

**ERL MAINTENANCE SUPPORT SDN BHD**

(Company No. 498574-T)



**QUALITY, ENVIRONMENT & DOCUMENTATION  
DEPARTMENT**

**COMPANY PROCEDURE MANUAL**

**INTRODUCTION AND INDEX**

Ref.No. G00.OMQ.M11150.CA.0004.F

# ERL Maintenance Support Sdn Bhd

(Company No. 498574-T)

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## Release

<b>Released:</b>	Thomas Baake	Chief Executive Officer	19/7/17	T. Baake
<b>Checked:</b>	Nor Hashimah Basri	Human Resource	19/6/2017	Nor Hashimah Basri
<b>Checked:</b>	Sukhbir Singh	Safety & Security	19/06/17	Sukhbir Singh
<b>Checked:</b>	Mahalatchmy Paidathally	Material Management / Administration	3/7/2017	Mahalatchmy Paidathally
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<b>Checked:</b>	Jayaraj Savarimuthu	Electrification	10 July 2017	Jayaraj Savarimuthu
<b>Checked:</b>	James L. Boudville	Operations	16.6.17	James L. Boudville
<b>Checked:</b>	Norhandee Nordin	Operations - Transportation	16.06.17	Norhandee Nordin
<b>Checked:</b>	Omar Zakir	Operations - Control Centre	16.06.17	Omar Zakir
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<b>Checked:</b>	David Thiagarajan	Quality, Environment & Documentation	16.06.17	David Thiagarajan
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	<b>Name</b>	<b>Department</b>	<b>Date</b>	<b>Signature</b>

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

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**Change Record and Configuration Control**

F	06 Jun 2017	Changes to reflect the latest ISO 9001:2015 & ISO 14001:2015	MdAzim
E	10 Feb 2014	Remove Author column in section 5 Index.	Sufiah Noor
D	01 Oct 12	Changed the department name from Documentation Department to Quality, Environment & Documentation Department. Change of Quality & Environment Manual reference number. Revision due to compliance to ISO 9001:2008 & ISO 14001:2004.	Sufiah Noor
C	11 Feb 11	Change the author name for Quality Manual Procedure and Employee Handbook Procedure.	Sufiah Noor
B	12 Feb 09	Changed the department name from Quality Management and IT Department to Documentation and IT Department. Revision due to compliance to ISO 9001:2008	Sufiah Noor
A	11 Apr 07	Changed the partner code from OMD to OMQ. Previously known as G00.OMD.M11150.CA.0001.C	Arniza
<b>Revision</b>	<b>Date</b>	<b>Modification</b>	<b>Name</b>

**PLANNING OF CHANGES REFERENCE FOR REVISION : G00.OMQ.M11150.CA.0004.F**

<b>ISSUES TO CONSIDER</b>	<b>Checked (Please mark X)</b>				<b>Remarks (If any)</b>
1) Are there any potential consequences?	YES		NO	X	
2) Will the integrity of QMS be affected?	YES		NO	X	
3) Resources available?	YES	X	NO		
4) Allocation or reallocation of responsibilities and authorities required?	YES		NO	X	

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## 1 Purpose

This document provides a general overview of Company Procedure Manual (CPM) for the management of the Operation and Maintenance of the KLIA Ekspres & KLIA Transit System. This procedure is established in accordance to the ISO 9001:2015 and ISO 14001:2015 standard requirements.

## 2 Scope, Distribution and Access

This document applies to all E-MAS personnel. Access to the document is given to all E-MAS personnel in Electronic Document Management System (EDMS). This document also available in E-MAS Portal.

This is a compilation of procedures, which are subject to revision.

## 3 Validity

This CPM is valid and to be adhered to by all E-MAS employees for the duration of the Operation and Maintenance (O&M) Contract.

## 4 General

The Procedure Manual compiles basic procedures and guidelines for the control of documentation and workflow.

It is not a complete compilation of all procedures and manuals in use in the E-MAS environment but does provide the reader with basic information or what procedures, policies and manuals are available as well as general company information.

## 5 Index

The following is an index of the contents of the E-MAS Company Procedure Manual.

#	Section	Reference Code
1	Company Procedure Manual Index	G00.OMQ.M11150.CA.0004.*
2	General Company Information	G00.OMQ.M11150.CA.0002.*
3	Company Organisation Procedure	G00.OMQ.M11110.BB.0002.*
4	Documentation Control Procedure	G00.OMQ.M11160.DD.0001.*
5	Documentation Structure & Record Matrix Procedure	G00.OMQ.M11100.CA.0002.*
6	HRD Procedures - Employee Handbook	G00.OMH.M11750.ZG.0001.*
7	Quality & Environmental Management Systems Manual	G00.OMQ.M11421.AF.1001.*
8	Safety Procedure	G00.OMZ.M11451.NP.0006.*

Note: An asterisk (\*) is used to refer to the latest version.