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Welcome

Ms. Parimala Devi Ganesan
&
Mr. Maseri Salleh
(JIRIM Auditor)

:: 8 – 9 Jan 2009 ::

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PRESENTATION HIGHLIGHTS

- ➔ **Introduction**
- ➔ **Audit History & Performance**
- ➔ **Changes**
- ➔ **Management & CQI**

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OUR UNIVERSITY




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UTM Vision
To be a world – class centre of academic and technological excellence through creativity

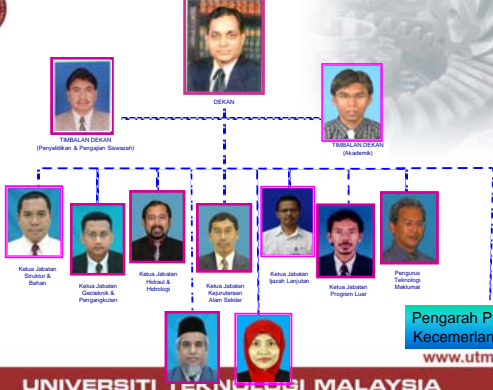
UTM Mission
To lead in the development of creative human resource and technology in line with the aspirations of the Nation.

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JAWATANKUASA PENTADBIRAN FKA



DEKAN

TIMBALAN DEKAN (Penyelidikan & Pengajian Sarjana)

TIMBALAN DEKAN (Masters)

Ketua Jabatan Struktur & Bahan

Ketua Jabatan Geomatik & Pengangkutan

Ketua Jabatan Hidraulik & Hidrologi

Ketua Jabatan Kajian Kuantitatif & Alam Sekitar

Ketua Jabatan Struktur & Litar

Penasihat Akademik Program Luar

Pengarah Penyelidikan & Inovasi

Pengaruh Pusat Kecemerlangan

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OUR FACULTY

FKA Vision

To be a world class centre of education and research in Civil Engineering

FKA Mission

To spearhead excellence in academic and technology development through creativity

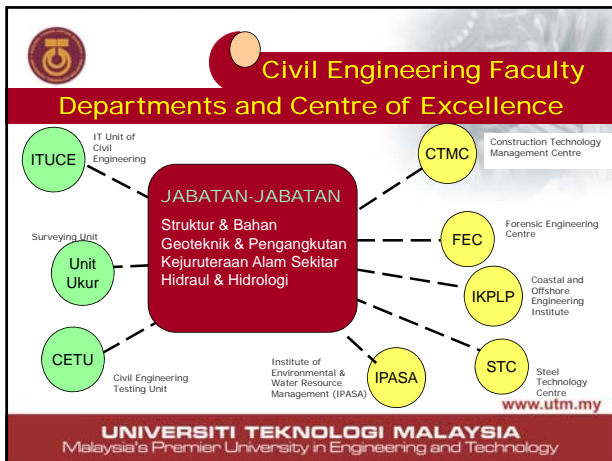
FKA Motto

Always Ahead

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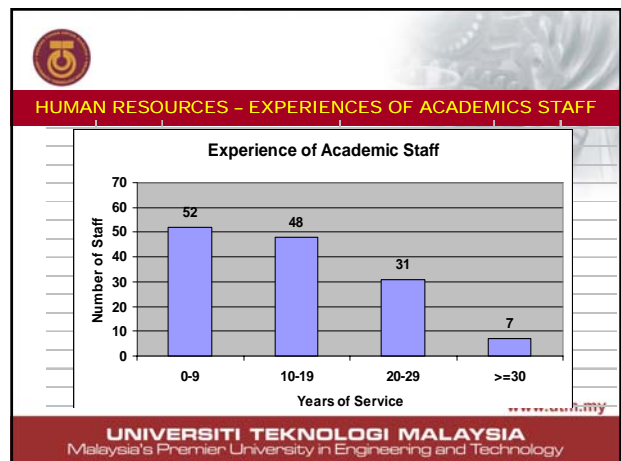
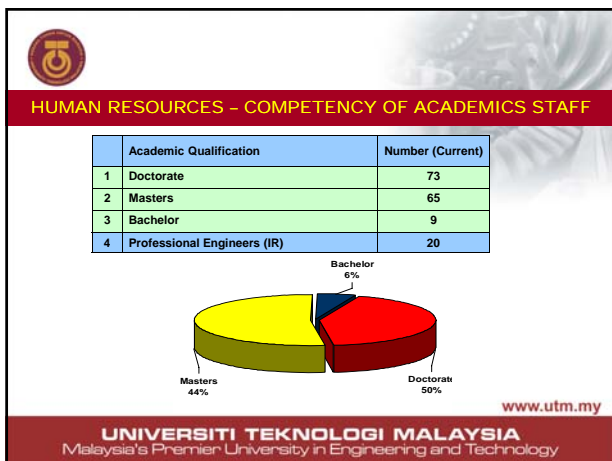
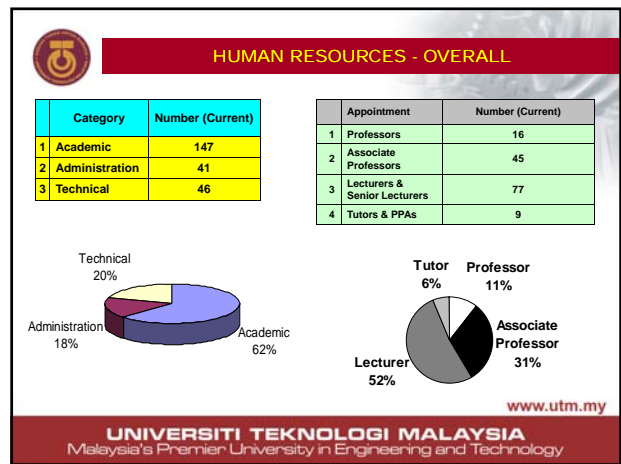
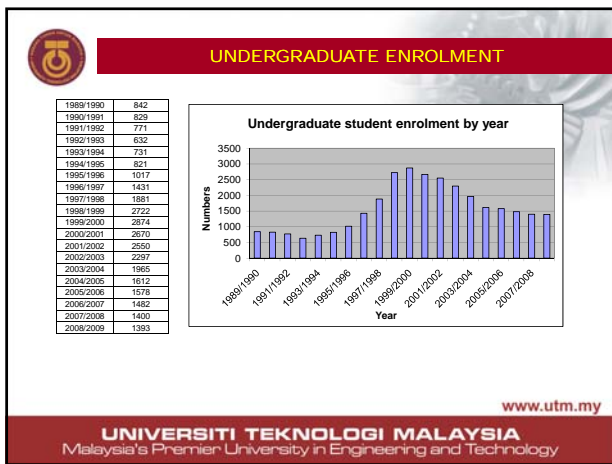


