANG TUNTUTAN PERBELANJAAN DAN KERJA LEBIH MASA BULAN YANJU			
Nama		No. Staf	
No. Rujukan		Tarikh	
Masa Kerja		Masa Kerja Overtime	

No.	Masa Kerja	Masa Kerja Overtime
1.		
2.		
3.		
4.		

No.	Masa Kerja Overtime	Masa Kerja Overtime
1.		
2.		
3.		
4.		

Jumlah Perbelanjaan

No.	Jumlah Perbelanjaan	Jumlah Perbelanjaan
1.		
2.		
3.		
4.		

PENGESAHAN PENERAPAN

No.	Pengesahan Penerapan	Pengesahan Penerapan
1.		
2.		
3.		
4.		

Figure 3.5: Claims staff form

ii) Manage purchase requisition

In manage of purchase requisition, quality units and processes at the central lab, each day they will place orders from vendors to buy items in the monitoring of water quality processes. So, for the requisition purchase receipt, the staff from the quality & process unit will come to HQ to be handed over to the finance division to pay to the vendor. The trainee's job here ensures that the purchase requisition needs confirmation from the department head before being sent to the finance department for further processing. The trainer will make copies and records to ensure the receipt is secured to the financial department for the next process.

The image shows a 'Material Requisition' form. At the top left, there is a blue header with the text 'Material Requisition'. Below this, there are several input fields: 'TO', 'DATE', 'QUANTITY TO', and 'DAYS TO'. The main body of the form is a table with four columns: 'QUANTITY', 'PLEASE SUPPLY', 'PRICE', and 'AMOUNT'. The table has 10 rows for data entry. At the bottom of the form, there are fields for 'PREPARED BY', 'CHECKED BY', and 'DATE'. A yellow sticky note is partially covering the bottom right corner of the form.

Figure 3.6: Example of purchase requisition

iii) Handle outgoing / signed book of Jabatan Kualiti & Asurans Kualiti

At Wisma Air Kelantan Sdn Bhd, each department should provide staff record book entry. This is to ensure that if the staff has an inevitable problem or emergency to go out of work, the book entry of the record is as evidence for the human resource in ensuring the performance of the staff is well maintained. The trainer is assigned to record and manage the logbook book, if any staff arrives late, or exits during office hours. The record book will be confirmed by the Head of Department every month to be handed over to the human resource before making a salary adjustment for the staff.

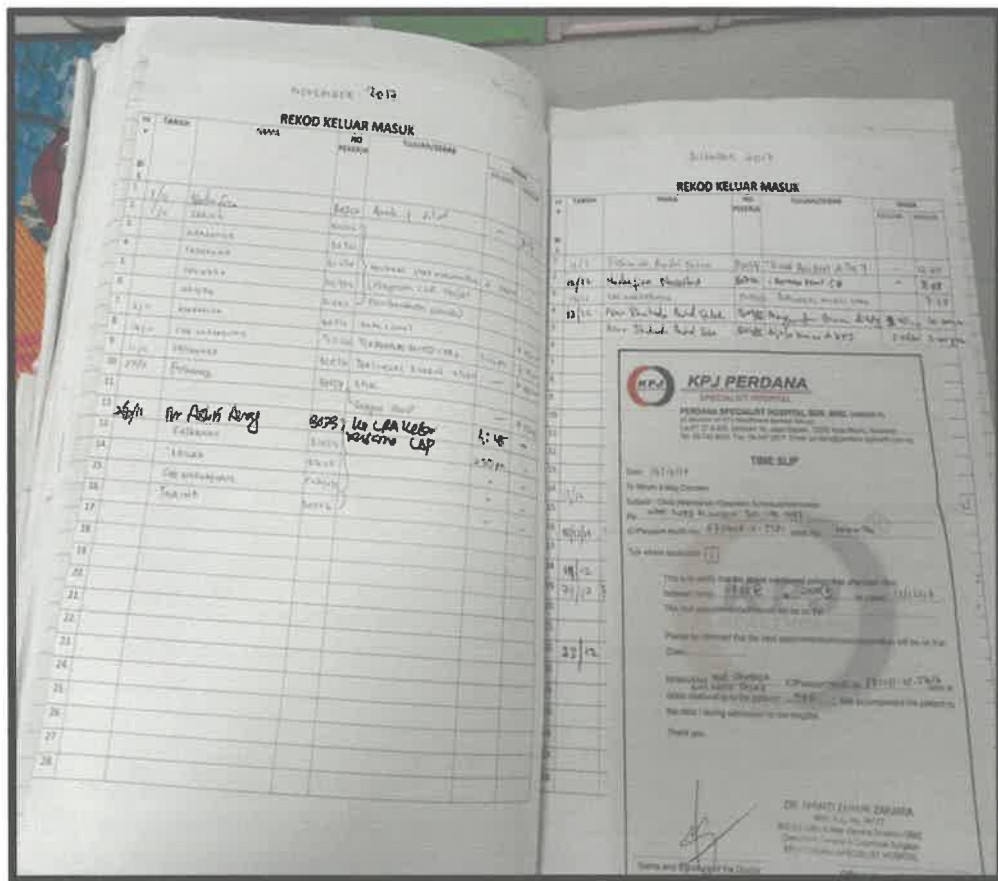


Figure 3.7: Outgoing/signed book

3.1.3 Event Management

i) Internal Audit

The scope of internal audits is to conduct audits at all divisions / activities under the scope of the implementation of the Information Security Management System (ISMS) for the operation of the Kelar Air Treatment Plant, the Pasir Mas AKSB Colony Office and the Tumpat AKSB Colony Office and include relevant departments / units of support. The trainee can follow and see how the audit procedures are carried out and can also follow the parties involved in visiting the site at Kg Puteh LRA in the process of raw water intake activities, treatment processes (ventilation, deposition, filtration and disinfection.) The purpose of the internal audit is to determine whether the quality management system meets or does not meet the standard requirements and also to measure the readiness to comply with the requirements of ISO 9001: 2015, to evaluate the implementation of the system and its effectiveness in achieving organizational objectives, for the purpose of improving in error / to know the strengths and weaknesses of the organization and to find space in quality improvement.



Figure 3.8: During the internal audit session

ii) MKSP (Mesyuarat Kajian Semula Pengurusan)

The Quality Management System (SPK) is reviewed periodically through a Management Review Meeting (MKSP). MKSP members consist of Head of Management Representative Department, Deputy Management Representative, Document Controller & Head of Internal Audit Team Discuss input & output. Superior management should review the SPK periodically to ensure the suitability, adequacy, effectiveness and accuracy of the organization's strategic direction. The management review output should include the results and actions, namely the opportunities for improvement and the Need for change in the Quality Management System (SPK). Management review should be planned and considered by the action status of the previous revision, changes to the relevant external and internal issues and information on the performance and effectiveness of SPK. The assignment of trainees before the MKSP is to prepare the document for each Head of Department of 13 files by the department involved and to provide the equipment before the meeting. Receive directives from the Quality Assurance Unit Manager during the MKSP if there is a required file or document.



Figure 3.9: During MKSP session

iii) Opening Surveillance Audit

The opening of the Audit for MS ISO 9001: 2015 Quality Management System (SPK) was held on 11 September 2017 by the Auditor from SIRIM QAS INTERNATIONAL SDN BHD, Miss Ng Wai Yee at LRA Kg Puteh. The purpose of this monitoring audit is to ensure that organizations that have been awarded the MS ISO certificates maintain the certification criteria and the implementation of the designated elements. The monitoring process is a key requirement for an organization to improve its performance to be more competitive. Hence, an organization needs to identify trends during quality achievement and ensure that it is aligned with operations and processes in developing strategic plans to improve the quality of the organization's image so that it can be directly enhanced. The trainee is assigned to provide the necessary documents to be audited from Wisma to LRA Kg Puteh and also to attend and be given the opportunity to be an observer with the Quality Assurance Unit within the Audit session.



Figure 3.10: During surveillance audit session

iv) Closing Surveillance Audit




The MS ISO 9001: 2015 Quality Monitoring System (SPK) Closure Audit Program was conducted on 12 September 2017 by the Auditor of SIRIM QAS INTERNATIONAL SDN BHD, Miss Ng Wai Yee at Level 6, AKSB Wisma Seminar Room. For the Audit Cover Closure is to present the findings of audit sessions that have been conducted during the opening of audit audits, the auditor also prioritizes corrective and preventive actions that must be implemented properly to achieve planned results and continuous improvement in the ISO 9001: 2015SPK certification at AKSB



Figure 3.11: During closing surveillance audit

v) Visiting from LAP (Lembaga Air Perak)

Air Kelantan Sdn Bhd is the first water operator in Malaysia to receive the latest certification in Quality Management System in MS ISO 9001: 2015SPK. The Quality Assurance Unit often gets applications from other companies to share how AKSB obtains the certification. When the trainee undergoes a practical exercise, the Quality Assurance Unit gets an application from the Perak Water Board to come to Wisma Air Kelantan in partnership with them to obtain the MS ISO 9001: 2015 certificate. The Quality Assurance Unit agrees to accept the visit. Preparations for celebrating their arrival are managed by the ISO committee involved. Trainers are also given the task of making tentative programs in ensuring that the tour runs smoothly as determined. During the course of the visit, the trainee was instructed to handle the programming of the event where the trainer became the guest and photographer during the event. This affects some of the trainees in handling the program to run smoothly. In the afternoon session, the trainee also followed the ISO committee to Loji Rawatan Air Pasir Mas Kelantan for sharing about in a water-related partnership in the Plant. The trainers will be able to gain knowledge in MS-related partnerships. During the day the program was held and the program went smoothly as scheduled.

417 1338 811
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 03-9-1086 4439
 03-9-1086 5799

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 03-9-1086 1086

03-9-1086 1087
 03-9-1086 1088
 03-9-1086 1089
 03-9-1086 1090

TENTATIF CADANGAN LAWATAN LEMBAGA AIR PERAK KE LOJI RAWATAN AIR KELAR

26 November 2017/Ahad

MASA	PROGRAM/AKTIVITI
09:00 a.m	Pembukaan majlis
09:05 a.m	Pencerahan Keselamatan & Kesihatan
09:10 a.m	Ucapan Aduan Wakil Pengurusan
09:15 a.m	Pengenalan MS ISO 9001 : 2015
10:15 a.m	Astinum Pagi
10:45 a.m	Pengurusan risiko
11:45 a.m	Sokongan/Support – Clause 7
12:30 p.m	Makan tengahari
1:00 p.m	Tahap LRA Kelar
4:30 p.m	Majlis Berserah & mulam petang

Unit Adwana Kualiti
 Jabatan Kualiti & Assurance Kualiti
 AIR PERLANTAN SDN BHD

Figure 3.12: Tentative program for the event



Figure 3.13: The trainee as usher during program

vi) Malam Anugerah AKSB 2017

The trainee was appointed by the corporate side to be part of the committee in the management of the AKSB Award Ceremony. Trainee and selected part of staff to be the parent of a receptionist at the Council. Throughout the management, the activities carried out by the trainees were attended by the reception for the reception as the ceremony was the official ceremony to be attended by the menteri besar, chairman and shareholder in AKSB. So, all the preparations need to be done well so that the event goes smoothly. The task of the trainee in the management of the council is to complete the minutes of the meeting in discussing the preparation as a receptionist to be handed over to the management. For the Quality Assurance Unit, trainees are given a task to create an ISO-related slideshow that is slideshow for ISO committee in the certificate award. The slideshow needs confirmation from the Unit Management first to ensure that the standard used is correct.

