



# MSC Malaysia Organisation Quality Management System (oQms) Programme

## The Programme Guideline



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## PREFACE

MSC Malaysia aims to revolutionise how the world does business. Located at the hub of Asia's fastest growing markets, the MSC Malaysia shall unlock multimedia full potential by integrating ground breaking cyber laws and outstanding information infrastructure in an attractive physical environment. The MSC Malaysia shall be a regional launch site for organisations developing or using leading multimedia technology, allowing these innovators to harness Malaysia's unique competitive advantages that arise from its multicultural links, committed leadership, and proven track record in developing products and services for regional and global markets. Please refer to [www.msc.com.my](http://www.msc.com.my) for further information and progress update on the MSC Malaysia.

With tremendous achievements accomplished in the first phase of its development, the MSC Malaysia is now striding confidently into Next Leap (2004 – 2010).

The Multimedia Development Corporation (MDeC) has been given the mandate by the Malaysian Government for the coordination, promotion and development of the information and communication technology (ICT) industry and selected services in the MSC Malaysia and Malaysia. In addition, MDeC accelerates the growth of the MSC Malaysia as a global ICT hub by attracting world class organisations and nurturing Malaysian SMEs, globally markets the MSC Malaysia and works with government entities and private organisations to ensure that the MSC Malaysia continues to be the nucleus for innovation in the region for the creation of outstanding ICT products, solutions and services. As part of its effort to build the capability of the local ICT industry, MDeC has developed numerous capability development programmes such as Quality Excellence for Software and Technology SMEs (QuESTS) Programme, Software Process Improvement (SPI) Programme and the MSC Malaysia Project Management Capability Development Programme.

In year 2007, 5 more new programmes have been introduced to further assist the capability development requirements of MSC Malaysia Status companies. They are **MSC Malaysia Six Sigma**, **MSC Malaysia Information Security Management System (MY/ISMS)**, **MSC Malaysia IT Service Management (MY/ITSM)**, **MSC Malaysia Organisational Quality Management System (oQms)** and **SADC Software Product Performance Certification (SPPC)**.

# PROGRAMME OVERVIEW

## MSC Malaysia Organisation Quality Management System (oQms) Programme

### Overview

Quality standards are an important element in any organisation that has product/service as outputs. Currently various quality standards are available in ICT industry depending on organisation's need and requirement to be competitive.

ISO 9000 quality standards provides a systematic approach in managing business processes; which its generic nature is suitable for any organisation in any industry. The structure of ISO 9001:2000 is based on Plan-Do-Check-Act improvement cycle and eight quality management principles (customer focus, leadership, involvement of people, process approach, system approach to management, continual improvement, factual approach to decision making, mutual beneficial supplier relationships). ISO 9000 quality standards provide a framework to guide organisations towards continual improvement and achievement of customer satisfaction.

We foresee that the ISO 9000 quality standards with its generic nature will provide the basic steps for MSC Malaysia Status Companies to embark upon the journey of quality excellence. By having a basic quality management system and practice in place, an organisation will improve efficiency and productivity by setting clearly defined processes that improves internal operations. Also, it gives organisations savings through less wastage from non conforming product/services.

Therefore, MSC Malaysia Organisation Quality Management System (oQms) Programme is introduced to build the capacity of MSC Malaysia Status Companies inline with the MSC Malaysia Next Leap objectives of building a viable ICT industry.

### Programme Objectives

The objectives of oQms Programme are as follows:

- To provide a starting point for MSC Malaysia Status Companies towards process excellence
- To improve branding of MSC Malaysia products and services through globally recognised certifications
- To assist MSC Malaysia Status Companies to adopt quality management standards practices as a tool to increase service delivery capabilities

## **International Organization for Standardization (ISO) and ISO Standards**

International Organization for Standardization (ISO) is the world's leading developer of International Standards. ISO is a non-governmental organisation; a federation of the national standards bodies of 157 countries. It is the global network that identifies what International Standards are required by business, government and society, develops them in partnership, adopts them in transparent procedure based on national input and delivers them to be implemented worldwide.