OUR SERVICES

1. Undergraduate Programme
2. Postgraduate Programme
3. Part-time Undergraduate and Postgraduate programme
4. Research and Publication
5. Commercialization
6. Consultancy
7. Professional and Community

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HUMAN RESOURCES - TECHNICAL & DISTRIBUTION

Supporting Staff	Current Figure
1 Technical Assistant	1
2 Laboratory Technician	37
3 Administrative Staff	33
4 Others	14

Department	Current Figure
1 Structures & Materials	13
2 Geotechnical & Transportation	11
3 Hydraulics & Hydrology	6
4 Environmental Engineering	6
5 IT, Surveying & Others	12

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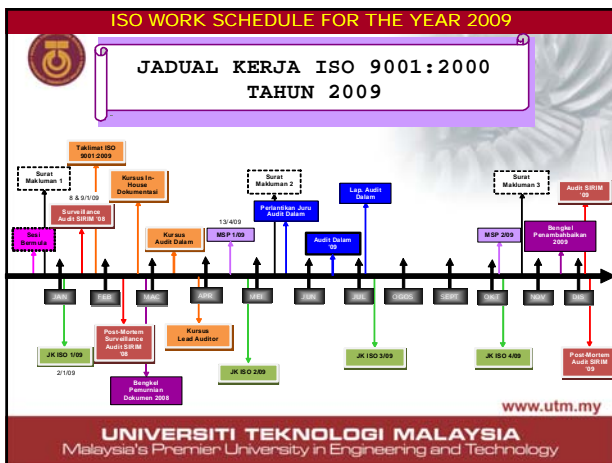
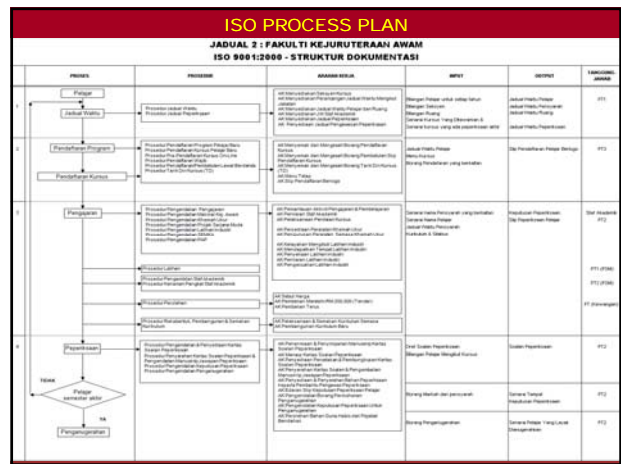
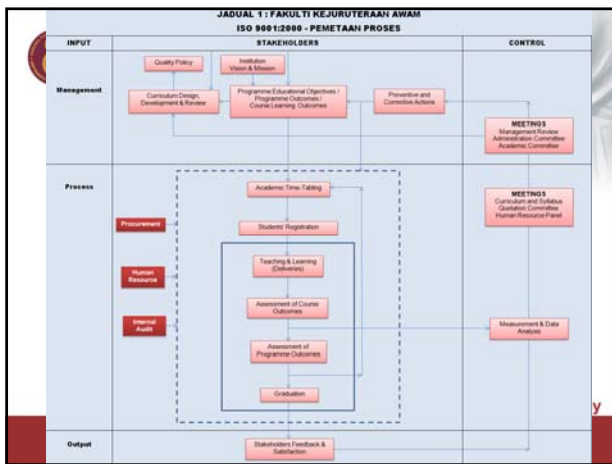
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HUMAN RESOURCES - EXPERIENCES OF SUPPORT STAFF

