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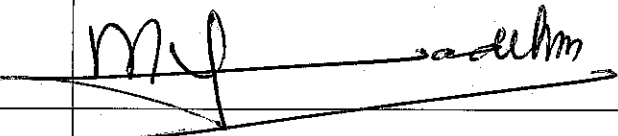

SARAWAK ECONOMIC DEVELOPMENT CORPORATION

QUALITY PROCEDURE

QUALITY MANAGEMENT REVIEW

DOCUMENT NO.: QP-SEDC-25

CONTROLLED COPY

| | PREPARED BY: | APPROVED BY: |
|-------------|---|--|
| SIGNATURE |  |  |
| NAME | Muriyadi Haji Basri | Haji Abdul Hadi Datuk Haji Abdul Kadir |
| DESIGNATION | Acting Director, Innovation & Quality Division | General Manager, SEDC |
| DATE | 5 February 2020 | 5 February 2020 |

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|--------------|-----|------|-----------------|
| ISSUED TO | IQD | | |
| REVISION NO. | 1 | DATE | 5 February 2020 |



| QUALITY PROCEDURE | | | |
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1. OBJECTIVE

This procedure is established to review the effectiveness and suitability of SEDC QMS and whether the system and scope are still relevant in the present context.

2. SCOPE

This procedure is applicable when conducting Quality Management Review for SEDC QMS.

3. DEFINITION

- a) Non Conformance - Any non conformance against the QMS requirements.
- b) Quality Management Review Committee (QMR) - Committee responsible to review and assess the effectiveness of SEDC's Quality Management System. This Committee is chaired by General Manager (GM), and its other members consists of Quality Management Representative (MR), and Deputy Quality Management Representative (DMR).

4. ABBREVIATIONS

- GM - General Manager
- DGM - Deputy General Manager
- DIR(ID) - Director, Initiating Division
- MR - Quality Management Representative
- DMR - Deputy Management Representative
- AO(IQD) - Administrative Officer (IQD)
- AAO(IQD) - Assistant Administrative Officer (IQD)
- IQD - Innovation & Quality Division

5. QUALITY RECORD

| ATTACHMENT | TYPE | RETENTION | LOCATION |
|------------|---|-----------|----------|
| - | SEDC Customer Satisfaction Survey (SCS) | 5 years | IQD |
| - | Customer Feedback Tracking Form (CFTF) | 5 Years | IQD |
| - | Quality Management Review Schedule | 5 Years | IQD |
| - | QMR Report | 5 Years | IQD |
| - | Notice of Meeting | 5 Years | IQD |
| - | QMR Minutes of Meeting | 5 Years | IQD |



