

## SISTEM PENGURUSAN KUALITI QUALITY MANAGEMENT SYSTEM

Bagi memastikan Sistem Pengurusan Kualiti (SPK) mematuhi piawaian ISO 9001:2008 BERNAMA telah mengambil beberapa langkah yang berterusan. Semua petugas sentiasa dimaklumkan mengenai dasar kualiti pengurusan dan tatacara prosedur. Usaha ini perlu bagi meningkatkan kesedaran semua petugas BERNAMA tentang pentingnya penglibatan mereka serta memberi peluang menambahbaik kepada semua yang terlibat.

### **Audit pemantauan dan pematuhan oleh Pasukan Audit Dalam SPK**

Pasukan Audit Dalam SPK telah menjalankan dua siri audit pemantauan dan pematuhan pada April dan Disember 2010.

Sebanyak 11 ketidakpatuhan bersifat minor ditemui pada siri audit pertama manakala hanya tiga ketidakpatuhan bersifat minor ditemui pada siri kedua. Penurunan ketara bilangan ketidakpatuhan mencerminkan kejayaan langkah-langkah penambahbaikan berterusan di dalam Sistem Pengurusan Kualiti di BERNAMA.

### **Audit Pemantauan oleh Lloyd's Register Quality Assurance (LRQA)**

Juruaudit daripada LRQA telah menjalankan sesi pertama audit pemantauan pada 9 Februari 2010. Tiada ketidakpatuhan bersifat minor atau major ditemui. Namun pada sesi kedua audit pemantauan yang telah dilaksanakan pada 28 Ogos 2010 dua ketidakpatuhan bersifat minor ditemui.

Walaupun bagaimanapun, secara keseluruhannya Sistem Pengurusan Kualiti BERNAMA berjalan lancar mengikut piawaian standard ISO 9001:2008.

### **Petunjuk – Petunjuk Prestasi Utama (KPI)**

Selaras dengan arahan Jemaah Menteri BERNAMA telah mewujudkan sistem KPI yang merupakan pengukuran yang dapat dinilai yang melambangkan tahap kejayaan organisasi. Laporan KPI dibentangkan kepada pihak pengurusan setiap suku tahun.

Pada keseluruhannya BERNAMA telah mencapai sasaran KPI 2010 seperti yang termaktub dalam Perancangan Strategik Jangka Panjang BERNAMA bagi tempoh 2010 hingga 2014.

To ensure that the Quality Management System (QMS) complies with the ISO 9001:2008 standard BERNAMA had undertaken several continuous steps. All the staff are regularly updated on the quality management policies and procedural etiquette. This is necessary in order to increase awareness among all the staff on the importance of their involvement as well as to provide self-improvement opportunities for all who are involved.

### **Surveillance and Compliance Audit by the QMS Internal Audit Team**

The QMS Internal Audit team had conducted two series of surveillance and compliance audits in April and December 2010.

A total of 11 minor non-conformances were noted in the first audit session whereas only 3 minor non-conformances were recorded in the second session. The significant drop in the number of non-conformity reflected the success of the continuous improvement measures of the Quality Management System in BERNAMA.

### **Surveillance Audit by Lloyd's Register Quality Assurance (LRQA)**

The LRQA lead assessors conducted the first surveillance audit on 9 February 2010. No non-conformances either major or minor were observed. However during the second surveillance audit on 28 August 2010 two minor non-conformances were observed.

Nonetheless, as a whole the Quality Management System in BERNAMA functioned smoothly in accordance with the ISO 9001:2008 standard.

### **Key Performance Indicator (KPI)**

In accordance with the Cabinet directive BERNAMA had put in place a KPI system that represents a quantifiable measurement reflecting the critical success of the organisation. The KPI reports were tabled to the management every quarter.

Overall BERNAMA had achieved the 2010 KPI targets as outlined in the Long Term Strategic Planning of BERNAMA for the period between 2010 to 2014.