Supporting Staff Experience

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AUDIT HISTORY & PERFORMANCE

- 26 December 2002 : *Ms Evelyn*
Recommendation for Upgrading to 2000 version
- 30 - 31 December 2003 : *Mr K. Mani Maaran, Ms Aini Jamaliah & Ir. Rosli Yaakob*
1 Minor NCR raised (Cl. 8.5)
(Determination of causes for nonconformities raised during IQA not available)
- 22 – 23 December 2004 : *Mr K. Mani Maaran*
No NCR recorded. Recommend to continue certification without change
- 23 – 24 Jan. 2006 : *Pn Fauziah Sulaiman & Mr K. Mani Maaran*
Recommend to continue certification with change in scope
(Design & Development of Education Programmes)

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AUDIT HISTORY & PERFORMANCE

5. 6 – 7 Dis. 2006 : *Pn Fauziah Sulaiman, Tuan Hj. Ali Borhan & Pn. Siti Rahmah Ahmad*
No NCR recorded. 5 OFIs

- CI 4.2.2- Quality Manual : Noted Process Mapping (Pelan proses, Jadual 1) does not specify the design & Development of curriculum.
- CI 5.4.1- Quality Objectives : Quality objectives requires for review for more measurable at relevant function and level.
- CI 6.3- Infrastructure
- CI 7.3- Design & Development: Procedure 'Rekabentuk & Pembangunan Kurikulum' need to be reviewed i.e 7.3.5 & 7.3.6.
- CI 8.2.2- Internal Audit : Non Conformance were recorded in the Non-Compliance Note however the followings were noted:
 - Auditors did not sign the Non Conformance statement to validate findings.
 - No remarks were made on the 'Verification to Corrective Action Taken' by the follow-up auditors.

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AUDIT HISTORY & PERFORMANCE

6. 12-13 Feb. 2008 : *Pn Fauziah Sulaiman*
2 Minor NCR raised (Cl. 8.5.2 b, c, d & e and Cl. 7.5.1) and 3 OFIs

- Clause 4.2.2
Quality Manual
Process Mapping does not clearly demonstrated the input and output
- Clause 5.6
Management Review
Decision and action related to resource needs was not reported
- Clause 7.1
Planning and Production Realization
Noted the planning for delivery (Rangka Perancangan Kuliah) was not demonstrated equally of the topics by different section. Sighted Knowledge Management for SAB 4412 – Civil Engineering Information Technology.

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CHANGES, AT THE GLANCE

<p>1. Human Resources</p> <ul style="list-style-type: none"> Dean Deputy Dean (Academic) 3 Head of Dept (Structures and Materials, External Prg, Postgraduate Study) Assistant Registrar Retirement: 1 Academics Promoted: 1 Academics, 1 Support New Appointment: 5 Academics, 1 Support Seconded : VC, Dep. VC(AI), Corporate Director, Internationalization Director, Dean CTL, Dean of SPACE, Dep. Dean BIP, Pengetua Kampus, Manager of postgraduate taught course prog, Const. Focus Group, Head Marketing Unit, Head of Executive Programme, Fellows 	<p>2. Infrastructure & Facilities</p> <ul style="list-style-type: none"> Makmal Pengajaran Simenfero Bilik Post-Graduate TV Display New FKA building
<p>3 Overall improvement on all documents</p> <ul style="list-style-type: none"> Manual Kualiti (Improved) Pengajaran & Pembelajaran (Improved) Jadual Waktu (Improved) Kenaikan Pangkat Staf Akademik (Improved) Pendaftaran (Improved) Peperiksaan (Improved) Perolehan (Improved) 	

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TV-DISPLAY

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 **SIMENFERO**



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 **BILIK POST-GRADUATE**



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 **CQI : 5 MANAGEMENT RESPONSIBILITY**

- **Commitment**
- **Responsibility**
- **Customer requirement**
- **Planning**

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 **REGISTRATION**




Borang pendaftaran pelajar

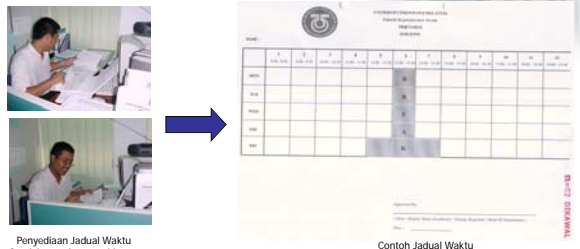
Pelajar sedang membuat pendaftaran seksyen di Kaunter

Pelajar beratur untuk Key-in data

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 **TIME TABLING**



Penyediaan Jadual Waktu Setelah mendapat maklumat Dari Ketua-ketuan Jabatan

Contoh Jadual Waktu Yang di berikan kepada Pensyarah

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TEACHING & ASSESSMENT *Maintained*

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EXAMINATION & GRADUATION *Maintained*

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TRAINING *Maintained*

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PURCHASING AND FACILITIES *Maintained*