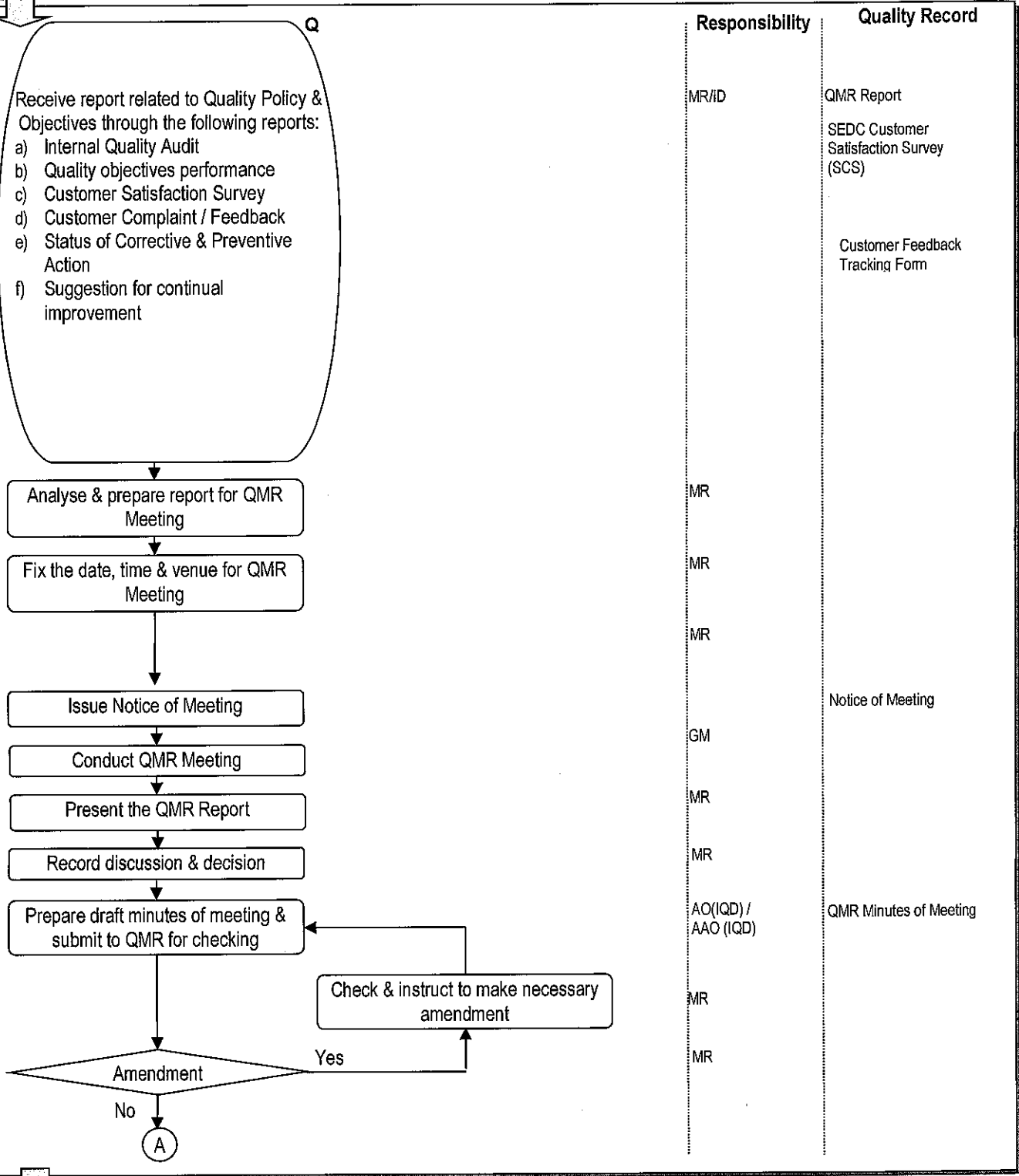
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- Quality Management Review Meeting to be carried out at least once a year

INPUT

PROCESS

OUTPUT



PROCESS OUTPUT:

- Continual improvement

REFERENCE DOCUMENTATION:

- None



| | | | |
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INPUT

- Quality Management Review Meeting to be carried out at least once a year

PROCESS

| | Responsibility | Quality Record |
|---|---|----------------|
| <p>(A)</p> <p>↓</p> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 5px auto;">Distribute Minutes of Meeting to all QMR members</div> <p>↓</p> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 5px auto;">Follow-up on issues raised at the meeting</div> <p>↓</p> <div style="border: 1px solid black; border-radius: 15px; padding: 5px; width: fit-content; margin: 5px auto;">Report the status in next QMR Meeting</div> | <p>AO(IQD) / AAO (IQD)</p> <p>AO(IQD) / AAO (IQD)</p> <p>MR</p> | |

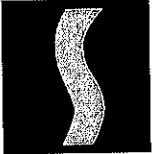
OUTPUT

PROCESS OUTPUT:

- Continual improvement

REFERENCE DOCUMENTATION:

- None



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| Rev. No. | Document History |
|-----------------|--|
| 0 | Newly established. |
| 1. | <ul style="list-style-type: none">• Cover Page - Change of General Manager's name and Acting Director's name |