ISO standards specify the requirements for the state of the art products, services, processes, materials and system, and good for conformity assessment, managerial and organisational practice. It is based on international consensus by industry expert makes it widely respected and accepted by public and private sectors internationally. The standards ensure vital features of quality, ecology, safety, economy, reliability, compatibility, efficiency and effectiveness. Once ISO International Standards are published, it may be adopted and translated as a national standard by ISO members. The transparency of requirements in ISO standards ensure companies to be able to compete in an equal basis in any market in the world.

(Information extracted from ISO Website at <http://www.iso.org>)

## **Programme Approach**

To encourage the adoption of global best practices, Multimedia Development Corporation (MDeC) has come up with another specially designed programme model to introduce and encourage MSC Malaysia Status Companies to embark on the journey for quality excellence. The oQms Programme is developed to assist Organisations in terms of lessening their financial burden by providing incentives to those who successfully obtained the ISO 9001:2000 certification.

Participating Organisation is given the flexibility to choose any Accredited Certification Body (ACB) to guide them in attaining ISO 9001:2000 certification.

Incentive to Participating Organisation will be provided based on reimbursement model; which is claimable upon attainment of the certification.

## ELIGIBILITY CRITERIA

Interested Organisation must satisfy the following set of criteria in order to qualify for the Programme.

The eligibility criteria are as follows:

- Must be a MSC Malaysia Status Company
- 51% Malaysian owned
- Staff strength > 6 staff
- Revenue: > RM 0.2 mil
- Must be willing to commit resources (Financial and Human Capital resources) to complete the whole programme
- Must be willing to participate in activities organized by MDeC, such as dialogues and workshops
- Documentation process in-placed are value added

Successful Organisation must be willing to participate in activities undertaken by MDeC in relation to capability development including surveys, benchmarking and community projects.

## THE APPLICATION PROCESS

The application form can be obtained from Programme Secretariat. All sections of the application form have to be completed with supporting documents wherever required. Before filling in an application form, please read this Guidebook carefully. No application fee will be charged.

Prior to completing the application form, applicant organisations are required to discuss with the chosen **Accredited Certification Body**.

The **completed application form** with all the documents required is to be submitted to Programme Secretariat. At this point, applicants are considered committed to the particular Accredited Certification Body.