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PROGRAMMES ACCREDITATION *Latest*

Engineering (Civil)	SPM	5 year	BEK0014/05/M/2009/0000/00001	2000 - 2004	2008 - 2009	Civil
Engineering (Civil - Infrastructure)	SPM	5 year	BEK0014/05/M/2009/0000/00002	2000 - 2004	2008 - 2009	Civil
Engineering (Civil - Construction)	SPM	5 year	BEK0014/05/M/2009/0000/00004	2000 - 2004	2008 - 2009	Civil

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CQI : 6 RESOURCE MANAGEMENT

- Provisions
- Human Resources
- Infrastructure
- Environment

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WORK ENVIRONMENT *Maintained*

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INFRASTRUCTURE : RECREATION *Maintained*

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INFRASTRUCTURE : RECREATION *Maintained*

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CQI : 7 PRODUCT REALISATION

- **Planning**
- **Customer-related Processes**
- **Design & Development**
- **Purchasing**
- **Service Provision**
- **Control of Monitoring Devices**

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CURRICULUM DESIGN & DEVELOPMENT *Maintained*

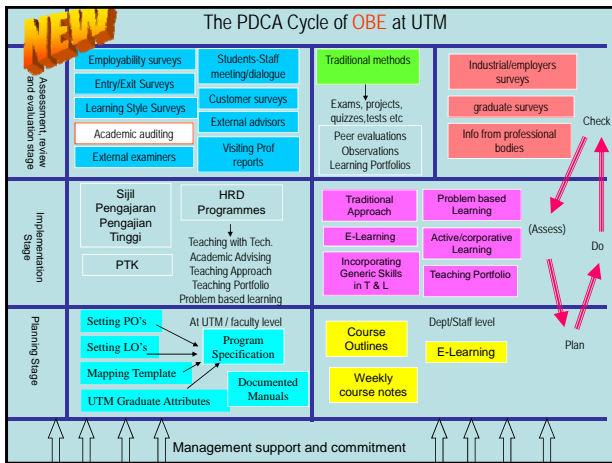
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CURRICULUM DESIGN & DEVELOPMENT *Maintained*

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:: Programme Specification ::

CURRICULUM DESIGN & DEVELOPMENT *Maintained*

12. Programme Objectives

- Graduates are able to apply their knowledge and skills in the planning, analysis, design and supervision of works related to the civil engineering discipline.
- Graduates are technically competent in solving problems logically, analytically and creatively based on sound facts and ideas.
- Graduates possess leadership, ethical and professional qualities contributing towards the development of the Nation and Worldwide.
- Graduates are able to work collectively in societies of diverse backgrounds to achieve common goals.
- Graduates are able to communicate effectively across a range of contexts and audiences.
- Graduates are able to manage civil engineering issues for the development and betterment of the Nation and Mankind.
- Graduates are willing to embark on business and not depend on establishment to provide job.

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CURRICULUM DESIGN & DEVELOPMENT *Maintained*

13. Programme Learning Outcomes

Code	Intended Learning Outcomes	Teaching and Learning Methods	Assessment
(a) Technical Knowledge and Competencies			
L01	Ability to acquire knowledge of science and engineering principles.	Lectures, tutorials, seminars, laboratory works, directed reading, independent study, active learning.	Examinations, laboratory reports, presentations, assignments, problem-based exercises, project reports .
L02	Ability to use the techniques, skills and modern civil engineering tools.	Lectures, tutorials, computer hands-on sessions, laboratory works, industrial training, surveying camps.	Examinations, laboratory reports, presentations, assignments, problem-based exercises, project reports, design tasks, simulation exercises, industrial training reports .
L03	Ability to analyse, interpret, develop and conduct experiments, and design components, systems, or processes.	Project supervision, lectures, tutorials, laboratory works, directed reading, simulation exercises, computer-based exercises, independent study, problem-based learning.	Final Year Project reports , project reports, design tasks, examinations, laboratory reports, presentations, assignments.

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CURRICULUM DESIGN & DEVELOPMENT *Maintained*

13. Programme Learning Outcomes

Code	Intended Learning Outcomes	Teaching and Learning Methods	Assessment
(b) Generic Skills			
L04	Ability to think critically, identify, formulate and solve civil engineering related problems.	Project supervision, lectures, laboratory works, group projects, independent study.	Final Year Project reports , project reports, design tasks, examinations, laboratory reports, presentations, assignments.
L05	Ability to communicate effectively and with confidence.	Projects, independent study, tutorials, surveying camps.	Oral presentations, written reports.
L06	Ability to identify business opportunities and embark on entrepreneurship.	Independent study, group project, industrial visit, Seminar (SEMKA), dialogue with invited speaker.	Seminar report, written business proposal.
L07	Ability to function effectively as an individual in a team to achieve common goals.	Independent projects, group projects, industrial training, final year project, surveying camps.	Industrial training report and logbook, project report, final year project report and logbook .
L08	Ability to perpetually seek and acquire contemporary knowledge.	Independent study, final year projects.	Final year project reports, assignments .
L09	Ability to read and manage effectively with confidence.	Lectures, laboratory works, group assignments, industrial training, final year project.	Industrial training reports and logbooks, final year project reports and logbooks .
L010	Ability to apply high ethical standards in professional practice and social interactions for sustainable development.	Four year projects, laboratory works, industrial training, surveying camps.	Written assignments, laboratory reports, essays, final year project reports, industrial training report .

