

ERL MAINTENANCE SUPPORT SDN BHD

Co. Reg. No. 199901023674 (498574-T)



CEO OFFICE

ISO 9001:2015 & ISO 14001:2015

QUALITY AND ENVIRONMENTAL MANAGEMENT SYSTEMS MANUAL

Ref. No. G00.OMQ.M11421.AF.1019.B

ERL Maintenance Support Sdn Bhd

(Co. Reg. No. 199901023674 (498574-T))

Location	Reference	Rev.	Date	Page No.	Document Name
E-MAS Offices	G00.OMQ.M11421.AF.1019	B	17 July 2023	Page 2 of 32	Quality and Environmental Management Systems Manual

Release

Released:	Thomas Baake	Chief Executive Officer	28/07/2023	
Checked:	Jayaraj Savarimuthu	Maintenance	27.07.2023	
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Checked:	Norazman Abu Hassan	Rolling Stock	27.07.23	
Checked:	Noel Devan	Systems	26 July 2023	
Checked:	James L Boudville	Operations	26.7.23	
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Checked:	Omar Zakir	Operations - Control Centre	25.07.2023	
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Checked:	Muhammad Azim Abdullah	CEO Office	17.07.23	
Author:	Haryati Khalil	CEO Office	17 July 2023	
	Name	Department	Date	Signature

Amendments or additions to this Procedure must be indicated with a vertical black line in the adjacent left margin.

<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Name</i>
E-MAS Offices	G00.OMQ.M11421.AF.1019	B	17 July 2023	Page 3 of 32	Quality and Environmental Management Systems Manual

Change Record and Configuration Control

B	17 July 2023	Revised to reflect the change of name for KLIA Terminals.	RYA
A	15 Nov 2022	Revised to reflect: <ul style="list-style-type: none"> • New E-MAS General Organisation Chart: OMG.STF.M11110.1027.A • Change of process (para 9.2) • Updates relevant QEMS Procedures reference number (Appendix B and C) 	RYA
Revision	Date	Modification	Name

Planning Of Changes Reference For Revision: G00.OMQ.M11421.AF.1019.B					
Issues To Consider	Checked (<i>Please mark X</i>)			Remarks	
1) Are there any negative impacts?	Yes		No	X	
2) Will the integrity of QEMS be affected?	Yes		No	X	
3) Resources available?	Yes	X	No		
4) Allocation or relocation of responsibilities and authorities required?	Yes		No	X	

<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Name</i>
E-MAS Offices	G00.OMQ.M11421.AF.1019	B	17 July 2023	Page 4 of 32	Quality and Environmental Management Systems Manual

TABLE OF CONTENTS

Page

1	Introduction	6
2	Purpose	6
3	Scope, Distribution, and Access	6
3.1	Reference, Terms, and Definition	7
3.2	Abbreviations	7
4	Context of Organization	9
4.1	Understanding the Organization and its Context	9
4.2	Understanding the Needs and Expectations of Interested Parties	9
4.3	Determining the Scope of the Quality and Environmental Management System	9
4.4	Quality and Environmental Management System and its Processes	10
4.4.1	Process Identification	10
4.4.2	Process Control and Objectives	10
5	Leadership	11
5.1	Leadership and Commitment	11
5.1.1	General	11
5.1.2	Customer Focus	11
5.2	Policy	11
5.2.1	Establishing the Quality and Environmental Policy	11
5.2.2	Communicating the Quality and Environmental Policy	11
5.3	Organization Roles, Responsibilities, and Authorities	12
6	Planning	13
6.1	Action to Address Risk and Opportunities	13
6.1.1	Determining Risk and Opportunities	13
6.1.2	Planning of Risk and Opportunities	13
6.1.3	Environmental Aspects	14
6.1.4	Compliance Obligation	14
6.2	Quality and Environmental Objectives and Planning to Achieve Them	14
6.2.1	QE Objectives	14
6.2.2	Key Performance Indicator	14
6.3	Planning of Changes	14
7	Support	15
7.1	Resources	15
7.1.1	General	15
7.1.2	People	15
7.1.3	Infrastructure	15
7.1.4	Environment for the Operations of Processes	15
7.1.5	Monitoring and Measuring Resources	16
7.1.6	Organization Knowledge	16
7.2	Competence	17
7.3	Awareness	17
7.4	Communication	17
7.5	Documented Information	17
7.5.1	Creating and Updating	18
7.5.2	Control of Documented Information	18
8	Operations	18

<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Name</i>
E-MAS Offices	G00.OMQ.M11421.AF.1019	B	17 July 2023	Page 5 of 32	Quality and Environmental Management Systems Manual

8.1	Operational Planning and Control	18
8.2	Requirement for Products and Services	19
8.2.1	Customer Communication	19
8.2.2	Determining the Requirements Related to Product and Services	19
8.2.3	Review of Requirements Related to Product and Services.....	19
8.2.4	Changes to Requirements for Product and Services	19
8.3	Design and Development of Product and Services.....	20
8.4	Control of Externally Provided Processes, Products, and Services	20
8.5	Production and Service Provision	20
8.5.1	Control of Production and Service Provision.....	20
8.5.2	Identification and Traceability	21
8.5.3	Property belonging to Customers or External Providers	22
8.5.4	Preservation.....	22
8.5.5	Post-Delivery Activities	23
8.5.6	Control of Changes	23
8.6	Release of Product and Services.....	23
8.7	Control of nonconforming outputs	24
9	Performance Evaluation	24
9.1	Monitoring, Measurement, Analysis, and Evaluation	24
9.1.1	General.....	24
9.1.2	Customer Satisfaction.....	25
9.1.3	Analysis and Evaluation.....	25
9.2	Internal Audit.....	25
9.3	Management Review	26
9.3.1	General.....	26
9.3.2	Management Review Inputs	26
10	Improvements.....	26
10.1	General.....	26
10.2	Non-conformity and Corrective Action	27
10.2.1	Action to Non-conformity.....	27
10.2.2	Evidence of Non-conformity.....	27
10.3	Continual Improvement.....	27
	Appendix A: E-MAS Overall Process Sequence and Interactions	28
	Appendix B: QEMS Procedures.....	29
	Appendix C: Department Commitment, Objectives, and Functions	32

<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Name</i>
E-MAS Offices	G00.OMQ.M11421.AF.1019	B	17 July 2023	Page 6 of 32	Quality and Environmental Management Systems Manual

1 Introduction

ERL Maintenance Support Sdn Bhd (E-MAS) was established in 1999 as a joint venture between Express Rail Link Sdn Bhd (ERLSB) and Siemens AG.

In 2005 Express Rail Link Sdn Bhd became the sole owner of E-MAS.

E-MAS operates and maintains the ERL and CRS services.

The Express Rail Link Services consist of the KLIA Ekspres and the KLIA Transit, with a route length of 59 km from KL Sentral to KLIA Terminal 2.

KLIA Ekspres (ERL) has a high-speed, non-stop air-rail connection between Kuala Lumpur International Airport Terminal 2 (KLIA T2) and Kuala Lumpur City Air Terminal at Kuala Lumpur Sentral Station (KL Sentral). It has a journey time of 33 minutes at 15-minute frequencies (during peak hours) and 20-minute frequencies (during off-peak hours).