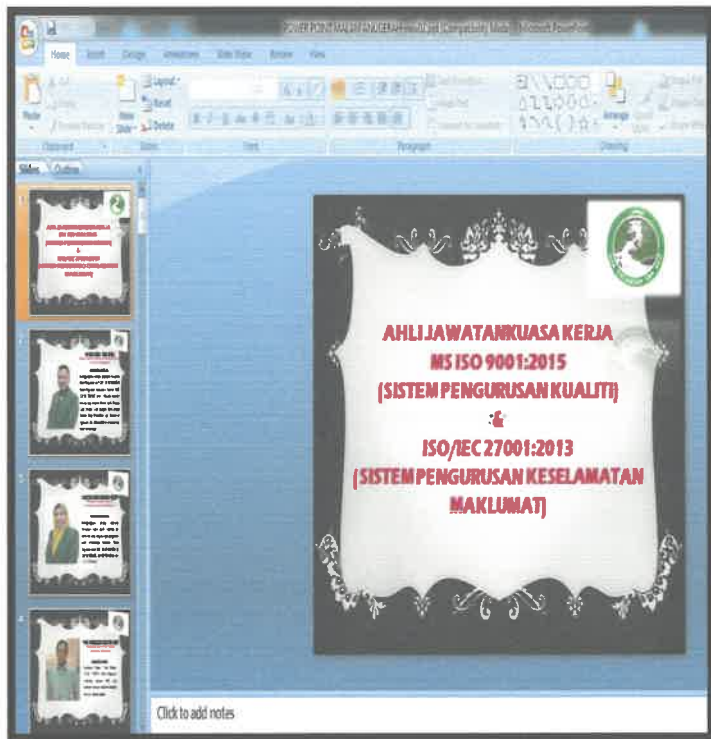


Figure 3.14: Slideshow committee of ISO

MINUTES OF MEETING TITIK BAHU KUALITI MS ISO 9001:2015	
<p>Diselenggarakan oleh:</p> <ul style="list-style-type: none"> 1. Dr. Zaidi Mha 2. Dr. Zahara Mohd Yus 3. Dr. Yus Azzah Yus Yus 4. Dr. Huda Yus 5. Ahdia Yus Yus 6. Nur Yus Yus Yus 7. Nur Yus Yus Yus Yus <p>Diselenggarakan oleh:</p> <ul style="list-style-type: none"> 1. Nur Yus Yus Yus Yus 2. Nur Yus Yus Yus Yus 3. Nur Yus Yus Yus Yus 4. Nur Yus Yus Yus Yus 5. Nur Yus Yus Yus Yus 6. Nur Yus Yus Yus Yus 7. Nur Yus Yus Yus Yus 	<p>1. Maksud:</p> <p>Diselenggarakan oleh ahli jawatankuasa kerja MS ISO 9001:2015 (SISTEM PENGURUSAN KUALITI) & ISO/IEC 27001:2013 (SISTEM PENGURUSAN KESELAMATAN MAKLUMAT).</p> <p>2. Tujuan:</p> <ul style="list-style-type: none"> - Untuk mengenalpasti keperluan MS ISO 9001:2015 (SISTEM PENGURUSAN KUALITI) & ISO/IEC 27001:2013 (SISTEM PENGURUSAN KESELAMATAN MAKLUMAT). - Untuk mengenalpasti keperluan MS ISO 9001:2015 (SISTEM PENGURUSAN KUALITI) & ISO/IEC 27001:2013 (SISTEM PENGURUSAN KESELAMATAN MAKLUMAT). - Untuk mengenalpasti keperluan MS ISO 9001:2015 (SISTEM PENGURUSAN KUALITI) & ISO/IEC 27001:2013 (SISTEM PENGURUSAN KESELAMATAN MAKLUMAT). <p>3. Keputusan:</p> <ul style="list-style-type: none"> - Ahli jawatankuasa kerja MS ISO 9001:2015 (SISTEM PENGURUSAN KUALITI) & ISO/IEC 27001:2013 (SISTEM PENGURUSAN KESELAMATAN MAKLUMAT) telah ditubuhkan. - Ahli jawatankuasa kerja MS ISO 9001:2015 (SISTEM PENGURUSAN KUALITI) & ISO/IEC 27001:2013 (SISTEM PENGURUSAN KESELAMATAN MAKLUMAT) telah ditubuhkan. - Ahli jawatankuasa kerja MS ISO 9001:2015 (SISTEM PENGURUSAN KUALITI) & ISO/IEC 27001:2013 (SISTEM PENGURUSAN KESELAMATAN MAKLUMAT) telah ditubuhkan.
<p>4. Keputusan:</p> <ul style="list-style-type: none"> - Ahli jawatankuasa kerja MS ISO 9001:2015 (SISTEM PENGURUSAN KUALITI) & ISO/IEC 27001:2013 (SISTEM PENGURUSAN KESELAMATAN MAKLUMAT) telah ditubuhkan. - Ahli jawatankuasa kerja MS ISO 9001:2015 (SISTEM PENGURUSAN KUALITI) & ISO/IEC 27001:2013 (SISTEM PENGURUSAN KESELAMATAN MAKLUMAT) telah ditubuhkan. - Ahli jawatankuasa kerja MS ISO 9001:2015 (SISTEM PENGURUSAN KUALITI) & ISO/IEC 27001:2013 (SISTEM PENGURUSAN KESELAMATAN MAKLUMAT) telah ditubuhkan. 	<p>5. Keputusan:</p> <ul style="list-style-type: none"> - Ahli jawatankuasa kerja MS ISO 9001:2015 (SISTEM PENGURUSAN KUALITI) & ISO/IEC 27001:2013 (SISTEM PENGURUSAN KESELAMATAN MAKLUMAT) telah ditubuhkan. - Ahli jawatankuasa kerja MS ISO 9001:2015 (SISTEM PENGURUSAN KUALITI) & ISO/IEC 27001:2013 (SISTEM PENGURUSAN KESELAMATAN MAKLUMAT) telah ditubuhkan. - Ahli jawatankuasa kerja MS ISO 9001:2015 (SISTEM PENGURUSAN KUALITI) & ISO/IEC 27001:2013 (SISTEM PENGURUSAN KESELAMATAN MAKLUMAT) telah ditubuhkan.

Figure 3.15: Minutes of meeting

3.1.4 Record Management

i) Organize the file based on the code file

During the practical period under the Quality Assurance Unit, the trainees also helped and made record management activities where trainees used some of what had been learned at UiTM and practiced for organization in record management. One of the activities that done by the trainee is organize the file based on the code file. The trainee standardize all the records that daily use by the staff with new tagging and codes of file to easy retrieved by the staff. All the old labels that used by the unit, the trainee changed it and standardized it to the new labels. The record files that have been organized by the trainee is often used for management of Assurance Quality Unit. The figure below, show before and after the trainee organized the file.



Figure 3.16: Before and after organize the file

ii) Create the new records/files

The trainee also do helps the Quality Department in managing the records file because there are no personal assistant of Head of Department to do management of department for new year organizing. Before end of the practical, the trainee was created the new records file for Quality Department to use in 2018 schedule organizing. There are a few of records files to be created which are Rekod Cuti 2018, Memo dalaman, and float file for Quality Department. All the newly opened files, the trainer has created a code that is easy for staff to retrieve for the record files and the trainee used the standardized format in tagging the files.



Figure 3.17: New records file to 2018

3.1.5 Meeting Conference

- i) Join meeting of JKAK in every month'**

- ii) Religious lectures with staff AKSB**

3.2 SPECIAL PROJECT (MANUAL FILING FOR DOCUMENT ROOM OF ASSURANCE QUALITY UNIT)

3.2.1 INTRODUCTION

Records management (RM) is the supervision and administration of digital or paper records, regardless of format. Records management activities include the creation, receipt, maintenance, use and disposal of records. In this context, a record is content that documents a business transaction. Documentation may exist in contracts, memos, paper files, electronic files, reports, emails, videos, instant message logs or database records. Paper records may be stored in physical boxes on premises or at a storage facility. Digital records may be stored on storage media in house or in the cloud. The goal of records management is to help an organization keep the necessary documentation accessible for both business operations and compliance audits. Records information management is a corporate area of endeavor involving the administration of all business records throughout their life cycle. In this context, a record is documentation of a business event.

Among other possibilities, that documentation may exist in contracts, memos, paper and electronic files, marketing materials, reports, emails and instant message logs, website content, database records and information on removable storage devices.

The records lifecycle consists of discrete activities from the initial creation of a record until it is eventually archived or destroyed. According to the ISO 15489: 2001 standard, records management activities include the creation, receipt, maintenance, use and disposition of records, including the processes for capturing and maintaining evidence of and information about business activities and transactions in the form of records. Effective management of records through the lifecycle is essential for many corporate areas of concern including enterprise information management. Efficient and sizable controls over the creation, acceptance, maintenance, use and disposal of records. These controls include safeguarding evidence and information in the form of records of an organization's activities and transactions.

After discussing with the supervisor of the organization, Pn Norhafiza Norashid recommended the trainer to make a manual filing of unit quality assurance document unit. Since they have just moved into a new building, they have not had time to complete the management for the document room. From this project, it will have a very positive impact on Unit Quality Assurance staff in searching and managing document rooms. Previously, in their old buildings they did not have their own document rooms for storing documents. So, they do not know how to manage the record room properly. As long as the trainers are there, many trainers provide guidance on records management and record handling. In the special project conducted by this trainer is to use manual filing in the document room management of the Quality Assurance Unit. The trainee has been able to complete this assignment within the stipulated time.

3.2.2 PROBLEM STATEMENT

- Quality assurance units have moved into new buildings and did not have time to manage their document rooms
- Records and files from old buildings are still in the box and are not properly organized and caused difficult to search

3.2.3 OBJECTIVES OF THE PROJECT

- Increase efficiency of record keeping
- Protection of important legal, quality and vital records
- Efficient retrieval and disposal of state records

3.2.4 SCOPE OF MANUAL FILING

i) Classified and sorted

A good filing system is developed through a basic file plan. Planning is important because it establishes direction and control, ensures that everyone involved has a common understanding of purpose and goals, provides guidelines, and identifies the elements of a project. Before the trainee start to classified and sorted the records file in document room, the supervisor was briefing me first about the types of records that has in the document rooms. So there are two of specific records files that have to kept which are all the records about SOP of AKSB and the records of MS ISO. The trainee supervisor also asked to create the new place in the documents room about Archive fail because there are also files that old but still to use as guidelines in future. So here, after understand the scope of what are required by the unit, the trainee make the list of records files that have in the documents room and planning how to classified and sorted it for easy the staff retrieve the record fail and record management. The trainee classified the records file into six sections which are cabinet one is for MS ISO 9001:2015SPK with green color and MS ISO/IEC 17025:2005MPAK is yellow color. The cabinet two is for record files for MS ISO/IEC 27001:ISMS with purple color and PELBAGAI which new files that to kept. For cabinet three is kept the records file of Standard of Procedures (SOP) of each department in AKSB and SOP FORMAT LAMA. And the last cabinet is for ARKIB which are files that consider as archive but still used for guidance in management.