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CQI : 8 MEASUREMENT ANALYSIS & IMPROVEMENT

- **Monitoring & measurement**
- **Internal Audit**
- **Control of NC Process**
- **Data Analysis**
- **Improvement**

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DATA ANALYSIS

8.4 Data Analysis

based on:

- **Lecturer Performance (OMR)**
- **Students' Examination results**
- **LI Employer on students**
- **Employer Survey on graduates**
- **Graduate Mobility (UTM)**
- **Customer Satisfaction (UTM)**
- **Customer Feedbacks (process)**

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DATA ANALYSIS - LECTURER PERFORMANCE (OMR)

Fakulti	Rating
FAB	4.26
FKA	4.50
FKE	4.25
FKM	4.30
FKMKA	4.30
FS	4.38
FKSO	4.19
FKSMM	4.19
FP	4.44
KST	4.38
PPPS	4.31

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DATA ANALYSIS - STUDENTS' EXAMINATION RESULTS

Pencapaian Semua Program (2003/04 - 2007/08)

Sesi/Semester	CPA
0304-01	2.85
0304-02	2.90
0405-01	2.98
0405-02	3.00
0506-01	3.02
0506-02	3.05
0607-01	3.08
0607-02	3.10
0708-01	3.20

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DATA ANALYSIS - STUDENTS' EXAMINATION RESULTS

Pencapaian Pelajar (% CPA > 3.0)

Pencapaian Pelajar (Min CPA)

Results 2006/07-02

Graduate on Time 73.3%

Kelas	Bilangan	%
1	53	18.2
2 Tinggi	154	53
2 Rendah	84	28.8
3	0	0

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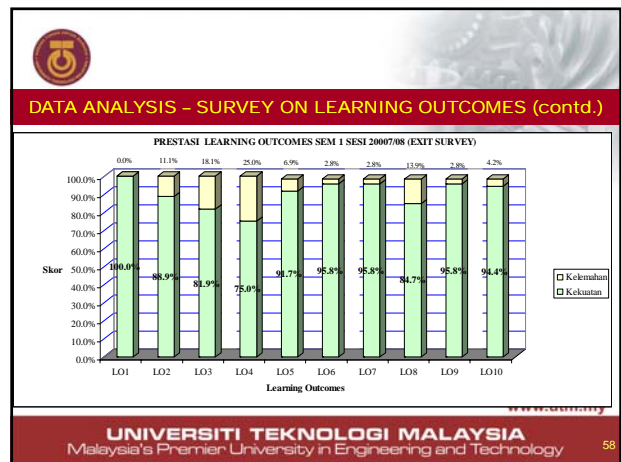
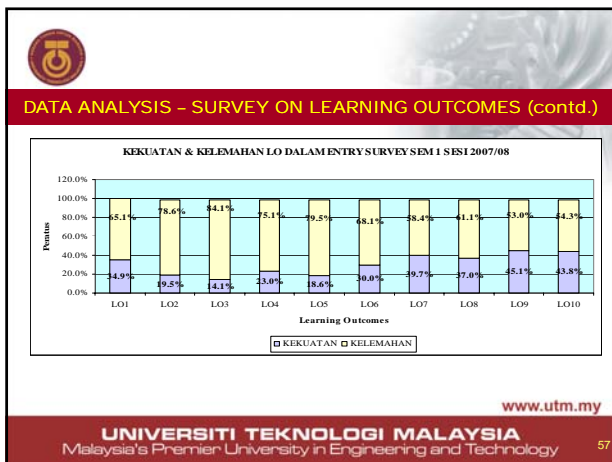
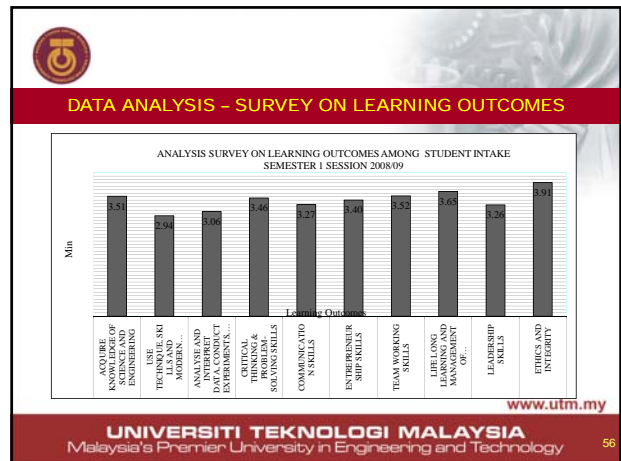
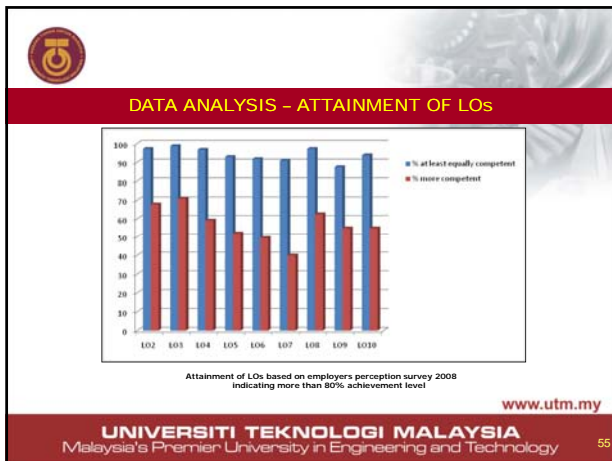
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DATA ANALYSIS - AVERAGE POINT STUDENT ACHIEVEMENT