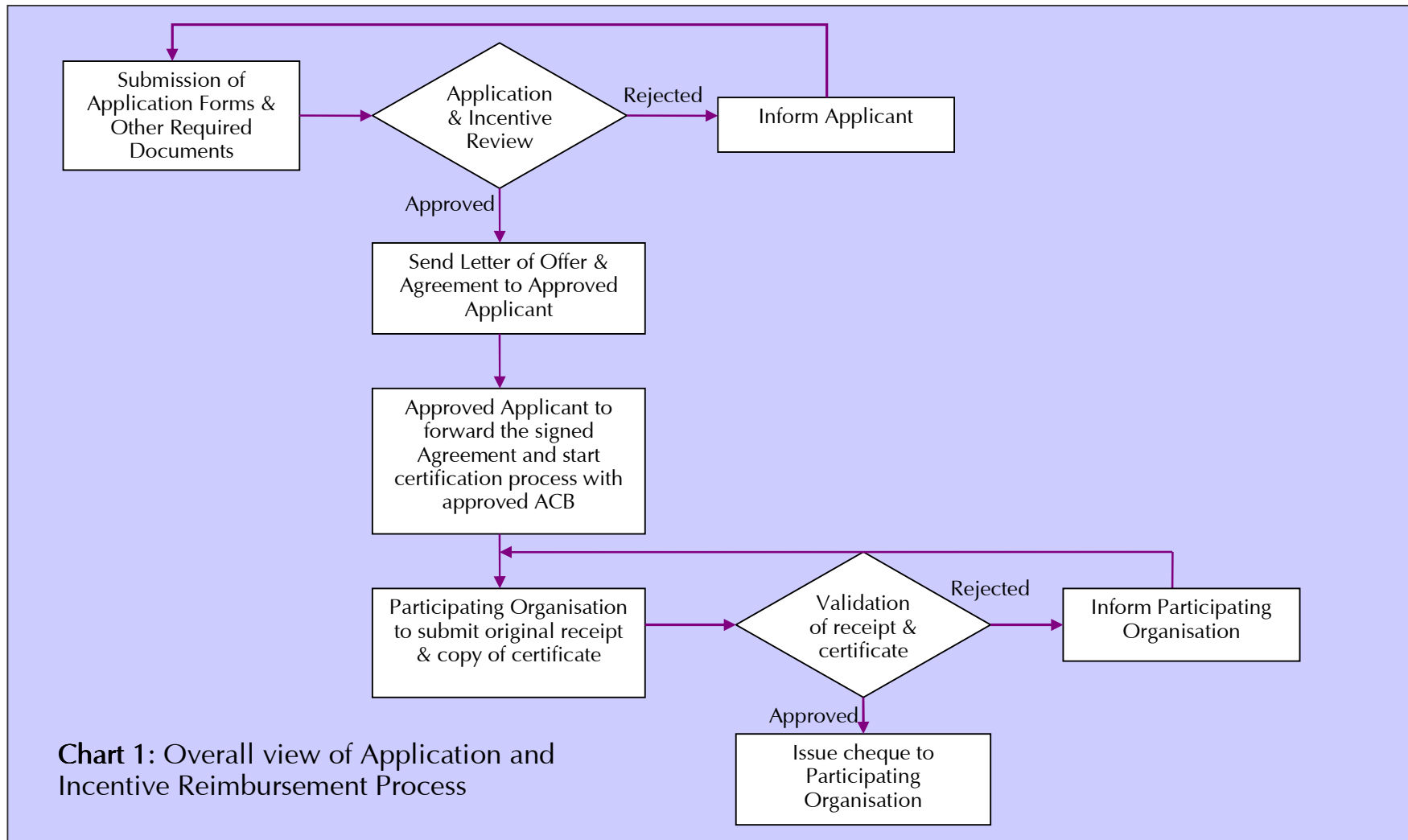
Applications will be evaluated against the eligibility criteria which will take up to maximum 5 working days. Applicants that have not provided sufficient information will be contacted by Programme Secretariat. Please refer to Chart 1 for overall view of the application process.

MDeC reserves the right to amend or delete any section of this Application for Incentive at any time without prior notice in order to give effect to any change in policy or to correct any error, omission, ambiguity or inconsistency that may arise. In the event of any amendments to the application document, all applicants will be notified accordingly.

MDeC shall not be liable to any payment or costs incurred in the preparation and submission of the Application Form. All expenses incurred by the applicants in providing the application shall be borne by the applicants themselves. No advertisement or press release regarding the application shall be published in any newspaper, magazine or any other form of media, electronic or otherwise.

After the issuance of the Application Form, information relating to the contents, examination, evaluation and recommendations concerning will not be disclosed to persons not officially concerned with the process. MDeC is not obliged to inform or provide the details of the incentive evaluation process either the successful or unsuccessful applicants.

The Programme Secretariat can be reached at MSC Malaysia Organisation Quality Management (oQms) Programme, Secretariat, Capability Development Department, Multimedia Development Corporation Sdn. Bhd., MSC Malaysia Headquarters, 2360 Persiaran APEC, 63000 Cyberjaya, Selangor Darul Ehsan (telephone: (03) 8315 3243 and fax: (03) 8318 8511) for any inquiries pertaining to the procedures of this programme.



