

Pejabat Pendidikan Daerah (PPD) Commitment to Quality Education

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Port Dickson Polytechnic (PPD) is committed to delivering high-quality education that caters to the needs of students, industry, and society at large. By implementing structured quality management systems, PPD ensures the continuous improvement of its academic programs, administrative processes, and support services. This dedication underscores PPD's objective of achieving excellence while aligning with national and international standards, ultimately preparing graduates who are competent, responsible, and ready to face the future.

This paper discusses PPD's commitment to providing exceptional education and services to its students and the broader community. At its core, PPD employs an advanced Quality Management System (QMS) that serves as a fundamental component of its operational framework. This comprehensive system is meticulously designed to ensure the efficient and effective functioning of all organizational processes, as highlighted in "An Introduction to Quality" (2019). The QMS offers a systematic approach to managing organizational activities, focusing on meeting customer and regulatory requirements while continually enhancing overall effectiveness. Its implementation underscores PPD's dedication to maintaining high standards in all of its endeavors. PPD adheres to an internal framework designed to uphold its quality standards, functioning similarly to a structured playbook. Routine internal audits are performed to evaluate ongoing performance, complemented by external assessments from qualified experts. These practices not only highlight areas of strength but also help identify opportunities for continuous improvement.

A Long-Standing Dedication to Quality

PPD has consistently demonstrated its commitment to quality over the years. Since 2004, the institution has maintained certification under the internationally recognized ISO 9001 standard. It currently holds the ISO 9001:2015 certification, which remains valid until 2025. Maintaining this certification requires a clear and structured approach to managing institutional activities, to deliver high-quality education and achieve stakeholder satisfaction (Sohail et al., 2003).

In addition to the general ISO 9001 standard, PPD holds several certifications relevant to its role as a higher education institution. Notably, it is certified under ISO 45001:2018, which governs occupational health and safety management systems. Furthermore, PPD's diploma

programs have been reviewed and accredited by key national bodies, including the Malaysian Qualifications Agency (MQA) and the Engineering Technology Accreditation Council (ETAC). These additional accreditations reinforce confidence in the quality and safety of PPD’s educational offerings, demonstrating compliance with established national and international standards.

The Blueprint for Quality

PPD maintains a comprehensive and annually updated Quality Manual that outlines its vision, mission, and the interrelated processes within its quality management system. The institution adopts the Plan-Do-Check-Act (PDCA) cycle as a systematic approach to managing 19 key work areas. These areas are supported by detailed Work Procedures that cover academic operations, support services, and quality management functions, all aligned with the requirements of ISO 9001:2015. This structured documentation reflects PPD’s commitment to consistent quality and continuous improvement.

The Role of Audits

Audits, involving systematic evaluations, are a vital component in ensuring the effective functioning of a quality management system. At PPD, these audits serve to verify whether institutional practices align with documented procedures and established standards. To support this process, PPD has established a dedicated unit—the Quality Assurance and Accreditation Unit (UJKA), which is responsible for coordinating, managing, and overseeing all audit-related activities.

PPD conducts several types of audits to ensure compliance with quality, safety, and academic standards. Each audit type serves a specific function within the institution’s broader quality assurance framework.

1. ISO 9001:2015 Audits (Quality Management)

Audits related to ISO 9001:2015 are conducted twice a year to evaluate the effectiveness of PPD’s quality management system. These include internal audits by trained personnel within the institution and external audits carried out by accredited bodies such as SIRIM QAS. Functioning like a routine health check, these audits assess whether institutional processes align with ISO 9001 requirements. Each audit adheres to structured internal procedures, with comprehensive documentation maintained throughout the process (Wolniak, 2021).

2. ISO 45001:2018 Audits (Occupational Safety and Health)

In the area of occupational health and safety, PPD conducts quarterly audits through its internal safety team. These are supplemented by an annual external audit conducted by the National Institute of Occupational Safety and Health (NIOSH). This dual approach ensures that workplace safety management practices comply with ISO 45001:2018 standards (Lyashenko et al., 2024).

3. MQA and ETAC Accreditation Audits (Academic Programs)

To maintain the quality and recognition of its academic offerings, PPD conducts internal audits of its programs on an annual basis. In addition, two major external bodies—the Malaysian Qualifications Agency (MQA) and the Engineering Technology Accreditation Council (ETAC)—regularly audit the programs. MQA performs audits every five years, while ETAC conducts them every three years, in accordance with national accreditation cycles (Ashraf &

Huma, 2020). Regardless of the specific standard being applied, all audits generally focus on similar core areas. These include PPD's understanding of its operational context, the involvement of its leadership, the planning processes in place, the execution of daily operations, the monitoring and evaluation of performance, and the continuous improvement efforts undertaken over time.

Engaging with Students for Continuous Improvement

PPD prioritizes stakeholder feedback, including that of students, to enhance educational programs (Nair, 2011). The Corporate Communication Unit manages inquiries and conducts annual surveys to gauge stakeholder sentiment. This feedback is integral to the quality management system, driving process improvement. SIRIM audits conducted between 2018 and 2022 identified areas for improvement which have since been addressed, with no major non-conformances recorded in 2021 and 2022. This reflects the effectiveness of the quality management system and our commitment to maintaining *ISO 9001:2015* standards through feedback integration and process refinement.

Conclusion

Port Dickson Polytechnic utilizes a well-structured quality management system that aligns with international standards such as ISO 9001:2015. The institution's operations are guided by a comprehensive Quality Manual and detailed Work Procedures, ensuring the implementation of consistent and effective practices. Regular audits, both internal and conducted with external assistance, are performed to assess quality, safety, and academic standards. These audits play a crucial role in evaluating the effectiveness of the quality management system and identifying areas for improvement. The outcomes of these audits, particularly achieving zero Non-Conformance Reports in recent years, clearly demonstrate PPD's unwavering commitment to upholding high standards and continuously enhancing its services for the benefit of students and stakeholders alike.

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