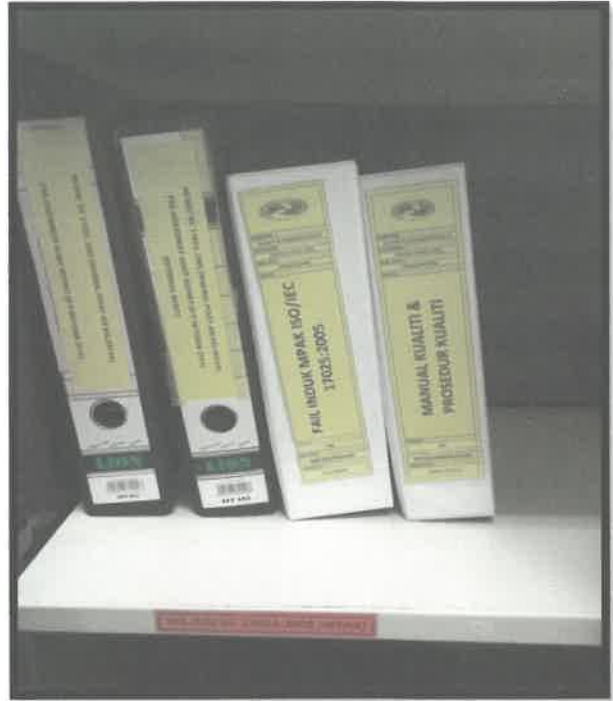


Figure 3.18: Cabinet one

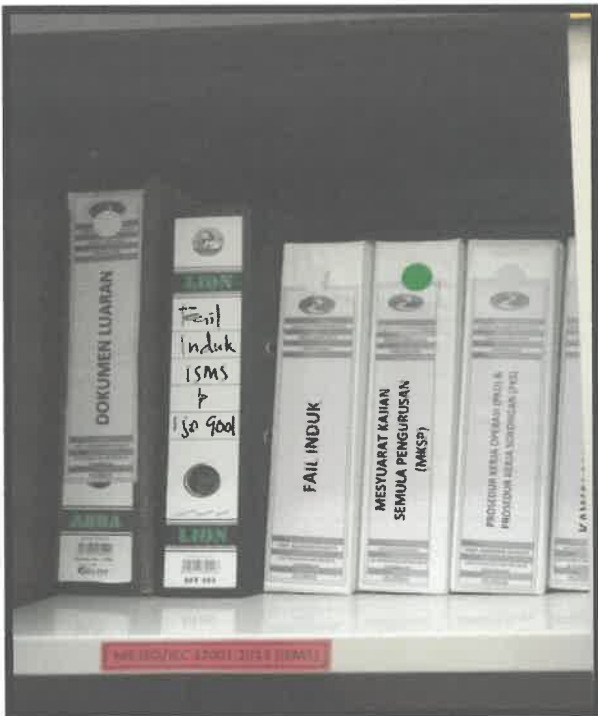


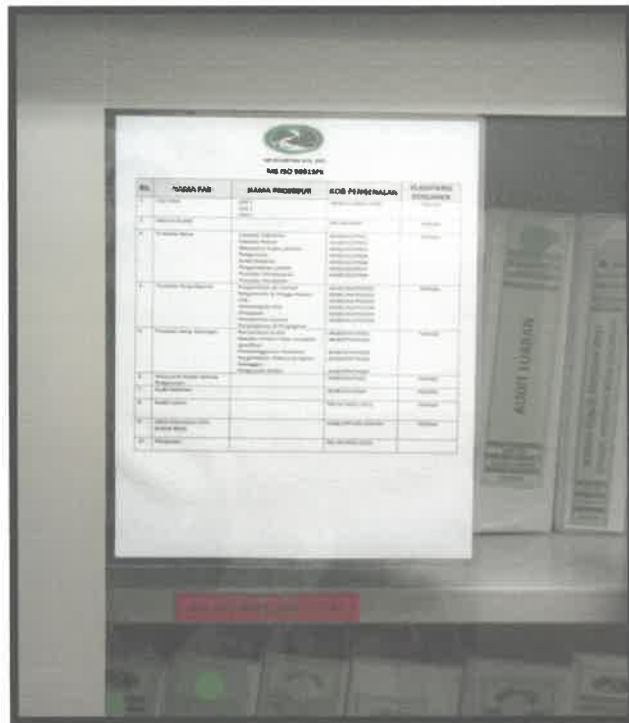
Figure 3.19: Cabinet two



Figure 3.20: Cabinet three

ii) Directory

The object of proper files management is to be able to find the record you need quickly and economically, regardless of its format. Files Management planning manual provides guidance for establishing and maintaining the records of your office by the most efficient and economical means available. A directory of records files is important that should have in room file to faster filing and retrieval of information, fewer misfiles and higher staff efficiency and productivity. So the trainee also created the directory that contain Bil, Nama fail, Nama Prosedur, Kod Pengenalan and Spesifikasi dokumen. These directory will be put in front of cabinet door to establishing and maintaining control over the files. There are four types of directory that created by the trainee which are for MS ISO 9001:2015SPK, MS ISO/IEC 27001:2013ISMS, Standard of Procedures and Arkib.



NO	NAMA FAIL	NAMA PROSEDUR	KOD PENGENALAN	SPESIFIKASI DOKUMEN
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2				
3				
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6				
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Figure 3.21: Directory for MS ISO 9001:2015SPK



Figure 3.22: Directory for MS ISO/IEC 27001:2013ISMS

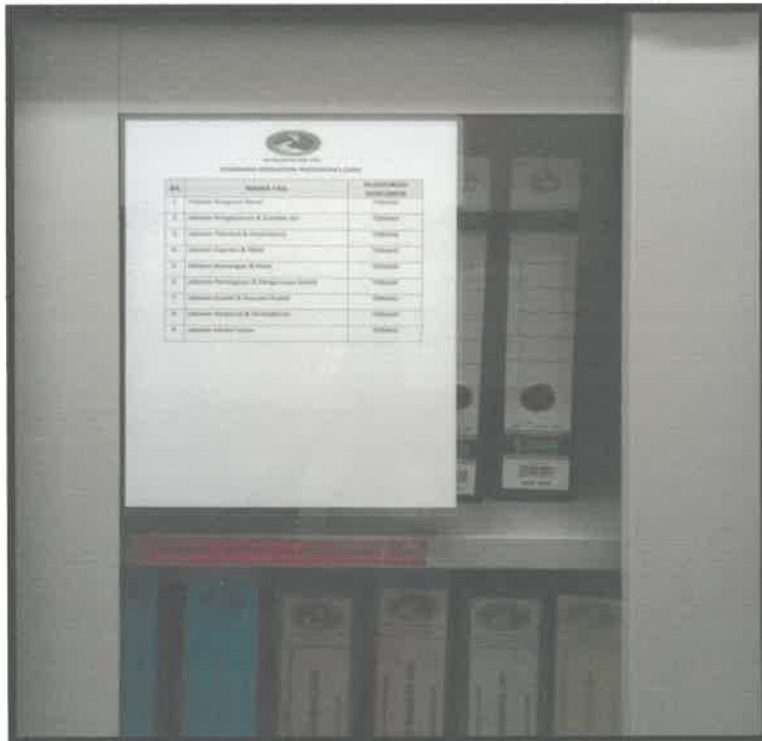


Figure 3.23: Directory for Standard of Procedure (SOP)



Figure 3.23: Directory for Arkib

iii) Labelling



Figure 3.33: Labeling the number of cabinet



Figure 3.34: Labeling for document room



Figure 3.35: Before and after labeling for the keys

iv) Ethics in enter document room



Figure 3.36: Ethics for enter document room

v) Record Keeping



Figure 3.37: Before and after classified the record files



Figure 3.38: Before and after managing archive record files

CHAPTER 4

CONCLUSION

4.1 Application of knowledge, skills and experience

Knowledge/Skills	Task
INFORMATION SYSTEM INTERACTION & CONSULTATION (IMS 556)	i) Event management ii) Join meeting iii) Usher for program
MANAGEMENT OF RECORDS CENTER (IMD 256)	i) Manual filing for document room ii) Labeling task iii) Record keeping
INTRODUCTION TO INFORMATION MANAGEMENT (IMD 102)	i) Updating SOP ii) Expose to MS ISO iii) Auditing session
INSTRUCTIONAL MEDIA APPLICATION (IMD 206)	i) Slideshow for committee ISO ii) Photography for Event
INFORMATION TO INFORMATION SKILLS (IMD 101)	i) Tentative program ii) Filing task

Figure 4.1: Application of knowledge, skills and experience

All the knowledge and experience can be most beneficial to the trainee when they working in the new environment and actual new working place. So when they were working in future, it will be easier for them to approach and to complete the task given by superior or top management. The industrial program is very important to every course and program because it can gives very good input and output to the student to enhance their critical thinking to be easier. Somehow, industrial training program also is very beneficial to student by providing the great knowledge, skills, and experience when communicate

with other people. Besides, one of the biggest experiences was Opening and Closing Surveillance audit. The trainee can apply the entire lesson that they learnt in class by joining the competition. Then, as for the skills, the trainee is also using their expertise in using the Adobe Photoshop to complete the task. By giving responsibilities to the trainees to be the leader, they can enhance and improve their communication skills and leadership skills that they learnt during industrial training that can be apply whenever they need while start working in the future soon. There are a lot of knowledge, skills and experience the trainees got during internship programs or industrial training that they cannot adapt in class lesson. It is because the environment in the class and industrial training totally different. In five month of the industrial training, the trainees can obtain many knowledge from their superior and staff to accomplish their task. The trainee given an opportunity to experience any situation in the industrial training such do office task, handle an event, and design a poster and more. Besides, the trainee can gained all the knowledge's and experiences that they learnt during industrial training.

Lastly, after five month of the industrial training, the trainee can improve their soft skills, improve self-awareness, improve communication barrier for themselves in many aspect by doing many task and activities in the organization. The trainee can practices all the information and lesson that learn in class to complete the task and problem in office environment.

4.2 Personal thoughts and opinion

The trainee feels that the organization provides a lot of opportunities and supportive environment. The supervisor, the staff and even the top management are friendly and easy to deal with any events and program that we handle. The trainee thoroughly enjoyed the internship this summer and now has very valuable experience. The experience during industrial training can make the trainee more confidence and matured to be better in doing job or task in the future. This programmed of internship also gives the trainee advantages in order to help them improve their soft skill and communication skill and also to make them understand what is work environment that they will face the real working. In general, the internship program can help the trainee to be more understand what they learnt during classes and about their field of study and performs well in the real work situation. Besides, industrial training gives trainee a new knowledge and new thoughts and opinion towards working in an organization. During the internship, the trainee able to communicate well with different level using their communication skills those they learn at faculty. Basically, in the class the trainee only focused on the theories and reading. But with practical training, they can apply their skills that they learn in the class that can improve their ability in knowledge management and communication skills. Besides that, in Quality & Assurance Quality always gives the trainee task to make sure they train themselves to work and gives them advantaged to perform in future in other organization.

4.3 Lesson learnt

First of all, it is common sense to show up for a job on time, the trainee always been taught to do so. However, saying it and actually having to do it are totally different. Despite the temptation to sleep in, the trainee woke up every morning and made it in plenty of time. Secondly, though there was time to talk over the lunch break and during other part of the day, the trainee realized that a job does not always have a social atmosphere and it is very different from campus life. Even though the trainee surrounded with kind of people that spend all the time to tip out spirit over a problem that the trainee have or holler with joy over something exciting. It is easy to be told things like that, but much better to experience it firsthand.

Industrial training is a medium for trainee being exposed to real nature of work. It is good for a student who has none of working experience to learn about working environment. There has varieties of lesson learnt by the trainee during industrial training. During industrial training, the trainee be more punctual compare when trainee is at the faculty. This is because the trainee feels more responsibility towards the working. In addition, the trainee brings the image of university and the family, thus the trainee should show positive attitude during training. The trainee always tried to arrive at the office at least 30 minits earlier so that, the trainee have time to go to breakfast and prepare mind and physical before starting working. Punctuality makes the trainee be more confident and dependable. Showing up on time teaches that a person can depend on themselves. The more positive attitude, the more self- confidence will grow.

Other than that, the trainee has learnt about time management between tasks given and training report. In a day, trainee needs to complete the task given and make notes regarding the tasks. At the evening or free time, the trainee wrote the report on training

log book. The trainee needs to divide time strategically in order to avoid the trainee become stressful with overloaded task. List making is one of strategy for trainee to manage time properly. It means that the trainee focus on urgent and important tasks rather than those that are less important.

Another skill that the trainee gains during industrial training is professionalism. Government institutions are common with professionalism attire and attitude. The trainee has learnt a lot about professionalism especially in attire. At the faculty, the trainee is always wear casual and only wear formal attire during presentation or special occasion. Nevertheless, during training the trainee needs to looks professionalism everyday by wearing proper clothes to go to the office. Besides that, the trainee always put in mind to get professionalism skill ones should treat others nicely and respect the others. At the same time, it will create harmonize environment in workplace.

The trainee has also gained self-esteem skill during training at JKAK. For instance, creating special project for the office has build up trainee's self esteem. In other words, the staff must feel a sense of personal control over their work and their activities within the work environment. Then, they can suggest for improvements or giving opinion regarding their work. It is also relate to self-confident. Once we have the confident in conducting something, we are able to gain self-esteem that will make the life easier.

Last but not least, trainee gained teamwork skill through special project done during this training. For instance, group task require trainee to have teamwork skill in order to divide the tasks given. The trainee also conducts the job with responsibility and able to complete the job at targeted time. Thus, teamwork and responsibility are connected value gained by the trainee during five months of industrial trainin

4.4 Limitations and Recommendations

The limitation in JKAK is in using outdated software. This is because when the trainee use the computer in JKAK, trainee found that the software were out dated and need to install back if want to use it. Even the staffs are not expert on IT, they still also need to monitor the software and always update the latest software even they are lacking of IT skills. In addition, the staffs also need to go on courses in learning about the IT tools, software and hardware. Other than that, the staff in AKSB also still lacking in using the technology that need practiced to enhance their skills and knowledge's. The department need hire the expertise that has more experiences and skills to handle the information technology activities in the BPJIA. Besides, during internship, the trainee had been hard the time to communicate with the staff in consultation about special projects development. The trainee also can't get enough information to complete their task regarding of the lack of IT staff.

Besides, limitation is lack of space for records management. The file room has many of documents that need to dispose follow the date. The record or documents in file room at Assurance Quality unit are not organized well and not follow the record keeping procedures which are current record, semi current records and non-current records. The documents in JKAK mostly not rearrange in the file follow the order such the file administration, file SOP, and more. The space particularly is not enough because of the file that is not composed and has an expiry date that is 7 years from the date deposit.

