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RSSS004 - FUNCsiFlex: AN INNOVATIVE DIGITAL FRAMEWORK FOR ENHANCING FUNCTIONAL WORKFLOW EFFICIENCY IN HIGHER EDUCATION

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ABSTRACT

FUNCsiFlex, initiated by the Innovative and Creative Group (KIK) from Faculty of Administrative Science and Policy Studies (FSPPP), aims to revamp the Faculty's Quality Manual by introducing a digital and function-based structure. The manual had previously faced challenges such as outdated content, poor accessibility, and lack of clarity in procedures. Leveraging internal expertise, the new approach embeds a functional process flow that reflects real tasks across five core management areas. This innovation enhances documentation transparency, staff understanding, and procedural compliance. The initiative contributes to institutional governance excellence and boosts audit performance, with significant potential for replication and commercialization across faculties and other higher learning institutions.

Keywords – Quality Management System, Functional Documentation, Administrative Innovation

INTRODUCTION

Quality Manual is part and parcel of quality management system in an organisation. It serves as a pivotal guideline used by all departments to arrange and systematically coordinate policies, objectives and standard operating procedures, across all levels. There were several key issues had been identified in Laporan Audit Luar iQMS 2023 (FSPPP) regarding its documentation management, such as the manual's content not being updated regularly, information that is difficult to understand, and the absence of a centralized access platform. These issues have also impacted compliance with work procedures, uniformity in practices, and work redundancies, which in turn affect the efficiency and effectiveness of the service delivery system (Universiti Teknologi Malaysia, 1999; Amran et al., 2013; Mohd Hasan Al-Banna et al., 2016). Hence, this project is introduced to improve the faculty's documentation management and as to support the digital initiative in tertiary education administration for enhancing accountability and efficiency, besides being relevant throughout the time (KPT, 2021).

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To address these challenges, this project introduces FUNCsiFlex, a dynamic and digitally integrated documentation system tailored for the Faculty of Administrative Science and Policy Studies (FSPPP). FUNCsiFlex is built upon a functional chart framework that maps out core operational domains: Management and Administration, Academic Affairs, Student Affairs (HEP), Research and Alumni, and Quality Management. It consolidates key documents, standard operating procedures, and workflow references into a centralized, user-friendly platform that is easily accessible and regularly updated. By streamlining documentation and enhancing clarity, FUNCsiFlex supports the faculty's digital transformation agenda in tertiary education administration. It promotes accountability, operational efficiency, and long-term relevance (KPT, 2021).

OBJECTIVE

The primary objective of the FUNCsiFlex project is to develop a centralized, user-friendly, and digitally accessible documentation system that enhances the quality management practices within the Faculty of Administrative Science and Policy Studies (FSPPP). Specifically, the project aims to:

- i. Reconstruct the faculty's Quality Manual based on functional charts and actual work processes across five core domains: Management and Administration, Academic Affairs, Student Affairs (HEP), Research and Alumni, and Quality Management.
- ii. Ensure the documentation is systematically structured, regularly updated, and easily accessible to all stakeholders.
- iii. Improve staff understanding and compliance with standard operating procedures, thereby reducing redundancy and enhancing service delivery.
- iv. Support UiTM's strategic goals in quality assurance, governance, and digital transformation in higher education administration.

METHODOLOGY

The FUNCsiFlex project adopts a structured and collaborative methodology based on the PDCA (Plan–Do–Check–Act) cycle, supported by functional analysis and stakeholder engagement:

Table1: PDCA of FUNCsiFlex

Phase	Key Activities
Plan (Nov–Dec 2024)	Identified outdated/inaccessible documents, did needs analysis, set objectives, planned functional chart restructure.
Do (Jan–Apr 2025)	Held workshop with InQA experts, developed unit-based functional charts, reviewed & endorsed drafts.
Check (May–Jun 2025)	Conducted internal reviews & compliance checks, gathered staff feedback, incorporated external audit input.
Act (Jul–Aug 2025)	Uploaded finalized charts to website, launched new Quality Manual, set continuous improvement plans.

This methodology ensures that the product is not only technically sound but also contextually relevant, inclusive, and sustainable for long-term use.

RESULTS AND DISCUSSION

The FUNCsiFlex project has successfully addressed critical documentation challenges within FSPPP by introducing a centralized, structured, and digitally accessible Quality Manual. The results are based on pre- and post-implementation surveys, stakeholder feedback, and audit evaluations.

The survey results show marked improvements following the implementation of FUNCsiFlex. Staff understanding of SOPs increased from 52% to 91%, representing a 39% improvement. Accessibility of documents rose significantly from 48% to 94%, an improvement of 46%. Compliance with work procedures improved from 55% to 89% (+34%), while satisfaction with documentation increased from 50% to 92% (+42%). Additionally, the audit score for the documentation section improved from 68% to 95%, reflecting a 27% increase.

Key Features and Advantages of FUNCsiFlex

FUNCsiFlex is the first digital Quality Manual in UiTM structured using functional charts. The system is designed to be user-friendly, with easy navigation and access via the faculty website. Its content is customised according to the actual roles and responsibilities of each unit, reducing redundancy and improving clarity in task execution. FUNCsiFlex fully complies with ISO 9001:2015 and UiTM's quality assurance standards, aligning with initiatives for digital transformation and operational efficiency.

Benefits to Stakeholders

The implementation of FUNCsiFlex delivers significant benefits to various stakeholders. For staff, it provides clearer task references, reduces confusion, and improves compliance (estimated improvement: 85%). The faculty benefits from enhanced governance, better audit performance, and more streamlined operations (80%). At the university level, the system supports strategic goals in quality assurance and digital transformation (75%). Students benefit from improved service delivery and academic support systems (70%), while the community gains from strengthened institutional credibility and public trust (65%). Nationally, FUNCsiFlex contributes to higher education reform and administrative excellence (60%).

Potential for Commercialization

FUNCsiFlex holds strong potential for commercialization through various avenues. It can be replicated across faculties within UiTM as well as in other public universities. The system also offers opportunities for the development of training modules and micro-credential courses on quality documentation and governance. Additionally, consultation services can be provided to institutions seeking to digitize and restructure their documentation systems. Furthermore, FUNCsiFlex can be integrated into national quality platforms such as e-QA or iCEPS for broader institutional adoption.

CONCLUSION

The FUNCsiFlex project marks a significant milestone in enhancing documentation governance and quality assurance within the Faculty of Administrative Science and Policy Studies (FSPPP). By restructuring the Quality Manual based on functional charts and actual work processes, the project has successfully addressed longstanding issues of outdated content, limited accessibility, and lack of clarity in procedural references.

The implementation of FUNCsiFlex has led to measurable improvements in staff understanding, compliance, and operational efficiency, as evidenced by pre and post survey results and audit evaluations. The product's novelty lies in its integration of digital accessibility, functional alignment, and user-centric design, making it a pioneering model within UiTM.

Beyond internal benefits, FUNCsiFlex contributes positively to the faculty, university, and broader community by promoting a culture of quality, transparency, and strategic alignment. Its potential for replication, commercialization, and integration into national platforms further underscores its value as a scalable innovation in higher education administration.

In essence, FUNCsiFlex is not merely a documentation tool. It is a transformative framework that empowers institutional excellence, supports continuous improvement, and strengthens stakeholder confidence in the faculty's governance and service delivery.

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