Average Point Student achievement of Programme Outcome based on exit survey carried out every semester

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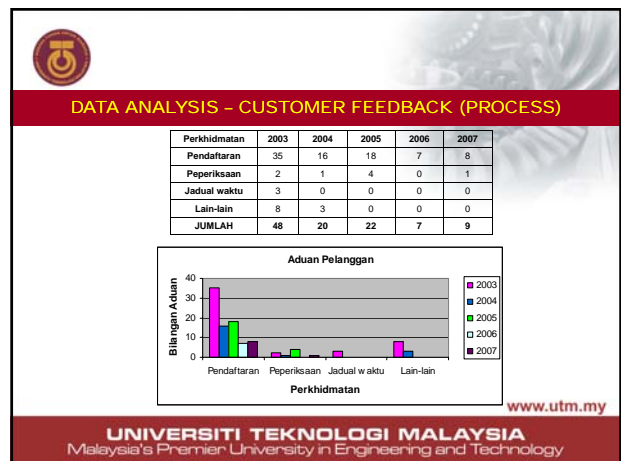
DATA ANALYSIS - CUSTOMER FEEDBACK (LI, 2007/2008)

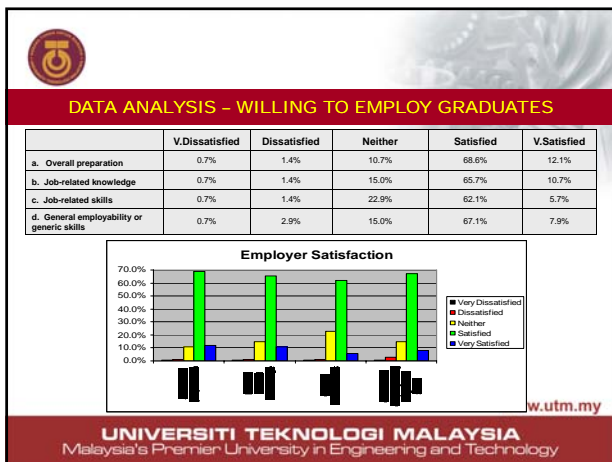
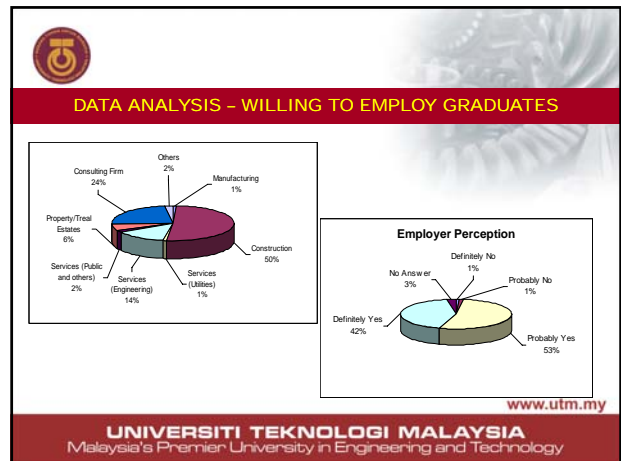
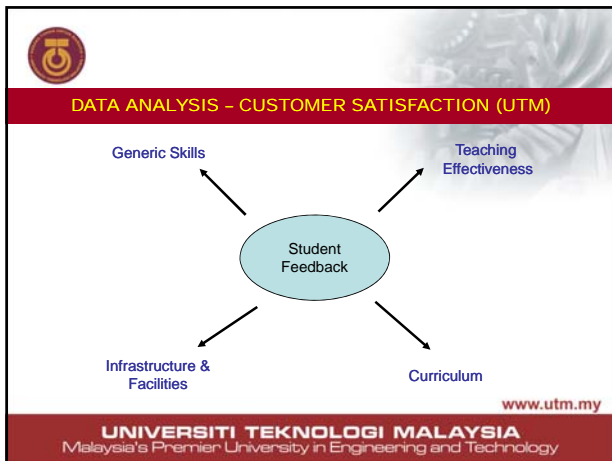
ANALISIS LAPORAN PENYARAH KE ATAS PELAJAR MENALANI LATIHAN INDUSTRI SEMESTER PONDOK SESI 2007/08