The KLIA Transit (CRS) is a commuter service that stops at four intermediate stations - Bandar Tasik Selatan, Putrajaya/Cyberjaya, Salak Tinggi, and Kuala Lumpur International Airport Terminal 1 (KLIA T1) - with a journey time of 35 minutes).

Passengers can also take a 3-minute ride between KLIA T1 and KLIA T2.

Trains have a design speed of 176 km/h and operate at a cruising speed of 160 km/h using a 25kV power supply and ATP Signalling.

E-MAS holds a contract with ERLSB, and its obligations are defined as per the "**O&M Contract**".

2 Purpose

The purpose of this Quality and Environmental Management System Manual (QEMS) is to provide a guideline:

- to consistently provide products and services that meet customer and applicable statutory and regulatory requirements;
- to facilitate opportunities to enhance customer satisfaction;
- to address risks and opportunities associated with its context and objectives to improve process output and prevent undesirable results;
- to determine the needs and expectations of relevant interested parties;
- to include a commitment to prevent pollution and protect the environment;
- to demonstrate conformity to specified QEMS requirements;

3 Scope, Distribution, and Access

This manual outlines the policies, procedures, and requirements of the QEMS. This system is structured to comply with the International Standards ISO 9001:2015 and ISO 14001:2015 requirements of the International Standards **ISO 9001:2015** and **ISO 14001:2015**.

<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Name</i>
E-MAS Offices	G00.OMQ.M11421.AF.1019	B	17 July 2023	Page 7 of 32	Quality and Environmental Management Systems Manual

This manual applies to all personnel, and access is given to all E-MAS employees. Employees without EDMS access can retrieve this manual via the E-MAS portal. Distribution of this manual to external parties is only upon the approval of the CEO.

3.1 Reference, Terms, and Definition

The following documents were used as a reference during the preparation of this QEMS manual:

- International standards **ISO 9001:2015 Quality Management System** and **ISO 14001:2015 Environmental Management Systems – Requirements¹**
- International standard **ISO 9000:2015 Quality Management System – Fundamentals and Vocabulary¹**

E-MAS also adopts the following terms and definitions within its QEMS, and where no description is provided, the company typically adopts the definitions provided in bullet number 2 above.

3.2 Abbreviations

CEO	Chief Executive Officer
COPEMMEC	Compliance Obligation, Performance Evaluation, Measurement, Monitoring, and Evaluation of Compliance
CPM	Company Procedure Manual
CRS	Commuter Rail Services, also known as KLIA Transit
CRR	Competencies Requirement for Recruitment
DC	Document Controller
DOSH	Department of Occupational, Safety & Health
SAS and other department codes	Department codes as per Documentation Manual Procedure ¹
EDMS	Electronic Document Management System
EMS	Environmental Management System
E-MAS	ERL Maintenance Support Sdn. Bhd. (Co. Reg. No. 199901023674 (498574-T))
EO	Environmental Objectives

¹ Refer to Appendix for Document reference number.

Location	Reference	Rev.	Date	Page No.	Document Name
E-MAS Offices	G00.OMQ.M11421.AF.1019	B	17 July 2023	Page 8 of 32	Quality and Environmental Management Systems Manual

ERLSB	Express Rail Link Sdn. Bhd. (Com. Reg. No: 199601003493 [375839-H])
ERL	Express Rail Link, also known as KLIA Ekspres
ERL-CRS System	Refer to O&M Contract Ref: G00.OMG.M15000.GD.* ¹ - Clause 1
ERP	Emergency Response Plan
HOD	Head of Department
Interested Parties	Interested parties are those stakeholders who received E-MAS services or who may be impacted by them or those parties who may otherwise have a significant interest in E-MAS.
ISO 9001:2015 Standard	ISO 9001:2015 Quality Management Systems – Requirements
ISO 14001:2015 Standard	ISO 14001:2015 Environmental Management Systems – Requirements
ISO	Refers to both ISO 9001:2015 and ISO 14001:2015, respectively
KLS	Kuala Lumpur Sentral Station
KLIA T1	Kuala Lumpur International Airport Terminal 1
KLIA T2	Kuala Lumpur International Airport Terminal 2
MR	Management Representative for Quality and Environment
O&M	Operations and Maintenance
QE	Quality and Environment
QEMR	Quality and Environmental Management Representative
QEMS	Quality and Environmental Management Systems
SAP	System Application Product
PDCA	Plan, Do, Check & Act
PIC	Person-In-Charge; appointed by the Management to handle specific activity or function
Top Management	E-MAS CEO
TMS	Traffic Management System
Risk	A negative effect of uncertainty
Opportunity	A positive effect of uncertainty

<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Name</i>
E-MAS Offices	G00.OMQ.M11421.AF.1019	B	17 July 2023	Page 9 of 32	Quality and Environmental Management Systems Manual

Organization	A person or group has its functions with responsibilities, authorities, and relationships to achieve its objectives.
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4 Context of Organization

4.1 Understanding the Organization and its Context

E-MAS has reviewed and analyzed key aspects of itself and its stakeholders to determine the company's purpose and strategic direction. This requires understanding the relevant internal and external issues of concern to E-MAS and its interested parties as per **The Risks and Opportunities Register¹**. Such issues are monitored, discussed, and updated as part of the Management Review program and include environmental conditions that may affect the Organization’s ability to achieve the intended results of the QEMS.

4.2 Understanding the Needs and Expectations of Interested Parties

The issues determined as per 4.1 above are identified through an analysis of the risk faced by E-MAS. The Organization shall determine which of these needs and expectations may become E-MAS compliance obligations. Interested parties and their requirements are identified as per the **Needs and Expectations of Relevant Interested Parties Register¹**.

This information is monitored, discussed, and updated as part of the Management Review program to determine suitability to the E-MAS nature of business.

4.3 Determining the Scope of the Quality and Environmental Management System

Based on an analysis of the above issues of concern, the interest of stakeholders, and in consideration of its services, E-MAS has determined the scope of the QEMS as follows;

SCOPE: “Operations & Maintenance of the Express Rail Link [ERL] and Commuter Rail Service [CRS] railway system”.

All sections of the ISO 9001:2015 and ISO 14001:2015 Standard have been applied in the E-MAS QEMS, except for section 8.3, Design and Development of Products and Services.

Justification: E-MAS’s contractual obligation is to operate and maintain the ERL and CRS railway system as per **“O&M Contract,”** thus it does not design or develop any systems or services; therefore, clause 8.3 of the ISO 9001:2015 is not applicable.

¹ Refer to Appendix for Document reference number.

<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Name</i>
E-MAS Offices	G00.OMQ.M11421.AF.1019	B	17 July 2023	Page 10 of 32	Quality and Environmental Management Systems Manual

4.4 Quality and Environmental Management System and its Processes

E-MAS has established, documented, implemented, maintained, and continually improved its QEMS following the requirements of ISO 9001:2015 and ISO 14001:2015 Standards. To ensure successful QEMS implementations, the following was established:

- a) The processes within E-MAS are found in the procedures and manuals as per **E-MAS Record Matrix** and **Document Structure List¹**;
- b) Companywide procedures and manuals are documented and released by the CEO. Respective HODs or persons authorized can release procedures and manuals implemented exclusively for the particular Department as per **Document Control Procedure¹**;
- c) procedures and manuals scan copies shall be stored in EDMS and listed in the **Procedure List¹**. Approvals and revisions to the procedures and manuals are carried out according to the **Document Control Procedure¹**. EDMS provides version control for all documents, and only those with the appropriate access rights can view or revise documents;
- d) Procedures and manuals shall be reviewed every two years or as and when necessary as per **Documentation Control Procedure¹**;
- e) Processes are monitored, measured, and analyzed accordingly as per the respective department requirements;
- f) Actions necessary to achieve intended results and for continual improvement are identified in discussions and meetings.