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https://www.tutorialspoint.com/management_concepts/project_records_management.htm

APPENDIX 1



REKOD KEDATANGAN LATIHAN INDUSTRI

Nama Pelatih : Che Nurzayumie Binti Che Azmi No. Matrik : 2015282592
No. I/C : 930713-03-5782 No. Telefon : 011-26064500
Nama / Alamat Organisasi : Air Kelantan Sdn. Bhd
Wisma Air Kelantan, Lot 188 Jalan Kuala Krai, 15050 Kota Bharu, Kelantan.
Nama Penyelia : Puan Norhafiza Binti Norashid
Bulan /Tahun : September 2017 – Januari 2018 (0605)

Tarikh	Waktu Masuk	Waktu Keluar	Tandatangan Penyelia
1/8/2017	9.30 am	5.00 pm	
2/8/2017	7.35 am	5.00 pm	NORHAFIZA BINTI NORASHID
3/8/2017	7.31 am	5.00 pm	Pegawai Asurans Kualiti Jabatan Kualiti & Asurans Kualiti Air Kelantan Sdn. Bhd
6/8/2017	7.40 am	5.00 pm	
7/8/2017	7.46 am	5.00 pm	
8/8/2017	7.45 am	5.00 pm	NORHAFIZA BINTI NORASHID
9/8/2017	7.48 am	5.04 pm	Pegawai Asurans Kualiti Jabatan Kualiti & Asurans Kualiti Air Kelantan Sdn. Bhd
16/8/2017	7.50 am	4.30 pm	
13/8/2017	7.51 am	5.00 pm	
14/8/2017	7.50 am	5.00 pm	
15/8/2017	7.55 am	5.00 pm	NORHAFIZA BINTI NORASHID
16/8/2017	7.58 am	5.01 pm	Pegawai Asurans Kualiti Jabatan Kualiti & Asurans Kualiti Air Kelantan Sdn. Bhd
17/8/2017	7.46 am	4.30 pm	
20/8/2017	7.45 am	5.00 pm	
21/8/2017	7.48 am	5.00 pm	
22/8/2017	7.50 am	5.00 pm	NORHAFIZA BINTI NORASHID
23/8/2017	7.52 am	5.05 pm	Pegawai Asurans Kualiti Jabatan Kualiti & Asurans Kualiti Air Kelantan Sdn. Bhd
24/8/2017	7.51 am	5.00 pm	
27/8/2017	CUTI SAKIT	CUTI SAKIT	
28/8/2017	CUTI SAKIT	CUTI SAKIT	NORHAFIZA BINTI NORASHID
29/8/2017	7.50 am	5.00 pm	Pegawai Asurans Kualiti Jabatan Kualiti & Asurans Kualiti Air Kelantan Sdn. Bhd
30/8/2017	7.54 am	5.00 pm	

Dengan ini saya mengesahkan bahawa makl

Tandatangan Pelajar _____ Tarikh : 29/8/2017

Tandatangan Penyelia _____ Tarikh : 30/8/2017

Pegawai Asurans Kualiti
Jabatan Kualiti & Asurans Kualiti
Air Kelantan Sdn. Bhd

REKOD KEDATANGAN LATIHAN INDUSTRI

Nama Pelatih : Che Nurzayumie Binti Che Azmi No. Matrik : 2015282592
 No. I/C : 930713-03-5782 No. Telefon : 011-26064500
 Nama / Alamat Organisasi : Air Kelantan Sdn. Bhd
Wisma Air Kelantan, Lot 188 Jalan Kuala Krai, 15050 Kota Bharu, Kelantan.
 Nama Penyelia : Puan Norhafiza Binti Norashid
 Bulan /Tahun : September 2017 – Januari 2018 (SEPTEMBER)

Tarikh	Waktu Masuk	Waktu Keluar	Tandatangan Penyelia
3/9/2017	HARI RAYA QURBAN		
4/9/2017	CUTI PERISTIWA (SUKAN SEA 2017)		
5/9/2017	7:46 am	5:00 pm	NORHAFIZA BINTI NORASHID
6/9/2017	7:48 am	5:00 pm	Pegawai Asurans Kualiti
7/9/2017	7:55 am	4:30 pm	Jabatan Kualiti & Asurans Kualiti
			Air Kelantan Sdn. Bhd
10/9/2017	KEPUTERANN YDP AGONG.		
11/9/2017	7:50 am	5:00 pm	
12/9/2017	7:52 am	5:00 pm	NORHAFIZA BINTI NORASHID
13/9/2017	7:48 am	5:00 pm	Pegawai Asurans Kualiti
14/9/2017	7:58 am	4:30 pm	Jabatan Kualiti & Asurans Kualiti
			Air Kelantan Sdn. Bhd
17/9/2017	HARI MALAYSIA (CUTI GAWI).		
18/9/2017	7:52 am	5:00 pm	
19/9/2017	7:50 am	5:00 pm	NORHAFIZA BINTI NORASHID
20/9/2017	7:48 am	5:15 pm	Pegawai Asurans Kualiti
21/9/2017	7:55 am	4:30 pm	Jabatan Kualiti & Asurans Kualiti
			Air Kelantan Sdn. Bhd
24/9/2017	7:55 am	5:00 pm	
25/9/2017	7:58 am	5:00 pm	
26/9/2017	7:50 am	5:01 pm	NORHAFIZA BINTI NORASHID
27/9/2017	7:51 am	5:00 pm	Pegawai Asurans Kualiti
28/9/2017	7:50 am	5:00 pm	Jabatan Kualiti & Asurans Kualiti
			Air Kelantan Sdn. Bhd

Dengan ini saya mengesahkan bahawa maklumat di atas adalah benar.

Tandatangan Pelajar : _____ Tarikh : 29/9/2017

Tandatangan Penyelia : _____ Tarikh : 30/9/2017

Pegawai Asurans Kualiti
Jabatan Kualiti & Asurans Kualiti
Air Kelantan Sdn. Bhd



REKOD KEDATANGAN LATIHAN INDUSTRI

Nama Pelatih : Che Nurzayumie Binti Che Azmi No. Matrik : 2015282592
No. I/C : 930713-03-5782 No. Telefon : 011-26064500
Nama / Alamat : Air Kelantan Sdn. Bhd
Organisasi : Wisma Air Kelantan, Lot 188 Jalan Kuala Krai, 15050 Kota Bharu, Kelantan.
Nama Penyelia : Puan Norhafiza Binti Norashid
Bulan /Tahun : September 2017 – Januari 2018 (OKTOBER)

Tarikh	Waktu Masuk	Waktu Keluar	Tandatangan Penyelia
1/10/2017	7.58 am	5.00 pm	
2/10/2017	7.55 am	5.00 pm	
3/10/2017	7.51 am	5.00 pm	
4/10/2017	TIDAK HADIR		
5/10/2017	TIDAK HADIR		
8/10/2017	7.52 am	5.00 pm	
9/10/2017	7.50 am	5.00 pm	
10/10/2017	7.53 am	5.00 pm	NORHAFIZA BINTI NORASHID Pegawai Asurans Kualiti
11/10/2017	7.40 am	5.12 pm	Jabatan Kualiti & Asurans Kualiti Air Kelantan Sdn. Bhd
12/10/2017	7.51 am	4.30 pm	
15/10/2017	7.53 am	5.00 pm	
16/10/2017	7.51 am	5.00 pm	
17/10/2017	7.50 am	5.00 pm	NORHAFIZA BINTI NORASHID Pegawai Asurans Kualiti
18/10/2017	HARI DEEPAVALI		Jabatan Kualiti & Asurans Kualiti Air Kelantan Sdn. Bhd
19/10/2017	7.50 am	4.30 pm	
22/10/2017	7.51 am	5.00 pm	
23/10/2017	7.52 am	5.12 pm	
24/10/2017	7.55 am	5.00 pm	NORHAFIZA BINTI NORASHID Pegawai Asurans Kualiti
25/10/2017	7.40 am	5.01 pm	Jabatan Kualiti & Asurans Kualiti Air Kelantan Sdn. Bhd
26/10/2017	7.55 am	4.30 pm	
29/10/2017	8.01 am	5.00 pm	NORHAFIZA BINTI NORASHID Pegawai Asurans Kualiti
30/10/2017	7.56 am	5.00 pm	Jabatan Kualiti & Asurans Kualiti Air Kelantan Sdn. Bhd
31/10/2017	7.50 am	4.30 pm	

Tandatangan Penyelia : _____ Tarikh : 30/10/2017

Tandatangan Penyelia : _____

Pegawai Asurans Kualiti
Jabatan Kualiti & Asurans Kualiti
Air Kelantan Sdn. Bhd

Tandatangan Penyelia : _____ Tarikh : 31/10/2017



REKOD KEDATANGAN LATIHAN INDUSTRI

Nama Pelatih : Che Nurzayumie Binti Che Azmi No. Matrik : 2015282592
No. I/C : 930713-03-5782 No. Telefon : 011-26064500
Nama / Alamat Organisasi : Air Kelantan Sdn. Bhd
Wisma Air Kelantan, Lot 188 Jalan Kuala Krai, 15050 Kota Bharu, Kelantan.
Nama Penyelia : Puan Norhafiza Binti Norashid
Bulan /Tahun : September 2017 – Januari 2018 (NOVEMBER)

Tarikh	Waktu Masuk	Waktu Keluar	Tandatangan Penyelia
1/11/2017	7:48 am	5:00 pm	NORHAFIZA BINTI NORASHID Pegawai Asurans Kualiti Jabatan Kualiti & Asurans Kualiti Air Kelantan Sdn. Bhd
2/11/2017	7:52 am	5:00 pm	
5/11/2017	7:55 am	5:00 pm	
6/11/2017	CUTI SAKIT	CUTI SAKIT	
7/11/2017	7:50 am	5:00 pm	NORHAFIZA BINTI NORASHID Pegawai Asurans Kualiti Jabatan Kualiti & Asurans Kualiti Air Kelantan Sdn. Bhd
8/11/2017	7:51 am	5:00 pm	
9/11/2017	7:42 am	4:30 pm	
12/11/2017	CUTI KEPUTERAAN SULTAN KELANTAN		
15/11/2017	CUTI GANTI HARI KEPUTERAAN SULTAN KEL		
14/11/2017	7:52 am	5:00 pm	NORHAFIZA BINTI NORASHID Pegawai Asurans Kualiti Jabatan Kualiti & Asurans Kualiti Air Kelantan Sdn. Bhd
15/11/2017	7:56 am	5:15 pm	
16/11/2017	7:52 am	4:30 pm	
19/11/2017	7:55 am	5:00 pm	
20/11/2017	7:50 am	5:10 pm	
21/11/2017	7:53 am	5:12 pm	NORHAFIZA BINTI NORASHID Pegawai Asurans Kualiti Jabatan Kualiti & Asurans Kualiti Air Kelantan Sdn. Bhd
22/11/2017	7:51 am	5:00 pm	
23/11/2017	7:48 am	4:30 pm	
26/11/2017	7:50 am	5:00 pm	
27/11/2017	7:48 am	5:02 pm	
28/11/2017	7:45 am	5:00 pm	NORHAFIZA BINTI NORASHID Pegawai Asurans Kualiti Jabatan Kualiti & Asurans Kualiti Air Kelantan Sdn. Bhd
29/11/2017	7:57 am	5:00 pm	
30/11/2017	7:52 am	4:30 pm	

Tandatangan Penyelia : _____

Tarikh : 29/11/2017

Tarikh : 30/11/2017



REKOD KEDATANGAN LATIHAN INDUSTRI

Nama Pelatih : Che Nurzayumie Binti Che Azmi No. Matrik : 2015282592
No. I/C : 930713-03-5782 No. Telefon : 011-26064500
Nama / Alamat Organisasi : Air Kelantan Sdn. Bhd
Wisma Air Kelantan, Lot 188 Jalan Kuala Krai, 15050 Kota Bharu, Kelantan.
Nama Penyelia : Puan Norhafiza Binti Norashid
Bulan /Tahun : September 2017 – Januari 2018 (DISEMBER)

Tarikh	Waktu Masuk	Waktu Keluar	Tandatangan Penyelia
3/12/2017	7.52 am	5.00 pm	
4/12/2017	7.50 am	5.00 pm	
5/12/2017	7.51 am	5.00 pm	NORHAFIZA BINTI NORASHID Pegawai Asurans Kualiti
6/12/2017	7.48 am	5.00 pm	Jabatan Kualiti & Asurans Kualiti Air Kelantan Sdn. Bhd
7/12/2017	7.50 am	4.30 pm	
10/12/2017	7.50 am	5.00 pm	
11/12/2017	7.46 am	5.00 pm	
12/12/2017	7.42 am	5.00 pm	NORHAFIZA BINTI NORASHID Pegawai Asurans Kualiti
13/12/2017	7.48 am	5.05 pm	Jabatan Kualiti & Asurans Kualiti Air Kelantan Sdn. Bhd
14/12/2017	7.50 am	4.30 pm	
17/12/2017	7.50 am	5.00 pm	
18/12/2017	7.55 am	5.01 pm	
19/12/2017	7.57 am	5.04 pm	NORHAFIZA BINTI NORASHID Pegawai Asurans Kualiti
20/12/2017	7.48 am	5.00 pm	Jabatan Kualiti & Asurans Kualiti Air Kelantan Sdn. Bhd
21/12/2017	7.42 am	4.30 pm	
24/12/2017	7.55 am	5.00 pm	NORHAFIZA BINTI NORASHID Pegawai Asurans Kualiti
25/12/2017	CUTI CHRISTMAS		Jabatan Kualiti & Asurans Kualiti Air Kelantan Sdn. Bhd
26/12/2017	7.45 am	5.00 pm	
27/12/2017	7.46 am		