Bil.	Item	Tingkat Kepuasan					Min
		Tidak Memuaskan 1	Kurang Memuaskan 2	Memuaskan 3	Baik 4	Sangat Baik 5	
1	Tahap pengetahuan terhadap kerja	0.0%	0.0%	7.6%	64.1%	28.2%	4.21
2	Kebekalannya untuk menyiapkan tugas dalam masa yang ditetapkan	0.0%	0.0%	1.2%	77.6%	61.2%	4.60
3	Masa yang diambil untuk mendapatkan kemahiran	0.0%	0.0%	2.4%	57.6%	40.0%	4.38
4	Keperluan penyelesaian	0.0%	0.0%	2.9%	57.1%	40.0%	4.37
5	Masa kerja	0.0%	0.0%	3.5%	35.3%	61.2%	4.58
6	Kebekalan komunikasi	0.0%	0.0%	4.7%	51.5%	43.8%	4.39
7	Inisiatif dan motivasi	0.0%	0.0%	3.0%	26.6%	70.4%	4.67
8	Sikap terhadap kerja	0.0%	0.0%	1.8%	19.4%	78.8%	4.77
9	Disiplin	0.0%	0.0%	2.9%	13.5%	83.5%	4.81
10	Sikap: Persekitaran kolej/mahasiswa (termasuk perkhidmatan kolej)	0.0%	1.2%	1.8%	69.6%	36.5%	4.32

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DATA ANALYSIS - STUDENT GRADUATE ON TIME

KONVO	Matrik	Registration				Graduation				GoT	
		SAW	SAP	SAS	Jum	S1	2T	2R	S3		Jum
KONVO KE 35 - 2004/2005-02	AA00	459	55	43	557	49	183	125	0	357	63.88
	BA01	5	0	0	5	0	1	0	0	1	
	CA02	0	0	0	0	0	0	0	0	0	
	Jumlah	464	55	43	562	49	184	125	0	358	
	Jumlah	464	55	43	562	49	184	125	0	358	
KONVO KE 37 - 2005/2006-02	AA01	470	70	43	623	50	146	124	2	322	54.43
	BA02	99	0	0	99	2	39	26	0	67	
	CA03	66	0	0	66	4	21	4	0	29	
	Jumlah	635	70	43	748	56	206	154	2	418	
	Jumlah	635	70	43	748	56	206	154	2	418	
KONVO KE 39 - 2006/2007-02	AA02	202	0	0	202	46	69	31	0	146	82.46
	BA03	123	0	0	123	2	54	28	0	84	
	CA04	0	0	0	0	5	29	4	0	38	
	Jumlah	325	0	0	325	53	152	63	0	268	
	Jumlah	325	0	0	325	53	152	63	0	268	
KONVO KE 40 - 2007/2008-02	AA04	225	23	15	263	22	162	42	0	226	88.92
	BA05	98	0	0	98	24	65	6	0	95	
	Jumlah	323	23	15	361	46	227	48	0	321	
	Jumlah	323	23	15	361	46	227	48	0	321	
	Jumlah	323	23	15	361	46	227	48	0	321	