The sequence of **Core Business Processes¹** is illustrated in Appendix A. Additionally, **QEMS Documented Procedures¹** have been developed to support the QEMS and its processes. These are listed in Appendix B. EMS processes can be referred to in Environmental Management Procedure¹.

4.4.1 Process Identification

E-MAS has adopted a “Process Approach” in its daily operations and utilizes risk-based thinking when developing, implementing, and improving the effectiveness of its QEMS. This approach will enable E-MAS to enhance the overall performance by effectively controlling the interrelationships and interdependencies among QEMS processes. Refer to ISO 9001:2015 Clause 4.4.1

E-MAS effectively plans and implements various actions to address risks and opportunities to maximize the outcomes to achieve improved results and prevent adverse effects of its products, services, and QEMS. Refer to **Risks and Opportunities Register¹**.

4.4.2 Process Control and Objectives

Each Department identified its core processes and established its objectives. Each objective is then supported by a **Key Performance Indicator (KPI)¹**, which is then measured to determine its ability to meet the Organization’s **QE Objective¹**.

¹ Refer to Appendix for Document reference number.

<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Name</i>
E-MAS Offices	G00.OMQ.M11421.AF.1019	B	17 July 2023	Page 11 of 32	Quality and Environmental Management Systems Manual

These KPIs are measured and analyzed throughout the year to set goals and adjust for continual improvement. Subsequently, it is reviewed and recorded in the management review meeting.

When a KPI is not met, corrective action is implemented to identify and resolve the issue.

E-MAS maintains and retains the related documented information as per **Document Control Procedure¹** and **Document Structure and Record Matrix Procedure¹** to support the operation of its processes

5 Leadership

5.1 Leadership and Commitment

5.1.1 General

E-MAS management provides evidence of its leadership and commitment to the development and implementation of the QEMS and continually improving its effectiveness. Refer to ISO 9001:2015 Clause 8.2.1

5.1.2 Customer Focus

E-MAS management adopts a customer-first approach, which ensures that customer needs and expectations are clearly defined, understood, and achieved at all levels of the Organization. It is converted into requirements and is met to enhance customer satisfaction.

<i>Needs and Expectations of Relevant Interested Parties Register¹</i>
<i>Risks and Opportunities Register¹</i>
<i>O&M Contract¹</i> ;

5.2 Policy

5.2.1 Establishing the Quality and Environmental Policy

E-MAS management has defined the **QE Policy¹**, which is the framework of setting **QE Objectives¹**, satisfying applicable requirements, and supporting the Organization's commitment to continual improvement of the QEMS and ensuring that it is within the defined scope of QEMS:

<i>Relevant procedure/documents/records referred</i>
<i>QE Policy¹</i>
<i>QEMS Objective¹</i>

5.2.2 Communicating the Quality and Environmental Policy

E-MAS management ensures that the ISO 9001:2015 Clause 5.2.1 is fulfilled. QE Policies and Objectives are accessible in the EDMS portal and placed strategically.

¹ Refer to Appendix for Document reference number.

<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Name</i>
E-MAS Offices	G00.OMQ.M11421.AF.1019	B	17 July 2023	Page 12 of 32	Quality and Environmental Management Systems Manual

<i>Relevant procedure/documents/records referred.</i>
<i>QE Policy¹</i>

5.3 Organization Roles, Responsibilities, and Authorities

E-MAS management ensures the responsibilities and authorities for all relevant roles are assigned, communicated, and understood within the Organization through the combination of the **Company Organization Procedure¹**, **Job Description¹**, and **Signature Mandate Regulation¹**;

E-MAS Management has appointed an **MR** who, irrespective of other duties, has responsibility and authority for:

- a) ensuring that the QEMS conforms to the requirements of the International Standard;
- b) ensuring that the processes are delivering their intended outputs;
- c) reporting on the performance of the QEMS and opportunities for improvement to the Top Management;
- d) ensuring the promotion of customer focus throughout the Organization;
- e) ensuring that the integrity of the QEMS is maintained when changes to the QEMS are planned and implemented;
- f) act as a liaison with external parties on the QEMS.

In addition, the following overall QEMS roles, responsibilities, and authorities are assigned as follows:

The **CEO** is responsible for ensuring a conducive work environment and infrastructure are available for all employees to fulfill their job responsibilities. That necessary support is available to the QEMR to enforce the QEMS.

HODs are responsible for the following:

- a) established, implemented, and maintained the QEMS within their Department;
- b) ensure that their Department adheres to the requirements detailed in the QEMS Manual;
- c) ensure that all procedures and work processes conform to the principles of ISO Standard;
- d) ensure their QEMR have adequate time and resources to fulfill their obligations as a QEMR;
- e) address and follow up issues resulting from audits;

QEMR is responsible for the following:

- a) ensure that the processes needed for QEMS are implemented and maintained;
- b) participate in the Internal Audit;
- c) follow up with HOD issues resulting from audits;

<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Name</i>
E-MAS Offices	G00.OMQ.M11421.AF.1019	B	17 July 2023	Page 13 of 32	Quality and Environmental Management Systems Manual

- d) promote awareness of customer, statutory and regulatory requirements throughout the Department;
- e) inform MR and respective HOD if any problem arises from the operational activities

Competent Person/ Person-In-Charge as per **QEMR and Competent Person Working Chart¹** shall be responsible for the:

- a) manage and oversee relevant day-to-day EMS operational activities;
- b) update and advise MR of changes in Statutory and Regulatory requirements;
- c) inform MR, respective HOD, and other QEMR if any problem arises from the operational activities;
- d) maintain documented information related to the QEMS operations;

Every employee contributes to the quality of E-MAS products and services, prevention of pollution, and protection of the environment; thus, it is their responsibility to be aware of E-MAS general requirements of QEMS.

6 Planning

6.1 Action to Address Risk and Opportunities

6.1.1 Determining Risk and Opportunities

E-MAS considers its external and internal issues and the needs and expectations of interested parties. It determines the risk and opportunities as defined in **Risks and Opportunities Register¹** to address ISO 9001:2015 Clause 6.1.1

E-MAS management shall determine the relevant risks to prevent or reduce the undesired effect, including potential external environmental conditions that may affect the Organization's performance.

The Risks and Opportunities were determined based on the scope of QEMS and O&M Contract¹.

6.1.2 Planning of Risk and Opportunities

E-MAS has planned actions to address the identified risk and opportunities. It has initiated appropriate procedures to integrate and implement appropriate measures into its QEMS, including the evaluation of the effectiveness of its QEMS processes.

Risks and opportunities are listed in the **Risks and Opportunities Register¹**. This register defines how risks are addressed, actions taken to minimize their likelihood and impact, and how opportunities are managed to improve their likelihood and benefit.

The **Risks and Opportunities Register¹** will be reviewed annually during the Management Review to ensure its relevance to the E-MAS context and the effectiveness of the action taken as preventive tools. Planning the activities, technological options, financial, operation, and business requirements shall be considered. Refer to ISO 9001:2015 Clause 6.1.2

¹ Refer to Appendix for Document reference number.