Tandatangan Penyelia


Puan Norhafiza Binti Norashid
Pegawai Asurans Kualiti
Jabatan Kualiti & Asurans Kualiti
Air Kelantan Sdn. Bhd

Tarikh : 25/12/2017

Tarikh : 26/12/2017

Handwritten signature

KLINIK PERDANA PASIR PEKAN
PT-2923, JLN PUTERI
BANDAR BARU PASIR PEKAN
Tel : 09-7181094

SIJIL SAKIT

NOMOR MC : 170812000

DENGAN INI DISAHKAN BAHAWA CHE NURZAYUMIE BINTI CHE AZMI

This is certify that

NOMOR KAD PENGENALAN 930713035782
Identity Card Number

TIDAK SIHAT UNTUK MENJALANKAN TUGAS SELAMA 2
is unfit for work

HARI DARI 27/08/2017 HINGGA 28/08/2017
day(s) from Until

TARIKH : 27/08/2017

NORHAFFIZA BINTI NORASHID
Pegawai Asurans Kualiti
Jabatan Kualiti & Asurans Kualiti
Air Kelantan Sdn. Bhd

DR. ABD AZIZ BIN WOOK
MD. (USM)
MMC 38002/Kp 730529035057

TANDATANGAN DOKTOR

Dr. Azmi

KLINIK PERDANA PASIR PEKAN

PT. 2923, JLN PUTERI

BANDAR BARU PASIR PEKAN

Tel : 09-7181094

NOMBOR MC : 1711124214

DENGAN INI DISAHKAN BAHAWA CHE NURZAYUMIE BINTI CHE AZMI

This is certify that:

NOMBOR KAD PENGENALAN 930713035782

Identity Card Number

TIDAK SIHAT UNTUK MENJALANKAN TUGAS SELAMA 1

is unfit for work

HARI DARI 06/11/2017 HINGGA 06/11/2017

day(s) from Until

TARIKH 06/11/2017

DR. HAFIZA BINTI NORASHID
Pegawai/Asurans Kualiti
Jabatan Kualiti & Asurans Kualiti
Air Kelantan Sdn. Bhd

R. ABD AZIZ BIN WOOK
MD (USM)

MMC.38902/Kp 730529035057

LANDATANGAN DOKTOR

APPENDIX 2

PERSONAL DETAIL

- 1. Name : CHE NURJAYUMIE BINTI CHE ASM1
- 2. Student ID : 2015282892.
- 3. Programme : _____
- 4. Semester : 7
- 5. Home Address : _____
- 6. Tel No (HP) : _____
- 7. Email : _____

ORGANISATION INFORMATION

- 1. Full Name & Address : WISMA AIR KELANTAN, LOT 158 JALAN
KUALA KRAI 15050 ROYA BHARU
- 2. Department : JABATAN KUALITI & ASURANS KUALITI
- 3. Supervisor : PN HAFIZA BT NORASHID.
- 4. Position : PEGAWAI ASURANS KUALITI.
- 5. Tel : _____ HP : _____
- 6. Email : _____

FOR OFFICE ONLY

Remarks :

DATE: 1/8/2017 (Tuesday)

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
<p>① I report myself at Wisma Air Kelantan at 9:30 am to Mr Mohd Farkan Bin Mat Zain. He decide me to report at Jabatan Kualiti & Kualiti Asurans on 3th floor to complete my internship.</p>	
<p>② After that, I report myself at Jabatan Kualiti & Kualiti Asurans at 11:00 am and met Nur Shuhada Binti Mohd Saikh (kerani Asurans kualiti) she introduce me with the staff on 3th floor.</p>	
<p>③ she asked me to join the QA unit to audit (ms 9001:2015) of Komang Duta.</p>	
<p>④ After auditing the site at Komang Duta, I joined them site visit at Laji to see the problem that happen during ^{auditing}...</p>	
<p>⑤ site visit on - promoter - Kilang Keron - Kilang Kapur.</p>	
<p><i>(Faint text from stamp)</i></p>	<p>NORHAFIZA BINTI NORASHID Pegawai Asurans Kualiti Jabatan Kualiti & Asurans Kualiti Air Kelantan Sdn. Bhd</p>

DATE : 2/8/2017 (Wednesday)

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① Join QA unit audit @ 6th floor. (ms 150 9001:2015)	
- manual kualiti (mk)	
- Prosedur kerja Operasi (PKO)	
- Prosedur kerja Subongan (PKS)	
- Prosedur kerja	
②	

NURANFIZA BINTI NORASHELI MD
 Pegawai Asuransi Kualiti
 Jabatan R&A Asuransi Kualiti
 Jabatan Kualiti & Asuransi Kualiti
 Air Keroh Sdn. Bhd

DATE : 3/8/2017 (Thursday)

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① Continue audit @ 3th floor (ms ISO 9001:2015)	
- Prepare file to auditor	
- Arrange files	
② Next meeting :	
- Closing Audit Da'lam (ms 9001:2015).	
5/8/17 (Selasa) 9:00 pagi	
Bilik Mesyuarat Utang Ting 6.	
- MESP 9001:2015.	
16/8/17 /R964 9:00 pagi	
Bilik meeting Ting 6.	

NORNAFIZA BINTI NORASHID
 Pegawai Asurans Kualiti
 Jabatan Kualiti & Asurans Kualiti
 Air Kelantan Sdn. Bhd

DATE: 8/8/2017 (Sunday)

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
<p>① Puan Norhafiza binti Norashid (Pegawai Asurans Kualiti) asked her clerk to give me a copy of SOP (Prosedur operasi standard) to me understand the flow how to make the SOP.</p>	
<p>② Nur Shuhada binti Mohd Saikh Cherrani (Asurans Kualiti) teach me how to edit and understand the scope of SOP under QA unit.</p>	
<p>③ I was done edit the information of SOP as below:</p>	
<p>- AKSBJOBKLASOP1 - Pamenkroan Alatan.</p>	
<p>- AKSBJOBKLASOP1W101 - Pam Air mentak.</p>	
<p>- AKSBJOBKLASOP1W102 - Demeneraan Aerator.</p>	
<p>- AKSBJOBKLASOP1W103 - Mixing Chamber.</p>	
<p>- AKSBJOBKLASOP1W104 - Tangki fibre.</p>	
<p>- AKSBJOBKLASOP1W105 - Pamenkroan Tangki Enapan (Clarifier).</p>	
<p>- AKSBJOBKLASOP1W106 - " " Penapis (Filter).</p>	
<p>- AKSBJOBKLASOP1W107 - " " Air Jernih.</p>	
<p>- AKSBJOBKLASOP1W108 - " Pam Air Bersih.</p>	
<p>- AKSBJOBKLASOP1W109 - Air Blower.</p>	
<p>- AKSBJOBKLASOP1W110 - Sus System.</p>	
<p>- AKSBJOBKLASOP1W111 - Pengendalian Balingan Klotin.</p>	
<p>- AKSBJOBKLASOP1W112 - Dempenkroan Sistem Bahan Kimia.</p>	
<p style="text-align: right;">NORMAFIZA BINTI NORASHID Pegawai Asurans Kualiti Jabatan Kualiti & Asurans Kualiti Air Kelantan Sdn. Bhd</p>	

DATE : 7/8/2017. (Monday)

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
<p>① Puan Adilah binti Ab Rashid (Kerani Assurance Kualiti) briefing me about SOP that have been done and asked me to read and understand about SOP (Prosedur Operasi Standard).</p>	
<p>② They give me 3 files (softcopy) which are :</p> <ul style="list-style-type: none"> - SOP 4.5.7 - SOP SIAP - 2016_Final Format SOP. 	
<p><i>(Faint text, possibly a signature or stamp)</i></p>	
<p>NORHAFIZA BINTI NORASHID Pegawai Assurance Kualiti Jabatan Kualiti & Assurance Kualiti Air Kelantan Sdn. Bhd</p>	

DATE : 8/8/17. (Tuesday).

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① QA unit asked me to join them @ kampung PUNA (Bilik Mesyuarat) in closing Audit Dalam (m9001 : 2015) to prepare next meeting with SIRIM.	
② The meeting was attend more than 20 staffs from different department. This meeting is to solve the problem that auditor was detect during the audit Dalam.	
③ All the staffs responsible to solve the problems that they found during Audit Dalam to represent for SIRIM on next meeting.	
	NORHAFIZA BINTI NORASHID Pegawai Asurans Kualiti Jabatan Kualiti & Asurans Kualiti Air Kelantan Sdn. Bhd

DATE: 9/8/17 (Wednesday)

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① Preparing documents for MSRP 9001:2015 on	
- 16/8/17 (Rabu)	
- 9:00 am	
- Bilik meeting Ting 8.	
② Photocopy the documents to 13 copies	
- Laporan Analisa Aktiviti Tahunan ISO	
* kewangan dan Akoun	
* kewangan dan Hasil.	
- Minit mesyuarat kajian semula penggunaan (MSRP)	
- Agenda mesyuarat MKSP.	
- SIRIM QAS INTERNATIONAL SON BHD MS7	
SYSTEM CERTIFICATION Q&D.	
③ General discussion with SV (Pn Hazza)	
about SP for my intern. She suggested me	
to do the policies about MS 150 9001:2015	
because QA unit is start in management	
Quality Management System (QMS)	
Quality Management System (QMS)	
Quality Management System (QMS)	
Quality Management System (QMS)	
Quality Management System (QMS)	
Quality Management System (QMS)	
Quality Management System (QMS)	
Quality Management System (QMS)	
Quality Management System (QMS)	
Quality Management System (QMS)	
Quality Management System (QMS)	

NORHAFIZA BINTI NORASHID
 Pegawai Asurans Kualiti
 Jabatan Kualiti & Asurans Kualiti
 Air Kelantan Sdn. Bhd

DATE : 10/8/2017 (Thursday).

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① Continue ^{task yesterday} which is preparing the files and documents for MESP 2001/2017 on 10/8/17.	
③ Separate the documents for next meeting.	
All documents is about Laporan Analisa,	
Agenda Mesyuarat Kajian Semula Pengurusan.	
NORAFIZA BINTI NORASHID	
Pegawa	
Jabatan Kualiti & Asurans Kualiti	
Air Kelantan Sdn. Bhd	

DATE : 13/8/2017 (Sunday).

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① Nurshahada binti Mohd Saied (Laporan: QA) 10 message to me the softcopy of Laporan Analisis Aktiviti Tahunan no 100 900 12015 to key in the information of each departments.	
② Prepare the documents for map. - For copy 13 copies. - Stapler and punch the documents - Bring the documents into 13 copies.	
NORHAFIZA BINTI NORASHID Pegawai Asurans Kualiti Jabatan Kualiti & Asurans Kualiti Air Kelantan Sdn. Bhd	
NORHAFIZA BINTI NORASHID Pegawai Asurans Kualiti Jabatan Kualiti & Asurans Kualiti Air Kelantan Sdn. Bhd	

DATE: 14/8/2017 (Monday).

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
<p>① Arrange the documents for MESP on 14/8/17 to ketua Jabatan (KJ) of each department. All of files is 13 copies of documents because in AKOB has 13 department and each of them will be attend on MESP.</p>	
<p>② All documents arranging on each separator to easy the JK for checking on the meeting. There are 14 separator which are from Objektif 1 to objektif 13 and quality program and Audit Luaran. On each separator has Laporan analisis Tahunan ISO of each department on AKOB.</p>	
<p>③ All Person in charge of each department will sent the Laporan to our Unit and we have to scan and save it into digitalization for long term use and management.</p>	
<p>④ Scanning all documents of Laporan Analisis Tahunan ISO into My Shukada (Kerani QA) PC (each departments).</p>	
<p>NORHAFIZA BINTI NORASHID Pegawai Asurans Kualiti Jabatan Kualiti & Asurans Kualiti Air Kelantan Sdn. Bhd</p>	

DATE: 15/8/2017 (Tuesday).

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① Latest info that inform by Pn 49820 (supervisor) that meeting of M&SP (tomorrow) is <u>cancel</u> due to some problems.	
② M&SP will arrange for new date later. Some departments are not sent their Laporan An & his to our unit so, the meeting should be <u>cancel</u> and <u>pm</u> are not available for the date.	

NORHAFIZA BINTI NORASHID
Pegawai Asurans Kualiti
Jabatan Kualiti & Asurans Kualiti
Air Kelantan Sdn. Bhd

DIHARAPKAN
JABATAN KUALITI & ASURANS KUALITI
AIR KELANTAN SDN. BHD

DATE : 16/8/2017 (Wednesday).