## **CONTRACTUAL REQUIREMENTS**

The successful applicant (Participating Organisation) will be required to sign a formal agreement with MDeC and comply with all the terms and conditions laid down in the agreement, this Programme Guideline and all instructions and correspondences issued by the Secretariat from time to time in respect of the Programme and the approved application. Applicants will have 14 days from the date of the letter of approval in which to sign the agreement and return it to the Programme Secretariat. Should the applicant is unable to finalise the agreement within this period the offer of funding incentive may lapse.

Offer of funding incentive is conditional upon MDeC and the applicant signing the agreement. Programme funding is subject to appropriation period of the Ninth Malaysian Plan Funding (RMK9).

## **FUNDING ARRANGEMENTS**

### **ISO 9001:2000 Certification Cost**

Total certification cost varies between Participating Organisation because it depends on multiple factors such as time, size of Participating Organisation and commitment. The common detailed costs consist of application fee, document review, assessment and surveillance; which also varies from one ACB to the other.

### **Incentive**

Incentive to Participating Organisation will be provided based on a reimbursement model; which is claimable upon achievement of the ISO 9001:2000 certification. A maximum incentive of RM 10,000 or 50% of total certification cost (subject to terms and references), whichever is lower is offered to the Participating Organisations.

### **Incentive Disbursement Guidelines**

- Participating Organisation is required to pay full 100% certification cost to the chosen ACB
- Participating Organisation must submit original payment receipt as prove of payment to ACB and a copy of the certificate received before the incentive is disbursed to the Participating Organisation
- MDeC will reimburse the certification cost to Participating Organisation upon attainment of ISO 9001:2000 certification by the Participating Organisation. Reimbursement will be ONE time only.
- Participating Organisation must seek reimbursement within 10 months upon signing agreement with MDeC
- MDeC have the right to amend the reimbursement payment amounts

- MDeC will not pay for out of pocket expenses
- MDeC reserves its right at any time to defer or suspend any payments, discontinue with or vary the Programme including continuing or discontinuing with the disbursement of the fee towards the Programme regardless of its completion status

## ADMINISTRATIVE HIGHLIGHTS

### Participation Guidelines

1. Participating Organisation are entitled for ONE time reimbursement only and reimbursement for recertification will not be covered. However, applications from organisations to undergo recertification are acceptable for those eligible organisations who attained ISO 9001:2000 certification prior to the establishment of the oQms Programme.
2. Agreements are to be signed between the Participating Organisation and MDeC.

### Mandatory Requirement

Applicants are required to comply with the MSC Malaysia Capability Development Programme Application Form instructions, procedures, eligibility criteria described in this document. Failure to do so may cause the application to be disqualified and rejected.

### Implementation Agent

MDeC is the implementation agent of the Programme; and the Programme Secretariat (the Secretariat) under MDeC is responsible for the overall administration of the Programme. In detail, the Secretariat will process all applications submitted by applicants, monitor the progress of each approved application; and arrange for funding disbursement based on the disbursement guidelines upon the satisfactory achievement of the ISO 9001:2000 certification and the documentary proof submitted.

### Programme Information and Contact

Enquiries can be submitted in writing by mail, fax or e-mail to:

MSC Malaysia Organisation Quality Management System (oQms)

Secretariat

Capability Development Department

Multimedia Development Corporation

MSC Headquarters

Persiaran APEC

63000 Cyberjaya

Selangor Darul Ehsan

(Attention: Ms. Nur Aida Mohd Ghouse)

Phone : + (603) 8315 3243

Fax : + (603) 8318 8511

E-mail : nuraida@mdec.com.my

# GLOSSARY

## Abbreviations and Acronyms

ACB	Accredited Certification Body
DSM	Department of Standards Malaysia
ICT	Information and Communication Technology
ISO	International Organization for Standardization
MDeC	Multimedia Development Corporation
oQms	MSC Malaysia Organisation Quality Management System
QuESTS	Quality Excellence for Software and Technology SMEs
SME	Small Medium Enterprises
SPI	Software Process Improvement

## Reference

<http://www.iso.org>