<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Name</i>
E-MAS Offices	G00.OMQ.M11421.AF.1019	B	17 July 2023	Page 14 of 32	Quality and Environmental Management Systems Manual

6.1.3 Environmental Aspects

E-MAS has determined the environmental aspect of its activities and products that it can control, those it can influence, and their associated environmental impact, considering a life cycle perspective. Details of the processes can be referred to the **Environmental Management Procedure¹**. Refer to ISO 14001:2015 Clause 6.1.3

6.1.4 Compliance Obligation

E-MAS has determined its compliance obligation related to its quality and environmental aspects and its application to the Organization. These obligations were considered when establishing, implementing, maintaining, and continually improving its QEMS. The respective Department monitors compliance obligations related to EMS via **COPEMMEC¹**. Refer to ISO 14001:2015 Clause 6.1.4

6.2 Quality and Environmental Objectives and Planning to Achieve Them

6.2.1 QE Objectives

E-MAS has established **QE Objectives¹** at relevant functions, levels, and processes needed for the QEMS, as defined in section 4.4 above. Refer to ISO 9001:2015 Clause 6.2.1

E-MAS **QE Objectives¹** is reviewed annually during the Management Review as per section 9.3 below.

6.2.2 Key Performance Indicator

Key Performance Indicators¹ are measurable targets for improving operational performance to ensure process conformity to customer satisfaction and enhance environmental performance. It applies to all Departments and functions with direct responsibilities for activities requiring improvement.

When planning to achieve its **Key Performance Indicators¹**, Departments shall Refer to ISO 9001:2015 Clause 6.2.2

Key Performance Indicators¹ are established and reported to the Top Management by every quarter.

E-MAS retains documented information on the status of its **QE Objectives¹**, **Environmental Objective¹**, and **Key Performance Indicators¹**. If any deviations are identified, the management team will take appropriate actions to address the issue.

6.3 Planning of Changes

When changes to QEMS are deemed necessary, E-MAS management will ensure that the changes comply with the requirements of ISO Standards and carries out in a planned manner as per **Document Control Procedure¹**. Refer to ISO 9001:2015 Clause 6.3

¹ Refer to Appendix for Document reference number.

<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Name</i>
E-MAS Offices	G00.OMQ.M11421.AF.1019	B	17 July 2023	Page 15 of 32	Quality and Environmental Management Systems Manual

7 Support

7.1 Resources

7.1.1 General

E-MAS is fully committed to provide adequate resources for the establishment, implementation, maintenance, and continual improvements of the QEMS. Its committed resources include competent employees, state of industrial equipment, a well-maintained work environment, and financial resources. Resources allocation shall consider:

- a) Management Review inputs and outputs;
- b) the capabilities and constraints on existing internal resources
- c) requirements and expectations provided by its external providers/vendors;

Resources are assessed during the Management Review or as and when required.

7.1.2 People

E-MAS management ensures that sufficient people are available to implement its QEMS and its operations effectively.

E-MAS management also ensures that personnel performing works that affect its quality of services are competent based on appropriate education, training, skills, and experience as per the **Recruitment & Selection Procedure** and **Training Procedure**¹ and the respective department's training requirements. Each position's requirements [education, skills, and competency] are detailed in the **CRR**¹ and the respective department's training requirements documentation.

Employees are made aware of the relevance and importance of their activities and how they contribute to the achievement of **QE Objective**¹. The Human Resources department maintains documented information on qualifications and training attended (training requisition, certificates, and training data).

7.1.3 Infrastructure

E-MAS management determines, provides, and maintains the infrastructure necessary for the operations of its processes and to achieve conformity to its services. Infrastructure includes as applicable. Refer to ISO 9001:2015 Clause 7.1.3.

7.1.4 Environment for the Operations of Processes

E-MAS provides a conducive and safe working environment that needs to conform to the service requirements.

Specific environmental requirements for services are determined during quality and environmental planning and are documented in respective procedures or work instructions. These shall also be considered as per 6.3 above, where unique work environments have been implemented.

Human factors are considered to the extent that they directly impact the quality of services. Refer to ISO 9001:2015 Clause 7.1.4.

E-MAS ensures the safety of the ERL-CRS system as per **Rulebook- Section A¹** and **Safety Procedure**¹. E-MAS Safety & Health Committee performs frequent workplace

<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Name</i>
E-MAS Offices	G00.OMQ.M11421.AF.1019	B	17 July 2023	Page 16 of 32	Quality and Environmental Management Systems Manual

inspections. Their findings are channeled to the respective HODs who are responsible for rectification. The E-MAS Safety & Health Committee followed up and evaluated whether the findings had been rectified. SAS ensures employees comply with the safety requirements at the workplace.

An **ERP Procedure**¹ was established to limit the possible effect on lives, assets, and the environment due to any emergency.

7.1.5 Monitoring and Measuring Resources

7.1.5.1 General

E-MAS management determines and provides the resources needed to ensure valid and reliable results when monitoring and measuring are used to verify the conformity of products and services to requirements. Refer to ISO 9001:2015 Clause 7.1.5.1

Tools and maintenance equipment is maintained, calibrated, or verified according to suppliers' specifications, recommendations, or user's experience and traceable to national/international Standards according to user-defined intervals. The respective Departments are responsible for ensuring that these activities are carried out according to the schedule. This can be referred to as the respective department calibration processes.

E-MAS has also established, implemented, and maintained a procedure(s) to regularly monitor and measure its operations' key characteristics that can have a significant environmental impact. Refer to **Environmental Management Procedure**¹.

7.1.5.2 Measurement Traceability

E-MAS management ensures that when measurement traceability is a requirement or considered to be an essential part of providing confidence in the validity of measurement results, the measuring equipment shall be treated as per ISO 9001:2015 Clause 7.1.5.2

7.1.6 Organization Knowledge

E-MAS determines the knowledge necessary for its processes' operations and considers this an important resource to ensure its people and processes are consistent with achieving conformity of products and services. The specific organizational knowledge shall be defined, maintained, and made available as necessary. Refer to ISO 9001:2015 Clause 7.1.6

- Internal sources: this may be addressed by keeping a copy of the minutes of the meeting and presentation material for sharing sessions conducted for undocumented knowledge and experience
- External sources: employees attending training are to submit a copy of the training material (softcopy or hardcopy) to DC for profiling in EDMS for future reference
- When addressing changing needs and trends, E-MAS shall consider its current knowledge and determine how to acquire or access the necessary additional knowledge.
- All HODs are to ensure that their respective Department's in-house training modules are

<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Name</i>
E-MAS Offices	G00.OMQ.M11421.AF.1019	B	17 July 2023	Page 17 of 32	Quality and Environmental Management Systems Manual

reviewed, and the details are updated in E-MAS Knowledge Management Matrix¹.

7.2 Competence

Refer to ISO 9001:2015 Clause 7.2

Related Documents (not limited to)

<i>Competency Requirement for Recruitment (CRR).</i>
<i>Training Evaluation Form</i>
<i>Job Description Procedure</i>
<i>Training Procedure</i>
<i>Quality Management System and Environment Management System Competency Matrix</i>

7.3 Awareness

All employees receive basic QEMS Awareness training to ensure that the personnel is aware of the relevance and importance of their activities and how they contribute to the achievements of the **QE Objectives**¹. Refer to ISO 9001:2015 Clause 7.3.