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
<p>① Pn Adillah (kerani QA) asked me to check the Malaysian standard (MS 150 9001:2015) guidelines for my references on my special project. She asked me to understand and read all the procedure that implement on MS 150 9001:2015.</p>	
<p>② MS 150 9001:2015 - Quality management systems - (Requirements second revision)</p>	
<p>③ Regain the information of Laporan Analisis Kualiti Tolongan MS 150 9001:2015 which the related department send to our unit.</p> <ul style="list-style-type: none"> - Laporan Pembangunan (LOA) - Pengetahuan & Ujian (LOJ). 	
<p>NORHAFIZA BINTI NORASHID Pegawai Asurans Kualiti Jabatan Kualiti & Asurans Kualiti Air Kelantan Sdn. Bhd</p>	

DATE: 17/8/2017 (Thursday).

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① Due to MESP was postponed on next week:	
- MESP no 150 9001/2015	
24/08/17 (Khamis)	
Ting &	
So, I have nothing to do today. All the preparation	
of documents for MESP almost complete.	
Certain departments are not send their	
Laporan.	
② I ask the permission with my sv (Pn HANZA)	
to going LRA ag Puteh to do some research	
with my classmate (Azim) about the system	
they use when produce the water at Lajis.	
③ water quality test every 4 hours.	

NORHAFIZA BINTI NORASHID
 Pegawai Asurans Kualiti
 Jabatan Kualiti & Asurans Kualiti
 Air Kelantan Sdn. Bhd

DATE : 20/8/2017 (Sunday).

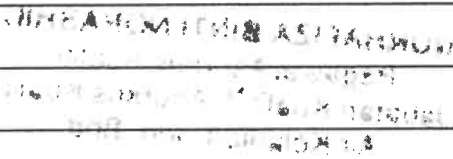
EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
<p>① Pn Hafiza ask me to read the SOP that they give to me. She give me the task to complete the SOP because there are not complete documents on SOP of Penerimaan Persekitaran, Pengurusan & bahan kimia, SOP keselamatan PAM & kebersihan & kecekapan.</p>	
<p>② I check all the SOP and there are carxa Aliran udara that they not complete. So, Pn Hafiza ask me to do the carxa based on proses kerja that have done by Legi.</p>	
<p>NORHAFIZA BINTI NORASHID Pegawai Asurans Kualiti Jabatan Kualiti & Asurans Kualiti Air Kelantan Sdn. Bhd</p>	
<p>NORHAFIZA BINTI NORASHID Pegawai Asurans Kualiti Jabatan Kualiti & Asurans Kualiti Air Kelantan Sdn. Bhd</p>	
<p>NORHAFIZA BINTI NORASHID Pegawai Asurans Kualiti Jabatan Kualiti & Asurans Kualiti Air Kelantan Sdn. Bhd</p>	
<p>NORHAFIZA BINTI NORASHID Pegawai Asurans Kualiti Jabatan Kualiti & Asurans Kualiti Air Kelantan Sdn. Bhd</p>	
<p>NORHAFIZA BINTI NORASHID Pegawai Asurans Kualiti Jabatan Kualiti & Asurans Kualiti Air Kelantan Sdn. Bhd</p>	
<p>NORHAFIZA BINTI NORASHID Pegawai Asurans Kualiti Jabatan Kualiti & Asurans Kualiti Air Kelantan Sdn. Bhd</p>	

DATE: 21/8/2017 (Monday)

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① Continue the yesterday task which complete the carta Aliran kerja of SOP in LRA kg Puteh.	
② Preparing the documents of mkuP on this Thursday. Almost done for filing the documents for each of (Aekua Jabatan) departments.	

NORHAFIZA BINTI NORASHID
 Pegawai Asurans Kualiti
 Jabatan Kualiti & Asurans Kualiti
 Air Kelantan Sdn. Bhd

DATE : 22/8/17 (Tuesday).

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① Photostere 'Borang Cuti' the staff of J&A and put it on the file Unit Asuransi Kualiti as evidence.	
② The original of Borang Cuti send to Tingkat 2 (HR Department) put into drawer.	
③ Preparing the documents of memo.	
<p>  </p>	
	<p>NORHAFIZA BINTI NORASHID Pegawai Asurans Kualiti Jabatan Kualiti & Asurans Kualiti Air Kelantan Sdn. Bhd</p>

DATE: 23/8/17 (Wednesday)

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① Preparing the documents for m&sp	
- Standby all the records that need to includes	
on m&sp files for all below Jabatan Aeras.	
② Sending original of Borang cet to HR @	
2nd floor	

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Pegawai Asurans Kualiti
Jabatan Kualiti & Asurans Kualiti
Air Kelantan Sdn. Bhd

DATE : 24/8/17 (Thursday).

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① MKSP	
MS 150 9001:2015	
Ting 8	
- Preparing all the documents to GM and all	
the ketua Jabatan before start the meeting.	
- Waiting the call from our team if any staff	
are not available.	
② After lunch on 3:30pm - meeting JKAK	
(Jabatan Kualiti & Asurans Kualiti) on 6th	
floor.	
- En Ashri (ketua Jabatan) as chairman	
to this meeting and he asked me to introduce	
myself to other staffs.	
NORHAFIZA BINTI NORASHID	
Pegawai Asurans Kualiti	
Jabatan Kualiti & Asurans Kualiti	
Air Kelantan Sdn. Bhd	

DATE: 27/8/17 (Sunday).

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① Validated Low Rawatan Air kg Auto k. osenaton Process	
- Housekeeping task.	
② water quality test every 4 hours.	

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Jabatan Kualiti & Asurans Kualiti
Air Kelantan Sdn. Bhd

DATE : 28/8/17 (Monday)

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① Photocopy the original form of 'Dorang Cui' (the copy QA) to evidence and keep all the records into the files.	
② Sending the original one to HR @ 2nd floor put it into the drawer.	
	NORHAJIZA BINTI NORASHID Pegawai Asurans Kualiti Jabatan Kualiti & Asurans Kualiti Air Kelantan Sdn. Bhd

DATE : 29/8/17 (Tuesday).

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
<p>① Continue the work of 'Airan keru' in SOP that given by Pn Hafiza (Pegawai Asurans Kualiti).</p>	
<p>② Kerja Airan keru of SOP by Kesy Raaayan Ag Puteh was not done fully by the staff, so my staff are to finished it based on information of ISO.</p>	
<p>NORHAFIZA BINTI NORASHID Pegawai Asurans Kualiti</p>	
<p>Jabatan Kualiti & Asurans Kualiti Air Kelantan Sdn. Bhd</p>	
<p>NORHAFIZA BINTI NORASHID Pegawai Asurans Kualiti</p>	
<p>Jabatan Kualiti & Asurans Kualiti Air Kelantan Sdn. Bhd</p>	

DATE : 30/8/2017 (Wednesday)

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① Photocopy the original (approval form & J) of 'Borang (QA)' by staff of unit kualiti to evidence to our unit.	
② Sending all the original one to HR @ 2nd floor.	

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 Air Kelantan Sdn. Bhd

DATE: 5/9/2017 (Tuesday)

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① Pn Sulhada (kerani QA) ipmessage to me the files of Arahan kerja (WJ) to check the senarai induk Dokumen Prosedur Operasi Standard (SOP) bagi LPA kg Puteh.	
② Checking all the files on checklist of SOP / coding / Burang of SOP on each files.	
③ majority of SOP was done perfectly by LPA kg Puteh but there also changed coding from Checklist and softcopy of SOP.	

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DATE : 6/9/2017 (Wednesday).

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① Preparing Br SA 9001:2015 11/12-9-17 (Kunjungan) (Surveillance Audit) from MAM QAS INTERNATIONAL SDN BHD.	
② Ask SOP from LRA EG PUNEK for preparing for the Audit. There are several from checking of SOP (Senarai induk Dokumen Prosedur operasi standard (SOP) bagi LRA EG PUNEK) that they not send to QA.	
③ Pn Shukada (Keran, QA) gives me softcopy of Senarai induk (SOP) bagi LRA EG PUNEK to edit and take from the documents that LRA EG PUNEK.	
[Faint text, possibly a signature or stamp]	
[Faint text, possibly a signature or stamp]	NORHAFIZA BINTI NORASHID Pegawai Asurans Kualiti Jabatan Kualiti & Asurans Kualiti Air Kelantan Sdn. Bhd

DATE: 7/9/2017 (Thursday).

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① Continue edit the SOP (Form that used by the staff based on standard ISO).	
② Preparing documents for SA 9001:2015 on 11/12-9-17. From SIRIM QAS INTERNATIONAL SDN BHD.	
NORHAFIZA BINTI NORASHID Pegawai Asurans Kualiti Jabatan Kualiti & Asurans Kualiti Air Kelantan Sdn. Bhd	

DATE: 11/9/2017 (Monday)

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① Surveillance Audit from SIRIM QAS	
INTERNATIONAL SON BHD at kg Puteh.	
- Preparing dokumen from HQ to LRA	
kg Puteh.	
- The documents that QA unit bring along to	
Bina Mesyuarat LRA kg Puteh is as	
manual kualiti, Audit Dalam, Audit Luaran,	
prosedur kerja	
UNIVERSITI TEKNOLOGI MARA	
② Day 1: Opening meeting at LRA kg Puteh	
(Process Rawatan Air & Penyelenggaraan	
Lari Rawatan Air).	
- Audit Team Leader and Wai yee from	
SIRIM.	
- Following the team site visit to LRA kg	
Puteh.	
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Pegawai Asurans Kualiti	
Jabatan Kualiti & Asurans Kualiti	
Air Kelantan Sdn. Bhd	

DATE : 12/9/2017 (Tuesday).

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① Closing Surveillance Audit @ Bizka Dominion 6th floor HQ.	
- Preparing the documents to be audit by Ng wai Yee	
② The closing of audit was found OK/ (the minor problem was not complete).	
- The staff that responsibility to NCR should manage the problem as soon as possible.	
NORHAFIZA BINTI NORASHID Pegawai Asurans Kualiti Jabatan Kualiti & Asurans Kualiti Air Ketantan Sdn. Bhd	

DATE : 13/9/2017 (Wednesday).

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① Put the documents that should be sign by En Ashri (Ketua Jabatan) into his room on in drawer.	
② Take all the documents after his sign	
and send into 8th floor (claim & billing)/	
2nd floor ('Burang cuti')	

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 Jabatan Kualiti & Asurans Kualiti
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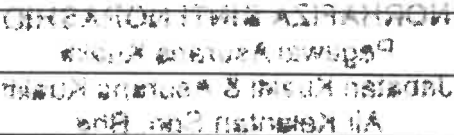
REKOD KEMALANGAN
 UNIT KEMALANGAN
 JABATAN KEMALANGAN
 AIR KELANTAN Sdn. Bhd

DATE : 14/9/2017 (Thursday).

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① Send the documents at the Level 1 and Level 2 (claim / Borang Cuti / Billing).	
② Photocopy the form of original sign by AJ to evidence and put it into the files.	
<p style="text-align: center;">DINRATON ITIM ASIFAHHON <small>Penolong Pegawai Asurans</small> Jabatan Kualiti & Asurans Kualiti <small>Unit Penyelenggaraan</small></p>	

NORHAFIZA BINTI NORASHID
 Pegawai Asurans Kualiti
 Jabatan Kualiti & Asurans Kualiti
 Air Kelantan Sdn. Bhd

DATE : 18/9/2017 (Monday)

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS.
① Read the documents of ms 150 9001:2015 that given by my sv to understand the concept of 15ms that applied by A.T.S.B.	
② Edit SOP from LRA to match (softcopy).	
	NORHAFIZA BINTI NORASHID Pegawai Asurans Kualiti Jabatan Kualiti & Asurans Kualiti Air Kelantan Sdn. Bhd

DATE: 19/9/2017 (Tuesday).

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① Understand the concept of MS ISO 9001:2015	
by reading the notes that given to by	
my supervisor (Norhafiza).	
② Cont. visiting the work (Carpa Airman Keyes).	

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DATE : 20/9/2017 (Wednesday)

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① Put the documents into room En Ashri (Kedua Jabatan) that should be sign by him.	
② Take all documents that have been sign by En Ashri to send into specific level work (5th floor / 2nd floor).	
	NORHAFIZA BINTI NORASHID
	Jabatan Kualiti & Asurans Kualiti
	Air Kelantan Sdn. Bhd

DATE: 21/9/2017 (Thursday)

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
<p>① Manage 'Borang Cuxi' that applied by the staff of JKAA to apply approval by En Ashri.</p>	
<p>② Asked En Ashri to sign the 'Borang' and sending all the records to 2nd floor.</p>	
<p>NORHAFIZA BINTI NORASHID</p>	
<p>Pegawai Asurans Kualiti</p>	
<p>Jabatan Kualiti & Asurans Kualiti</p>	
<p>Air Kelantan Sdn. Bhd</p>	

DATE : 24/8/2017 (Sunday)

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① Continue buying of SOP LRA by MUTHU	
(copy aliran kerja).	
* Pemeliharaan Ajan	
* Pengurusan stok bahan kimia.	
* Proses rawatan Air	
* Kerosakan Laji.	
⑤ manage 'BURANG CUK' that applied by	
staff @ A: 70: 60: 50 @ 5th Floor (AK).	