7.4 Communication

E-MAS determines the internal and external communications relevant to the QEMS, including:

- a) Management meeting;
- b) Management review meeting;
- c) QEMR meeting;
- d) OCC Journal;
- e) Department meeting;
- f) Daily/handover briefing;
- g) Internal and external correspondence – as per **Document Control Procedure**¹;
- h) Internal and external e-mails;
- i) Memos to employees;
- j) E-MAS – ERLSB Co-ordination meeting;

7.5 Documented Information

E-MAS is committed in ensuring that its products and services conform to specified requirements. E-MAS QEMS consists of the following documented information:

¹ Refer to Appendix for Document reference number.

<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Name</i>
E-MAS Offices	G00.OMQ.M11421.AF.1019	B	17 July 2023	Page 18 of 32	Quality and Environmental Management Systems Manual

- **QE Policies¹ and QE Manual¹:** provide the Organization with strategic directions, goals, and the scope of QEMS and the applicable ISO 9001:2015 and ISO 14001:2015;
- **Procedures, Work Instructions, Guidelines, etc.:** provides details requirements for each of its processes with the intent to specify who does what, when, where, how the process or action/task is performed, and what documentation is used to verify that all required QE related activates had been executed as required;
- **Forms and Records:** provides objective evidence of conformance to requirements; this may be evidence of operations and maintenance requirements, contractual requirements, procedural requirements, or statutory/regulatory compliance and its QEMS has been implemented effectively;

7.5.1 Creating and Updating

E-MAS ensures the ISO 9001:2015 Clause 7.5.2 is fulfilled.

7.5.2 Control of Documented Information

E-MAS ensures the ISO 9001:2015 Clause 7.5.3 is fulfilled.

EMAS also identified and controlled documented information of external origin necessary for the planning and operation of QEMS.

Related Documents (not limited to)

<i>Document Control Procedure</i>
<i>Document Structure & Record Matrix Procedure</i>
<i>External Document List</i>

8 Operations

8.1 Operational Planning and Control

E-MAS plans, develops, implements, and controls the processes needed to realize its operations and maintenance services. Planning of service realization is consistent with the requirements of the other processes of the QEMS. Process planning includes defining QE Objectives, developing required processes, establishing verification programs, and maintaining documented information necessary to demonstrate that the process and product conform to intended requirements.

Such planning considers the information related to the Organization's context (see section 4 above), current resources and capabilities, and O&M requirements. E-MAS ensures that the outsourced processes are controlled or influenced, consistent with the life-cycle perspective. Refer to ISO 9001:2015 Clause 8.1.

The company's operational planning and control methods implemented are defined in the following documents:

<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Name</i>
E-MAS Offices	G00.OMQ.M11421.AF.1019	B	17 July 2023	Page 19 of 32	Quality and Environmental Management Systems Manual

Related Documents (not limited to)

<i>O&M Contract</i>
<i>Document Structure & Record Matrix Procedure</i>
<i>Company Organization Procedure</i>
<i>Contract Administration Procedure</i>
<i>Environmental Management Procedure</i>
Respective department procedures as per <i>Procedure List</i>

Changes to operational processes are done following the ***Documentation Control Procedure***¹.

Outsourced processes and how E-MAS controls are defined in subsection 8.4.

8.2 Requirement for Products and Services

8.2.1 Customer Communication

E-MAS has established effective communication with its customer.

8.2.2 Determining the Requirements Related to Product and Services

E-MAS ensures ISO 9001:2015 Clause 7.1.3 when determining the requirements for the product and services to be offered to customers.

Related Documents (not limited to)

<i>O&M Contract</i>
<i>COPPEMEC</i>
<i>Laws of Malaysia Register</i>

8.2.3 Review of Requirements Related to Product and Services

8.2.3.1 E-MAS ensures it has the ability to meet the requirements for the product and services offered by conducting a contract review before committing to its customer. Refer to ISO 9001:2015 Clause 8.2.3.1.

E-MAS retains documented information, as applicable. Refer to ISO 9001:2015 Clause 8.2.3.2.

8.2.4 Changes to Requirements for Product and Services

When the requirements for the services are changed, E-MAS ensures that relevant documented information is updated and that the relevant persons are made aware of the changes via meetings, discussions, and other relevant modes of communication.

<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Name</i>
E-MAS Offices	G00.OMQ.M11421.AF.1019	B	17 July 2023	Page 20 of 32	Quality and Environmental Management Systems Manual

8.3 Design and Development of Product and Services

E-MAS does not carry out design or development and is not part of the scope of the E-MAS contractual obligations covered in the O&M Contract. This exclusion does not affect E-MAS’s ability or responsibility to provide services that meet ERLSB and applicable statutory and regulatory requirements.

8.4 Control of Externally Provided Processes, Products, and Services

E-MAS ensures that externally provided processes, products, and services conform to specified purchase requirements to consistently conform products and services to its customer. The controls include but are not limited to the following:

- supplier/contractor selection and approval questionnaire;
- supplier/contractor performance evaluation;

E-MAS evaluate and select external providers based on their ability to supply products and services per the Organization's requirements to ensure that the suppliers' performances are regulated.

Criteria for selection, evaluation, performance monitoring, and re-evaluation are established in the ***Supplier/Contractor Selection, Registration & Evaluation Procedure***¹.

Purchases are made via the release of formal purchase orders and contracts that clearly describe what is being purchased. Received products or services are then verified against requirements to ensure the satisfaction of requirements.

External providers who do not provide conforming products or services may be requested to conduct formal corrective action.

These activities are further defined in the documents ***Purchasing Procedure*** and ***Warehouse Operation Procedure***¹.

Related Documents (not limited to)

<i>Contract Administration Procedure</i>
<i>Supplier/Contractor Selection, Registration & Evaluation Procedure</i>
<i>Purchasing Procedure</i>
<i>Warehouse Operation Procedure</i>

8.5 Production and Service Provision

8.5.1 Control of Production and Service Provision

E-MAS plans and controls its provision of products or services under controlled conditions. Refer to ISO 9001:2015 Clause 8.5.1.

¹ Refer to Appendix for Document reference number.

<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Name</i>
E-MAS Offices	G00.OMQ.M11421.AF.1019	B	17 July 2023	Page 21 of 32	Quality and Environmental Management Systems Manual

The control of train services is via the TMS. Information from the TMS is downloaded to SAP to produce the O&M reports.

Maintenance activities are planned by the respective maintenance departments and recorded in Work Orders via SAP.

Any specific processes identified will be verified before use, and process parameters will be defined by the Department concerned. The HODs will address any irregularities. Qualified personnel will validate work done to ensure the processes are carried out accordingly if required. Additional checks or audits may be initiated by the respective HOD when necessary. If necessary, the equipment used to validate work will be defined in work instructions.

The necessary competency level for personnel is detailed in the CRR. Refer to 7.2. for details.

Related Documents (not limited to)

<i>Operations Procedure Manual for OCC.</i>
<i>Documents Structure and Record Matrix</i>
<i>Competency Requirement for Recruitment (CRR).</i>
Respective department processes as per <i>Procedure List</i>

8.5.2 Identification and Traceability

Where appropriate, E-MAS identifies its process outputs by suitable means to ensure conformity to products and services. Such identification includes the status of outputs concerning monitoring and measurement requirements throughout the production and service provision. E-MAS also controls and records its outputs' unique identification when traceability is required.

Train service is traceable by a unique running number for each trip.

Each failure on the ERL-CRS Systems is assigned a unique Failure Notification Number within SAP. Safety, security and operational incidents are also assigned a unique Notification Number.

MMT inventory is managed via the Materials Master Plan within SAP, and materials are issued to end-users via work orders or cost centers.

Maintenance personnel who carries out maintenance activities are assigned a stamped ID. They are required to use the stamp ID to ensure the traceability of the activities.

Related Documents (not limited to)

<i>Warehouse Operation Procedure</i>
Respective department procedures as per <i>Procedure List</i>

<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Name</i>
E-MAS Offices	G00.OMQ.M11421.AF.1019	B	17 July 2023	Page 22 of 32	Quality and Environmental Management Systems Manual

8.5.3 Property belonging to Customers or External Providers

E-MAS exercises care with property belonging to customers or external providers while it is under the Organization’s control or being used by the Organization, i.e., materials, tools, equipment, systems, infrastructure, trains, personal data, and intellectual property to provide the service defined in the **O&M Contract¹**. Such property is identified, verified, protected, and safeguarded upon receipt.

If any ERLSB’s property is damaged or lost, which may rise to an insurance claim, it will be handled according to the **Commercial Insurance Claims Procedure¹**.

In the case of vandalism or theft, SAS is to be notified, and actions will be taken to minimize the chance of recurrence.

All procedures, processes, and personal data developed/collected by E-MAS are intellectual properties of ERLSB.

Related Documents (not limited to)

<i>O&M Contract</i>
<i>Procedure for OCC</i>
<i>Commercial Insurance Claims Procedure²</i>
Respective department procedures as per <i>Procedure List</i>

8.5.4 Preservation

E-MAS preserves the outputs during production and service provision to the extent necessary to ensure conformity to requirements. This preservation includes identification, handling, packaging, storage, and protection. Preservation of outputs also includes, where applicable;

- Identification;
- Special handling for sensitive outputs;
- Contamination control;
- Packaging and storage;
- Marking and labeling, including safety warnings;
- Special handling of hazardous materials;
- Prevention, detection, and removal of foreign objects;
- Transportation;
- Cleaning;

Related Documents (not limited to)

¹ Refer to Appendix for Document reference number.

<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Name</i>
E-MAS Offices	G00.OMQ.M11421.AF.1019	B	17 July 2023	Page 23 of 32	Quality and Environmental Management Systems Manual

<i>Chemical Management Guideline</i>
<i>Warehouse Operation Procedure</i>
<i>Material Management Procedure</i>
Respective department procedures as per <i>Procedure List</i>

8.5.5 Post-Delivery Activities

E-MAS meets the requirements for post-delivery activities associated with its services per the contractual requirements.

Post-delivery activities are conducted in compliance with the management system defined. Refer to ISO 9001:2015 Clause 8.5.5.

Related Documents (not limited to)

<i>O&M Contract</i>
<i>O&M Reporting</i>
<i>E-MAS- ERLSB Co-ordination Meeting Minutes</i>

8.5.6 Control of Changes

E-MAS reviews and controls both planned and unplanned changes to processes to the extent necessary to ensure continuing conformity with all requirements. It also retains documented information describing the results of the changes, the person(s) authorizing the change, and necessary actions arising from the review. Changes may be initiated as a result of the following:

- modernization based on the context of organization analysis results;
- needs of interested parties or customer feedback;
- when non-conformity is detected or opportunities for improvements are identified;

Related Documents (not limited to)

<i>Engineering Change Notice</i>
Respective department procedures as per <i>Procedure List</i>

8.6 Release of Product and Services

E-MAS implements planned arrangements (verification, validation, monitoring, measurement, inspection, testing, etc.) at appropriate stages to verify that the requirements of the service have been met.

Evidence of conformity with the acceptance criteria and traceability of the person(s) authorizing the release is retained as documented information.

<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Name</i>
E-MAS Offices	G00.OMQ.M11421.AF.1019	B	17 July 2023	Page 24 of 32	Quality and Environmental Management Systems Manual

The release and delivery of service to the customer shall only proceed once the planned arrangements have been satisfactorily completed unless otherwise approved by a relevant authority and, where applicable, by the customer.

Related Documents (not limited to)

<i>Procedure for OCC</i>
<i>Train/Track Bound Vehicle Movement Into and Out of Work Area within Depot</i>
<i>Warehouse Operation Procedure</i>
Respective department procedures as per <i>Procedure List</i>

8.7 Control of nonconforming outputs

E-MAS ensures that services that do not conform to the requirements are identified and controlled to prevent unintended use or delivery. Records of nonconformities are maintained as required. Refer to ISO 9001:2015 Clause 8.7.

When nonconforming services or products are corrected, it is verified to ensure they conform to ERLSB-stated requirements. When a nonconforming service is detected after delivery, E-MAS will take action appropriate to the effects or potential effects of the nonconformity.

Related Documents (not limited to)

<i>OCC Journal Meeting procedure</i>
<i>Internal Audit, Non-conformity, and Corrective Action Procedure</i>
<i>Warehouse Operation Procedure</i>
Respective department procedures as per <i>Procedure List</i>

9 Performance Evaluation

9.1 Monitoring, Measurement, Analysis, and Evaluation

9.1.1 General

Monitoring and measurement of the processes, as defined in 4.4 above, ensure that the management team evaluates the performance and effectiveness of the QEMS itself.

E-MAS shall communicate relevant environmental performance information internally and externally, as identified in the communication process and as required by its compliance obligations. Refer to ISO 9001:2015 Clause 9.1.1.

Related Documents (not limited to)

<i>O&M Report</i>

<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Name</i>
E-MAS Offices	G00.OMQ.M11421.AF.1019	B	17 July 2023	Page 25 of 32	Quality and Environmental Management Systems Manual

<i>E-MAS Record Matrix and Document Structure List</i>
<i>Key Performance Indicator (KPI)</i>
<i>Environmental Management Procedure</i>
<i>COPEMMEC</i>

9.1.2 Customer Satisfaction

E-MAS monitors information relating to customer perception as to whether the organization has met ERLSB’s requirements.

O&M clause 1.4.1 Report and Statistics has listed that reports require submission of no later than 7 working days every beginning of the month; this shall demonstrate that E-MAS has committed to meet its contractual obligations. Feedback on the O&M reports related to ERLSB satisfaction will be informed to E-MAS by the CEO or through correspondence.

E-MAS acknowledges and deals with all formal complaints from ERLSB effectively if it affects the performance standard of the O&M contract, appendix no.4. When action is required to address the specific issues.

The respective HOD will improve ERLSB’s satisfaction level as per the ***Handling of Customer Complaint/Interested Parties Process Flow Chart¹***.

Customer complaints and feedback from social media channels to E-MAS by ERLSB are dealt with by the affected Department if found valid.

ERLSB is permitted to audit E-MAS activities according to ***O&M Contract¹*** section 6.8.

Related Documents (not limited to)

<i>Handling of Customer Complaint/Interested Parties Process Flow Chart</i>
<i>E-MAS- ERLSB Co-ordination Meeting Minutes</i>

9.1.3 Analysis and Evaluation

E-MAS analyzes and evaluates the data and information arising from monitoring and measurement. Refer to ISO 9001:2015 Clause 9.1.3.