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DATE: 25/9/2017 (Monday).

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
*Seminar valid surat @ 6th floor (Bilik seminar).	
- Prof Iq. Dr Fatimah Ibrahim (Pusat Inovasi dalam	
Kejuruteraan Bidorubatan, Fokus kejuruteraan,	
Universiti Malaya).	
- 5 tajuk dalam surat Nabi:	
① kekerapan berpuasa	
② kena haram / Haram yg ke e, x, a, b, a, y	
③ surat b'ismillah.	
④ kuku 90°	
⑤ kegunaan air kencing kefla surat /	
- After lunch, continue the theory of	
Seminar. Same surat.	
- All the staffs of A&B joined this seminar.	
- Photostat the 'Borang (un) of staff (QA	
unit) and send the original to HR Department	
(2nd floor).	
NORHAFIZA BINTI NORASHID	
Pegawai Asurans Kualiti	
Jabatan Kualiti & Asurans Kualiti	
Air Kelantan Sdn. Bhd	

DATE : 26/9/2017 (Tuesday)

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① Going out to KPJ with all the staff.	
Unit to send the ex-staff (BA En Azhar)	
to KPJ.	
② All the staff of QA was not available	
today (private matters).	

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DATE : 27/9/2017 (Wednesday)

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① Photocopy all documents / records that have been given by En Ashri to make evidence (put into the folder).	
② Sending all the documents into 5th floor / 2nd floor which are billing and barang	
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DATE : 28/9/2017 (Thursday)

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① Reading the notes of ms 180 9001:2015 that related with my special project.	
② Understand the SOP that used by ACQB that related with ISMS.	

NORHAFIZA BINTI NORASHID
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CHIN ZAFONITHUL ATIKAH
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DATE : 2/10/2017 (Mon 9am)

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① Continue editing SOP (Carya Aliran Kerja) based on prosedur operasi.	
② Send the document of level 5 and 6	
and take a look the letters in tray	
of level 2.	

NORHAFIZA BINTI NORASHID
Pegawai Asurans Kualiti
Jabatan Kualiti & Asurans Kualiti
Air Kelantan Sdn. Bhd

DATE: 3/10/2017 (Thursday).

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① Put the documents that should be done by En Azhar and take the original one photocopy and put kept in to the files for reference.	
② Sent the claims, billing and barang cuti	
Info. presentation lease / contract Info. insurance / service Info. insurance & financial Info. insurance / contract	NORHAFIZA BINTI NORASHID Pegawai Asurans Kualiti Jabatan Kualiti & Asurans Kualiti Air Keintan Sdn. Bhd

DATE: 4/10/2017 (Wednesday)

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
-EL (Emergency Leave).	
* Going to Kuala Lumpur, sister fainted at	
her office and admit at HKL.	

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DATE : 5/10/2017 (Thursday)

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- EL (Emergency Leave)	
* I was inform to my DV about the leave	
that im going to Kuala Lumpur because	
my sister had emergency.	

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DATE: 8/10/2017 (Sunday)

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
* on 22/10/17	
- visit LAP @ LRA kelan.	
- freedom	
① preparing the SOP for visiting LAP @	
LRA kelan.	
- new SOP (standard operasi prosedur)	
* sistem piping	
* SOP pemantauan kualiti	
* label diikut & kecerahan.	
② Check all the SOP and edit the information	
that not completed.	
<p style="text-align: right;">NORHAFIZA BINTI NORASHID Pegawai Asurans Kualiti Jabatan Kualiti & Asurans Kualiti Air Kelantan Sdn. Bhd</p>	

DATE : 9/10/2017 (Monday).

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① Continue editing new SOP that given by	
An Adirah (Kerani @ AJ.	
x front page	
x cover Aliran Revisi.	
② Preparation for visit LAP @ LRA Lelior	
on 22/10/17.	

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DATE: 10/10/2017 (Tuesday).

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① Photostate 'Borang cuti' that applied by QA staff that have been signed by En Ashri.	
② Put all the records into the files as evidence.	
③ Sending all the record to 5th floor and 2nd floor. (11 items of Borang Cuti).	
<p style="text-align: center;"> <small> NORHAFIZA BINTI NORASHID Pegawai Asurans Kualiti Jabatan Kualiti & Asurans Kualiti Air Kelantan Sdn. Bhd </small> </p>	
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<p style="text-align: center;"> <small> NORHAFIZA BINTI NORASHID Pegawai Asurans Kualiti Jabatan Kualiti & Asurans Kualiti Air Kelantan Sdn. Bhd </small> </p>	

DATE : 11/10/17 (Wednesday)

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
<p>① An HAZOG (my supervisor) asked me to find the materials to preparation ma'am Anugerah Aesb</p> <p>* video, picture for implementation 180 by Aesb.</p> <p>* Print the certificate for staff staff experts involved in ms 1509001.2015.</p>	
<p>② Certificate will be distributed on ma'am Anugerah Aesb (3/11/2017)</p> <p>③ Kelantan Trade center</p>	
<p><i>[Faint signature and stamp]</i></p>	<p>NORHAFIZA BINTI NORASHID Pegawai Asurans Kualiti Jabatan Kualiti & Asurans Kualiti Air Kelantan Sdn. Bhd</p>

DATE : 12/10/2017 (Thursday).

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① Go and take the laptop and projector at 4th floor (IT department) to having general discussion on preparing video for Majlis Anugerah AKSB 2017.	
② This meeting just attend by our unit and lead by pengurus QA (Kisah Saring) on 3.30 pm @ 6th floor.	
③ Plug the projector and laptop at 'Bilik Mesyuarat room 1' of 6th floor.	
WONG HUI YAN	NORHAFIZA BINTI NORASHID Pegawai Asurans Kualiti Jabatan Kualiti & Asurans Kualiti Air Kelantan Sdn. Bhd

DATE : 15/10/2017 (Sunday).

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① On 14/10/2017 asked to preparing the video and take the picture of perimeter of NO 14, have been done by AKB.	
② He and On Aqil (Kerani JKR) going down to 1st floor to take the picture of customer / visitors to AKB how they manage to enter into the building. All the system of ISMS, record the video and picture for preparing video for Majlis Anugerah AKB on November (next month).	
③ Going to 4th floor (IT department) to see how the staff manage the server room based on ISMS.	
NORHAFIZA BINTI NORASHID	
Pegawai Asurans Kualiti	
Jabatan Kualiti & Asurans Kualiti	
Air Kelantan Sen. Bhd	

DATE: 16/10/2017 (Monday).

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Attend turiah agama @ GYM Floor (8.30 am)	
from ustaz Saibon.	
- Ustaz Saibon giving speech about 'Dosa' for today.	
* Dosa yg meningsakan bawojikan kepada Allah SWT.	
* Dosa orang waziking daranya ketika mereka sudah baligh.	
* Sembayang sunat sebelum solat sudah bera.	
* Dosa yg membuat dan dosa yg buat xad, xdat xempurna.	
* Dosa makan riba (xayh guna kad kredit).	
* Dosa yg makan harta orang lain.	
* Dosa jika yg menibutkan harta orang lain.	
Kedatangan: Dosa yg sangat xda buat ini,	
boleh meminta keampunan dari Allah SWT.	
Dosa yg meningsakan ibadat pada Allah	
perlu diubah	
NORAFIZA BINTI NORASHID	
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Jabatan Kualiti & Asurans Kualiti	
Air Kelantan Sdn. Bhd	

DATE: 17/10/2017 (Tuesday).

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
<p>① Recording the video keja Jobatan (En Aehri) and Hjh Farha (Pengurus QA) who congratulate the committee of ISO about achievement that they got to insert into slideshow to air on mojit Angeroh A&S.</p>	
<p>② Help Pn. Hafiza (Pegawai JKAK) to find the source to insert on slideshow video such as song, video and quotes about ISO.</p>	
<p>③ Arrange the files and records based on tagging and put it on document room. Clean all the garbage and tidy up the room file.</p>	
<p style="text-align: right;">NORHAFIZA BINTI NORASHID Pegawai Asurans Kualiti Jabatan Kualiti & Asurans Kualiti Air Kelantan Sdn. Bhd</p>	

DATE : 19/10/2017 (Thursday)

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① Yesterday : (Holiday of Deepavali)	
② Photostat 'Borang cuts' that applied by	
① A staff and the staff of Laji under JKAU	
that have been signed by EN Azzizi.	
③ Copies of records kept on file of JKAU	
as an evidence and the original one I put	
the drawer on 4F (2nd floor).	
④ Continue the SOP that complete the carta	
Aliran keaja :	

NORHAFIZA BINTI NORASHID
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 Air Kelantan Sdn. Bhd

DATE : 22/10/2017 (Sunday).

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
<p>⑦ Making the slideshow for Majlis M4/qm Anugerah AKB on 3/11/2017 (Ahli Jawatankuasa keaja MB 100 9001-2015) sistem pengurusan kualiti & ISO/IEC 27001-2013 (sistem pengurusan keselamatan maklumat).</p>	
<p>⑧ Check all the name for certificate recognition on specialist keaja MB 100 9001-2015 Ahli Jawatankuasa keaja "ISMS WORKING COMMITTEE" ISO/IEC 27001 ISMS LRA KELAR & PENGSEBUTAN.</p>	
<p>NORHAFIZA BINTI NORASHID Pegawai Asurans Kualiti Jabatan Kualiti & Asurans Kualiti Air Kelantan Sdn. Bhd</p>	
<p>NORHAFIZA BINTI NORASHID Pegawai Asurans Kualiti Jabatan Kualiti & Asurans Kualiti Air Kelantan Sdn. Bhd</p>	

DATE: 23/10/2017 (Monday)

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① Continue for preparation the slideshow for malam Anugerah AKB. Pn. Hj Sarina (Pensurus Kualiti Assurance do the check and see the slideshow if any necessary improvement.	
② She ask me to follow the new checklist of senarai ahli Jawatankuasa Kerva iSMS "WORKING COMMITTEE" ISO / IEC 27001 iSMS KRA KELAR because there is an expert increase of committee in this unit.	
③ Photocopy all main document of Kualiti & Assurance for 18 people on the staff under QA unit for preparation next meeting	
* meeting JLAT will be held on 29/10/2017 to discuss about malam Anugerah AKB.	
NORHAFIZA BINTI NORASHID Pegawai Asurans Kualiti Jabatan Kualiti & Asurans Kualiti Air Kelantan Sdn. Bhd	

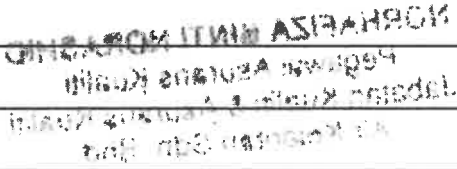
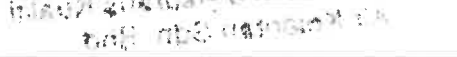
DATE: 24/10/2017 (Tuesday).

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① Meeting for malam Anugerah AASB 2017 (Atk	
PENYAMBUT TETAMU) @ 5th floor	
- Attire x (man) - Long suit	
- Tie	
- Coat	
x (Woman) - Stock	
- Coat	
- Kedudukan ^{Hajang} x ^{Pak Yq} x 4.5009.	
x x Yumi	
En. Rosli x x 6.0110	
En. Lohar x x 6.0000	
En. Hadi x 104000	
- Acara	
* Penyampaian Penyediaan ISO 27001 lims	
ISO 9001:2015.	
* Anugerah Peringkat Loji	
* " " kakitangan	
② Draft minutes of meeting (Atk Penyambut	
Tetamu bagi Anugerah malam malam AASB	
2017.	
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	Pegawai Asurans Kualiti
	Jabatan Kualiti & Asurans Kualiti
	Air Kelantan Sdn. Bhd

DATE: 25/10/2017 (RQB)

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① Packaging and put the tagging (backpack and pencil case) to distribute for committee of ISO that involved in the achievement of ISMS / ISO 2015.	
② Create the tagging based on listname of committee ISO 9001 and staplet to paper bag to distribute.	
③ visiting from Pn Saliza Marudzi (SV UTM)	
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NORHAFIZA BINTI NORASHID Pegawai Asurans Kualiti Jabatan Kualiti & Asurans Kualiti Air Kelantan Sdn Bhd	

DATE: 26/10/2017 (Thursday).