9.2 Internal Audit

Internal Audit results are discussed during Management Review, and these activities are defined in the ***Internal Audit, Non-conformity, and Corrective Action Procedure¹***. Refer to ISO 9001:2015 Clause 9.2.

¹ Refer to Appendix for Document reference number.

<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Name</i>
E-MAS Offices	G00.OMQ.M11421.AF.1019	B	17 July 2023	Page 26 of 32	Quality and Environmental Management Systems Manual

The Internal Audit may be conducted as a combined or integrated Audit with other systems to fulfill relevant Statutory or Regulatory Requirements such as (not limited to) the Malaysian Anti Corruption Commission Act 2009 if requested by the Management.

The Audit scope and objective will be based on the relevant Acts, procedures, documentation, etc.

MR/PIC will prepare the relevant changes, i.e., Auditor, Audit plan, checklist, etc., which will be communicated to the HODs before the Audit commences.

9.3 Management Review

9.3.1 General

The CEO and the E-MAS management team review the QEMS at planned intervals to ensure its suitability, adequacy, effectiveness, and alignment with the strategic direction. The review includes assessing improvement opportunities and the need for changes to the management system, including the **QE Policy¹** and **QE Objectives¹**. Records from Management Reviews are maintained.

9.3.2 Management Review Inputs

The inputs to the Management Review are identified as part of the agenda set for the Management Review. Refer to ISO 9001:2015 Clause 9.3.2.

9.3.3 Management Review Outputs

E-MAS shall retain documented information as evidence of the results of the Management Review. Refer to ISO 9001:2015 Clause 9.3.3.

Related Documents (not limited to)

<i>Internal Audit reports</i>
<i>COPEMMEC</i>
<i>Risk and Opportunity Register</i>
<i>Needs and Expectations of Relevant Interested Parties Register</i>
<i>Environmental Objectives</i>
<i>Key Performance Indicator</i>

10 Improvements

10.1 General

E-MAS uses the QEMS to improve its processes, products, and services to meet customer requirements, enhance customer satisfaction and achieve the intended outcome of its QEMS. Refer to ISO 9001:2015 Clause 10.1.

<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Name</i>
E-MAS Offices	G00.OMQ.M11421.AF.1019	B	17 July 2023	Page 27 of 32	Quality and Environmental Management Systems Manual

10.2 Non-conformity and Corrective Action

10.2.1 Action to Non-conformity

E-MAS takes corrective action to eliminate the cause of non-conformity to prevent a recurrence. Likewise, the company takes preventive action to eliminate the causes of potential nonconformities to prevent their occurrence. Refer to ISO 9001:2015 Clause 10.2.1.

10.2.2 Evidence of Non-conformity

E-MAS retains documented information via a log as evidence. Refer to ISO 9001:2015 Clause 10.2.2.

Related Documents (not limited to)

<i>Nonconformity Reports Log</i>
<i>Internal Audit reports</i>
<i>Follow-up Audit report</i>
<i>Non-conformity and Corrective Action procedure</i>

10.3 Continual Improvement

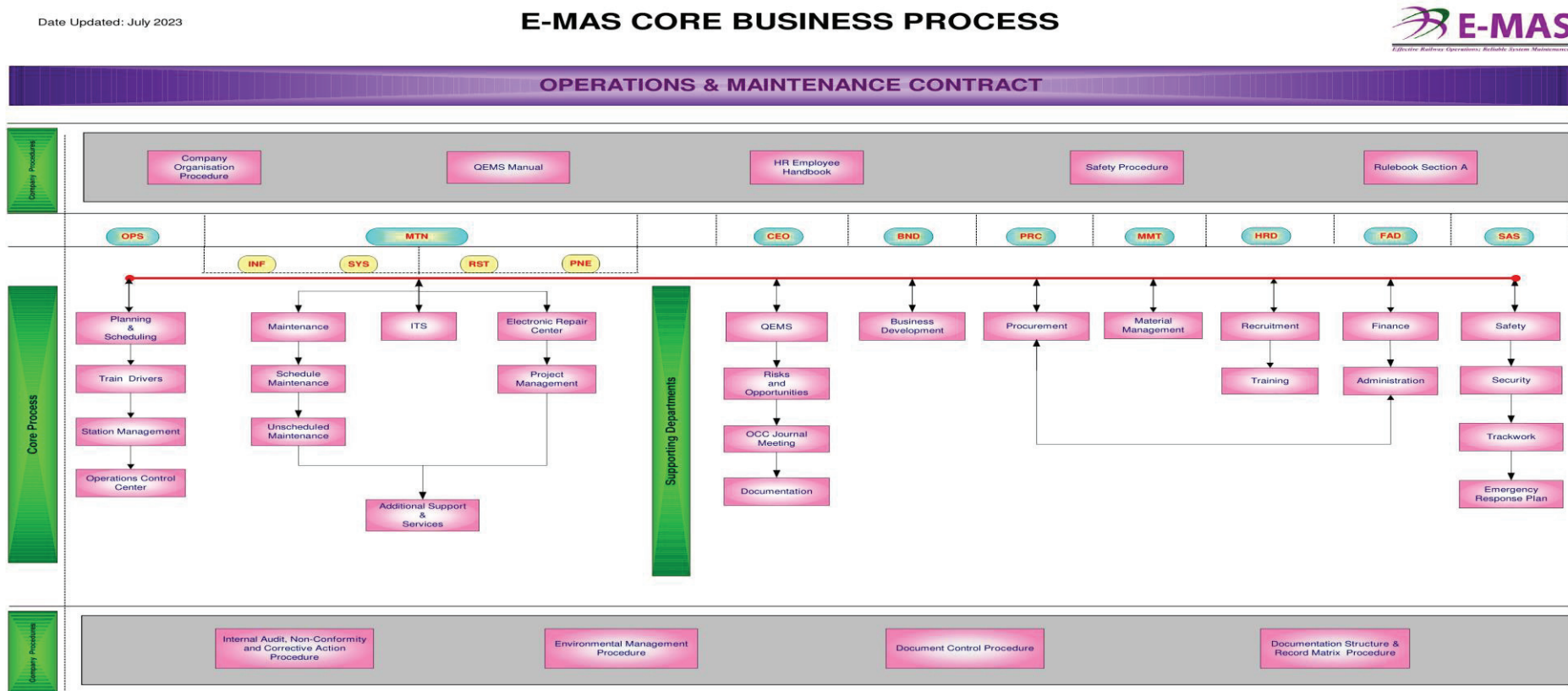
E-MAS works to continually improve the suitability, adequacy, and effectiveness of the QEMS. This includes seeking opportunities for improvement upon considering the analysis, evaluation results, and management review outputs. Implementing the "Process Approach," including the PDCA model, verifies that E-MAS QEMS is effective.

Related Documents (not limited to)

<i>Management Review Meeting Minutes</i>
<i>Key Performance Indicator (KPI)</i>
<i>Annual department report</i>
<i>HOD presentation for Management Review</i>

Location	Reference	Rev.	Date	Page No.	Document Name
E-MAS Offices	G00.OMQ.M11421.AF.1009	B	17 July 2023	Page 28 of 32	Quality and Environmental Management Systems Manual

Appendix A: E-MAS Overall Process Sequence and Interactions



Ref. No: G00.OMQ.M11421.AH.1001.C [#148038]

EMS Process Map can be referred in **Environmental Management Procedure¹**.

<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Name</i>
E-MAS Offices	G00.OMQ.M11421.AF.1009	B	17 July 2023	Page 29 of 32	Quality and Environmental Management Systems Manual

Appendix B: QEMS Procedures

Please note that an asterisk (*) refers to the latest revision code for a document. In the QE Manual onwards, no asterisk (*) is used, as the document must always be the latest revised document.

Reference code of documents/records referred to in this **QEMS Manual¹**. If the reference code is not listed here, kindly refer to the Document Controller.

Document/Records	Reference Code	Document #
Contract Administration Procedure	G00.OMA.M11160.CD.1021.*	151289
Commercial Insurance Claims Procedure	G00.OMB.M13300.CA.1003.*	150557
Company Organization Procedure	G00.OMM.M11100.BB.1003.*	149368
Competencies Requirement for Recruitment (CRR)	G00.OMH.M11720.ZG.0002.*	26044
Compliance Obligations, Performance Evaluation, Monitoring, Measurement and Evaluation of Compliance	G00.OMQ.M11426.CZ.1009.*	147878
Handling of Customer/Interested Parties Complaint Process Flow Chart	G00.OMQ.M11145.QP.1002.*	105052
Document Structure & Record Matrix Procedure	G00.OMM.M11100.BT.1003.*	150681
Document Control Procedure	G00.OMM.M11160.DD.1003.*	149690
E-MAS Record Matrix and Document Structure Master List	G00.OMM.M11100.CZ.1005.*	148952
E-MAS Core Business Process	G00.OMG.M11421.AH.1001	148038
Environmental Management Procedure	G00.OMQ.M11422.AF.1002.*	150378
Environmental Objective	G00.OMQ.M11421.AF.XXX.*	Running numbers in EDMS
Internal Audit, Non-conformity, and Corrective Action Procedure	G00.OMQ.M11421.AF.1018.*	148616
ISO 9001:2015 Standard: Quality Management Systems – Requirements	G00.OMQ.M11413.QG.1001.A	130537
ISO 9000:2015 Quality Management Systems: Fundamentals and Vocabulary	G00.OMQ.M11400.QG.1001.A	130538

¹ Refer to Appendix for Document reference number.

<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Name</i>
E-MAS Offices	G00.OMQ.M11421.AF.1009	B	17 July 2023	Page 30 of 32	Quality and Environmental Management Systems Manual

ISO 14001:2015 Environmental Management Systems – Requirements with Guidance For Use (First Revision)	G00.OMQ.M11412.QG.1001.A	130536
Job Description Procedure	G00.OMH.M11720.ZP.0004.*	43708
Management Review – Agenda	G00.OMQ.M11421.AH.100*.*	Running Numbers in EDMS
Minutes of Meeting (MOM) – Management Meeting	OMG.RS0.M11143.*.*	Running Numbers in EDMS
MOM – Management Review Meeting	OMG.RS0.M11426.*.*	
MOM – Quality Management Representative Committee Meeting	OMQ.RS0.M11426.*.*	
Overview of subcontracts (Quality and Environmental Management Systems Manual) as of 31 Jul 2022	G00.OMA.M14500.GD.1001.*	123648
Organization Chart	G00.OMG.M11110.BB.0005.*	44478
O&M Contract	G00.OMG.M15000.GD.1006.*	151086
Key Performance Indicator	G00.OMM.M11755.BK.*.*	Running Numbers in EDMS
Procedure List	G00.OMM.M10100.CZ.1013.*	149451
Purchasing Procedure	G00.OMU.M10540.CD.0008.*	52041
Quality and Environment Policy	G00.OMG.M11426.AB.1001.*	127455
Quality & Environmental Management Committee (QEMR) Working Chart	G00.OMQ.M11110.BA.1002.*	147396
Quality & Environmental Objectives	G00.OMG.M11426.AB.1002.*	127457
Recruitment & Selection Procedure	G00.OMH.M11720.ZP.0001.*	52207
Signature Mandate Regulation Procedure	G00.OMB.M11160.CA.1002.*	150558
Supplier/Contractor Selection, Registration & Evaluation Procedure	G00.OMU.M10540.CD.0001.*	37977
Train Service Performance reporting	G00.OMM.M11755.RL.1001.*	148816

<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Name</i>
E-MAS Offices	G00.OMQ.M11421.AF.1009	B	17 July 2023	Page 31 of 32	Quality and Environmental Management Systems Manual

Training Procedure	G00.OMH.M10580.SD.0006.*	52745
Warehouse Operations Procedure	G00.OML.M13500.CA.0001.*	145832
Risk and Opportunity Register- External Issues	G00.OMQ.M11426.AH.1043.*	142109
Risk and Opportunity Register- Internal Issues	G00.OMQ.M11426.AH.1042.*	142108
Risk and Opportunity Register- Significant List	G00.OMQ.M11426.AH.1041.*	142107
Needs and Expectations of Relevant Interested Parties Register	G00.OMQ.M11426.AH.1050.*	143055
Laws Of Malaysia [As In - Document Structure Template]	G00.OMM.M10100.BK.1003.*	149239
Training Course Evaluation (TCE) Form	G00.OMH.M10580.ZF.0001.*	375559
Procedure for OCC	G00.OMO.M15111.NA.1003.*	103380
Engineering Change Notification Form (RST)	R00.OMR.M90001.DQ.1001.*	134071
Engineering Change Notification Form (ELT)	G00.OME.M11161.DF.1001.*	134750
List of External Documents	G00.OMM.M10100.CZ.1015.*	150194
O&M Reports	OMM.ERL.M16250.*	Running number in EDMS
Non-conformity Report	G00.OMQ.M11427.AG.*	
Internal Audit Report	G00.OMQ.M11425.AD.*	
Follow-up Audit Report	G00.OMQ.M11425.AC.*	
Train/Track Bound Vehicle Movement Into & Out of Work Areas Within Depot	G00.OMR.M11450.DS.0002.*	40022
HOD presentation for Management Review	G00.OMQ.M11426.AD.*	Running number in EDMS
Quality Management System and Environment Management System Competency Matrix	G00.OMQ.M11426.AH.1011.*	120617
EMS Process Map	G00.OMQ.M11426.AH.1029.*	135998

<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Name</i>
E-MAS Offices	G00.OMQ.M11421.AF.1009	B	17 July 2023	Page 32 of 32	Quality and Environmental Management Systems Manual

Appendix C: Department Commitment, Objectives, and Functions

Department	Reference Code	Document #
CEO Office	G00.OMG.M11400.QB.1008.*	150525
Safety & Security	G00.OMZ.M11400.CE.0001.*	30432
Human Resource	G00.OMH.M11400.CE.0001.*	30499
Operations	G00.OMO.M11100.BB.1005.*	101616
Rolling Stock	R00.OMR.M12990.DD.0001.*	30720
Systems	G00.OME.M11400.CE.1002.*	148579
Finance & Administration	G00.OMA.M11400.CE.1002.*	149146
Material Management	G00.OML.M11400.CE.1001.*	142026
Procurement	G00.OMU.M11400.CE.0001.*	37943
Maintenance	G00.OMN.M11400.CC.1001.*	114297
Project and Engineering	G00.OMD.M11400.CE.1001.*	132002