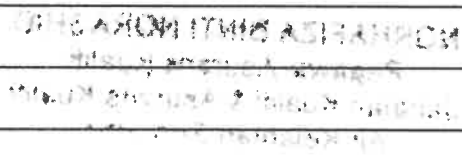
EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① Ask En Ashri verification (sign) to Borang Permohonan menghadiri kursus / Latihan that applied by Pegawai JAAK (En Hafiza & En Razhanah).	
② After get the sign by En Ashri, send the borang to En HAFIZ @ 2nd floor (HR Dept) to next procedure.	
③ Photostat 'Borang Cuti', claim and billing by LOJ of JAAK UNIT as evidence of JAAK Dept. and sent it 2nd floor (Borang Cuti) and 5th floor (Billing).	
	
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DATE : 29/10/2017. (Sunday)


EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① Meeting JAK @Loji Kg Puteh (Bilik mesyuarat) on 11am. This meeting was lead by En Ashri (KJ JAK). All the staff was given minutes of meeting last meet (01 October 2017).	
② Business Plan of AHSB (ICC consultant) <ul style="list-style-type: none"> - Business plan from 2011 - 2022 + Contributing ideas for next 5 years of achievement. 	
keep update with PA General manager (GM) about Certificate of ISMS ISO 9001:2015 that should be sign by GM.	

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DATE: 30/10/2017 (Monday).

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① Manage request leave from the staff of PKAK, send the form to Birk En Ashri to get his sign for verification.	
② The claim, billing and form of leave from staff should get verification from RT (En Ashri) first then send it to HR (2nd floor) put into the drawer (cuti / claim) and for the billing send to finance (5th floor).	
x Suspension of malam Anugerah AKB 3/11/17 to 13/11/17.	
	<p data-bbox="813 1030 1292 1209">NORHAFIZA BINTI NORASHID Pegawai Asurans Kualiti Jabatan Kualiti & Asurans Kualiti Air Kelantan Sdn Bhd</p>

DATE : 31/10/2017 (Tuesday).

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① Got the sign to verification by En Ashri (KJ JKAH) of claim meeting Jabatan on 29/10/17 (Sunday) and send to get pretty cash @ 5th floor (Finance Dept).	
② Fotostate 'Borang Cuti' that applied by staff JKAH after get verification by En Ashri (sign) to kept as evidence. After that, send it to 2nd floor and invoice by Laji send to finance @ 5th floor.	
③ Open new file and make the tagging as Training QA to kept the records about staff training and as evidence to department.	
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DATE : 1/11/2017 (Wednesday).

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① Arrange the files and records in Bilik Dokumen. All the files in the box, remove and arrange its on cabinet and racks that provided by the correct order.	
② The files and records that newly created and still used, move it to Bilik En Ashri to easy and fast in decision making. The files and records that more than 5 years will be move and take next action whether to kept it or destroy.	
③ Clean up all the dust and swipe all the garbage to kept Bilik Dokumen always in a clean condition to long term wepping the records.	
<p>CHANDINI BINTI ANSARI Pegawai Asurans Kualiti Jabatan Kualiti & Asurans Kualiti Air Kelantan Sdn. Bhd</p>	<p>NORHAFIZA BINTI NORASHID Pegawai Asurans Kualiti Jabatan Kualiti & Asurans Kualiti Air Kelantan Sdn. Bhd</p>

DATE : 2/11/2017 (Thursday)

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① Put all the documents that should be sign by En Azhari (Ketua Jabatan JKAK) in his room on IN drawer. The documents are 'Burang Cuti', claims, bills of staff JKAK.	
② After got all the verification, send it to 2nd floor and 5th to next process. * Discussion @ 6th floor at 3pm to view the progress montage & slideshow for malam Anugerah AKSB.	
③ Get the projector @ 4th floor and prepare for discussion @ 6th floor. install the projector and manage the materials to be laid out for meeting.	
[Faint stamp: Jabatan Kualiti & Asurans Kualiti Air Kelantan Sdn. Bhd.]	NORHAFFIZA BINTI NORASHID Pegawai Asurans Kualiti Jabatan Kualiti & Asurans Kualiti Air Kelantan Sdn. Bhd

DATE : 5/11/2017 (Sunday)

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① Discuss about special project with lecturer.	
① Discuss about special project with organization supervisor. Change the title of special project to record management to Document Rooms in QA unit because before this the SP was not give any impact to organization.	
② My supervisor was approved the new Special project and ask me to give her the proposal about record management to QA unit.	
③ meeting of JKA K @ LAA kg Puteh.	
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DATE : 7/11/2017 (Tuesday)

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① Ask En Ashri to sign the claim for food refreshment (kuin marsh) to preparation meeting @ 1th floor on 10am. Get the pretty cash with staff @ 5th floor (Finance). The meeting is about to discussion and preparation of LAP at LRA Kelar on 26/11 soon.	
② All the comittee of ISO 9001:2015 are involved into this meeting. The LAP will be held on 26 nov 2017 at LRA kelar and all the comittee should get ready with the visiting and prepare the visit LAP (Lembaga. Logi Air Perak).	
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DATE: 8/11/2017 (Wednesday)

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
<p>① manage staff form application leaves to get the verification from En Ashri. Sent the document from An Adiah (Kerani QA) to Human Resources @ 2nd floor.</p>	
<p>② meeting about CAP and discuss the goodies to give for staff CAP during writing.</p>	
<p>③ Liaising with manager of QA unit about the information to fill in booking for visiting CAP.</p>	

UNIT MANAJEMEN KUALITI
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DATE: 9/11/2017 (Thursday)

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① PA Norlaila (SU organization) asked me to do the tentative programs for email to LAP.	
② Print out and sent email, wa whatsapp to manager QA to distribute for LAP and its committee about the program of LAP writing.	
③ Help the staff to check the document in the tray at level 2.	

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DATE: 14/11/2017 (Tuesday)

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① Put all the documents to get the verification by En Ashri. The document of Borang cuti, claim and form precaution.	
② Send all the documents to HR, Finance and Logistic to the next progress.	
③ Go out with staff to Pn Zainah Azlan's house for doing CSR program because she was sick and live alone at her house. It's about humanity to give her support and bonding with all staffs.	
UNIVERSITI TEKNOLOGI MARA JALAN SRI KEMBANGAN 43000 KAMPUS, SEREMBAN NEGERI SEMBILAN	NORHAFIZA BINTI NORASHID Pegawai Asuransi Kualiti Jabatan Kualiti & Asuransi Kualiti Air Kelantan Sdn. Bhd

DATE: 15/11/2017 (Wednesday).

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① Find the problem that not complete by QA unit about their record management into record room.	
② Analyzed the problem that having by QA unit and make it one draft to out be the report.	
③ Manage borang cuk, claim of TEAK staff.	
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Pegawai Asurans Kualiti	Pegawai Asurans Kualiti
Jabatan Kualiti & Asurans Kualiti	Jabatan Kualiti & Asurans Kualiti
Air Kelantan Sdn. Bhd	Air Kelantan Sdn. Bhd

DATE: 19/11/2017 (Sunday).

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① Labelling the files of QA unit and	
transforms it into the new one 196e1.	
Look into the records that having damage	
and rearrange the records with replace	
the documents.	
② Search the information about RM that can	
be applied to Document room of QA unit.	
③ Go and take the document in the tray	
at the level 2.	
<p style="text-align: center;">NORHAFIZA BINTI NORASHID <small>PEGAWAI ASURANS KUALITI JABATAN KUALITI & ASURANS KUALITI AIR KELANTAN SDN. BHD</small></p>	
<p style="text-align: center;">NORHAFIZA BINTI NORASHID <small>Pegawai Asurans Kualiti Jabatan Kualiti & Asurans Kualiti Air Kelantan Sdn. Bhd</small></p>	

DATE : 20/11/2017 (Monday)

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① Do the report documentation for AkadB and UTM and show it to An Azri.	
② manage the Borang cuti, claim and form requisition to get the sign from En Azri.	
③ take specific file to the staff PAdainatul Adila about her MC, claim to not mixed together with another records.	
<p style="text-align: center;">NORHAFIZA BINTI NORASHID <small>Pegawai Asurans Kualiti Jabatan Kualiti & Asurans Kualiti Air Kelantan Sdn. Bhd</small></p>	<p style="text-align: center;">NORHAFIZA BINTI NORASHID <small>Pegawai Asurans Kualiti Jabatan Kualiti & Asurans Kualiti Air Kelantan Sdn. Bhd</small></p>

DATE : 21/11/2017 (Tuesday)

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① Manage claim and MC for staff on Zainohi Action into the system and put the specific file the staff and go see the manager QA to discuss before send it to AR @ 2nd floor.	
② Scan the documents by new unit (En Hassan) because the matter ^{scanner} of QA unit handle.	

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DATE : 22/11/2017 (Wednesday).

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① kuliah agama dari ustaz Saibon	
8.30 pagi (Bilik Seminar Te) Zainul Ceramah :	
Pegaulan dalam mencari kawan.	
* waja mendampingi orang yang baik?	-
* Persahabatan yg ikhlas adalah di masjid.	
* Kita perlu m'hargai orang agar orang m'hargai	
kita.	
* kawan yg sejati rela susah demi kawan senang.	
* 'Sahabat dgn duit' - kawan yg sanggup	
mengorbankan segalanya adalah sahabat yg	
benar2 baik.	
* Hae dibidang harta - Yang mana susah kita	
tolong.	
* Kita perlu menghormati harta yang kawan hasil	
pirjam.	
* Hae memelihara lidah - dgn ub kan orang	

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DATE : 23/11/2017 (Thursday)

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① Liaising with hunting designer about the banner of LAP tomorrow. Followup the food and goodies with EN Hazwan (Corporate unit).	
② Ask EN Hazwan the money for go out by buy the food and goodies Kelantan food for LAP visiting.	
③ &	

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 Jabatan Kualiti & Asurans Kualiti
 Air Kelantan Sdn. Bhd

DATE: 20/11/2017 (Sunday)

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① Visiting committee ISO from LAP (Lembaga Air Perak) at Wisma Air Kelantan at 6th floor (Bilik Seminar) on 8.30 am.	
② Preparing all the setup (projector & vip place) to LAP visit. Setting the slideshow and manage the speaker sound standby as the usher when committee of LAP comes into Dewan Seminar.	
③ Total committee from LAP are 13 staff which are 10 men and 3 women. All committee from ISO AKSB also joining this programme.	
④ Pn Hajah Sarina (Pengurus QA) and Pn Fatimah (Pegawai ISO) was given talk about sharing implementation of ^{MS} ISO 9001:2015 System Pengurusan Kualiti for LAP.	
⑤ After lunch hours, I allow the team of ISO go to LRA Kelar Pagar mas.	
<p>NORHAJIZA BINTI NORASHID Pegawai Asurans Kualiti Jabatan Kualiti & Asurans Kualiti Air Kelantan Sdn. Bhd</p>	

DATE : 11/12/2017 (Monday)

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
<p>① Put all the documents that should be sign by En Ashri. All the application form of leaves by staff JUKA</p>	
<p>② After got reconfirmation from En Ashri, send it into HR and finance for the next process.</p>	
<p>③ mini discussion with my SV (Pn Hariza) and Ikh Saring which is manager of Unit Asurans Kualiti about my special project to Bunk Document. She gives me more advice and the experience on handle of ISO unite.</p>	
<p>④ All the knowledge that she give will be useful to my special project. And she also give me due date to presentation in front her before I prepare to present for HR.</p>	
<p>* Presentation in front Unit Asurans Kualiti will be on next week.</p>	
	<p>NORHAFIZA BINTI NORASHID Pegawai Asurans Kualiti Jabatan Kualiti & Asurans Kualiti Air Kelantan Sdn. Bhd</p>

DATE : 19/12/2017 (Tuesday).

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① Sambutan Maulidur Rasul AkSB bersamaan	
kuliah Agama @ 6th floor danpaa usiq	
Saibon.	
* The title 'Ahlak yang baik'	
- Untuk ubah perantai bukalah Alauran	
hadis.	
- Cegahkan kemungkaran	
- Nabi Muhammad SAW tidak pernah	
menzalimi wanita.	
- Tidak suka bercakap keji	
- Sunnah bab makan	<p>makanlah dengan kanan.</p>
	<p>Apayang masuk dimulut dari kiri.</p>

DATE : 21/12/2017 (Thursday).

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Mesyuarat Bulanan JKAK @ Kg Puteh (11 am)	
* Discuss about attendant of STAFF JKAK.	
There are several staff that get the warning of	
attendant are not satisfied. Ketua Jabatan (EN	
Ashii) giving the advice for staff to not do their	
* mistake.	
-	