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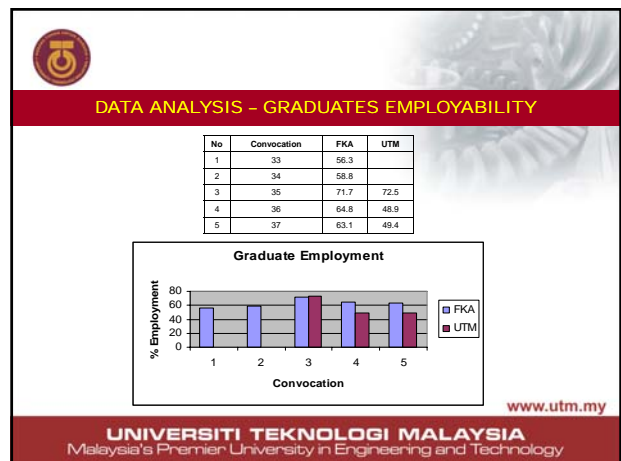
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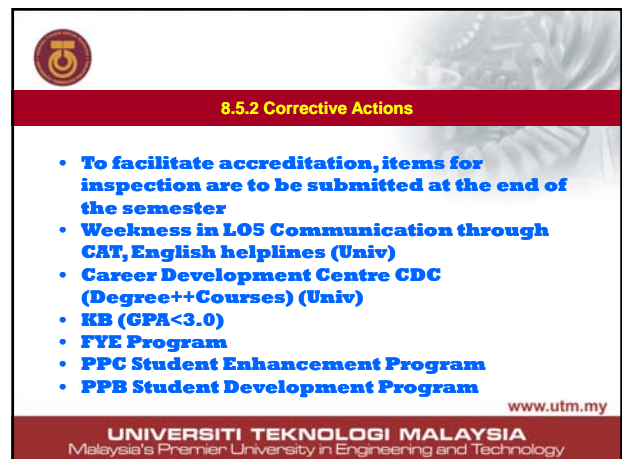
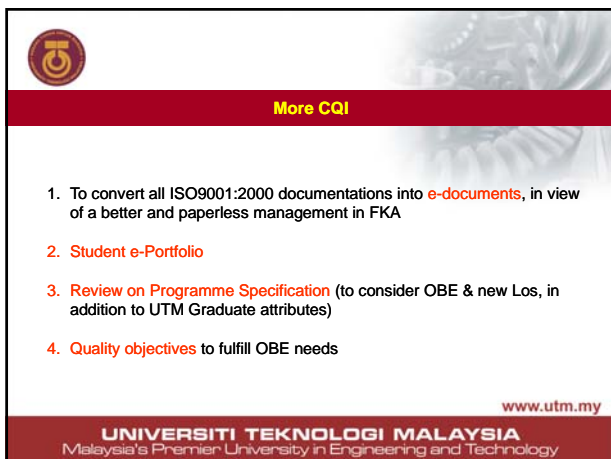
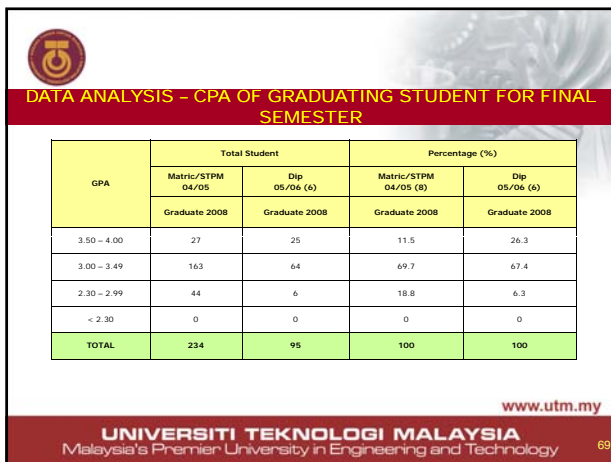
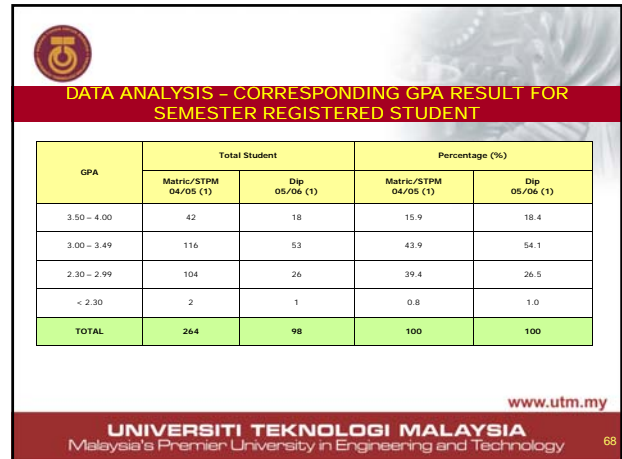
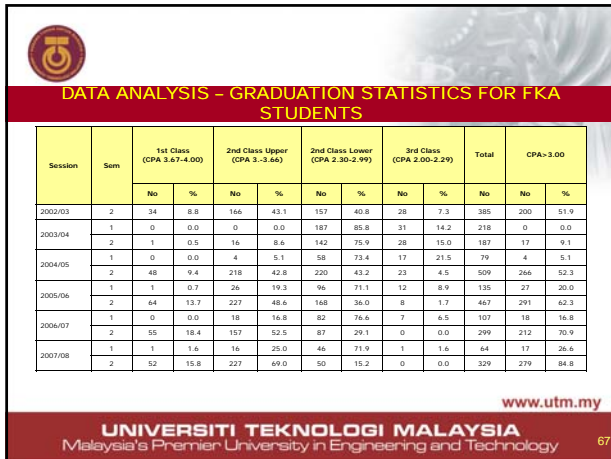
DATA ANALYSIS - PERCENTAGE OF KB CLEAN

CPA	Session/semester						
	2004/05	2005/0601	2005/0602	2006/0701	2006/0702	2007/0801	2007/0802
CPA > 3.0	48.0	34.7	50.7	57.1	67.6	68.7	77.6
KB Clean	88.4	91.9	93.2	93.4	99.5	92.2	93.4

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8.5.2 Corrective Actions – PPC Enhancement

Sesi/sem	Bilangan
2002/03-02	32
2003/04-01	31
2003/04-02	34
2004/05-01	35
2004/05-02	60
2005/06-01	90
2005/06-02	73

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8.5.2 Corrective Actions – PPB Development

Sesi/sem	Bilangan	Peratus
2001/02-01	41	4.24
2001/02-02	9	0.98
2002/03-01	7	0.57
2002/03-02	6	0.48
2003/04-01	9	0.62
2003/04-02	7	0.49
2004/05-01	3	0.17
2004/05-02	2	0.12
2005/06-01	3	0.19
2005/06-02	2	0.12
2006/07-01	6	0.40
2006/07-02	0	0.00
2007/08-01	0	0.00

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8.5.2 Preventive Actions

- ISO documentation is linked to accreditation requirements**
- Maintenance of storage area**
- Backup of results (Hardcopy)**
- Change of Status (Univ.)**

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NEW GRADING SYSTEM

MARKAH	GREJ	MATA NILAI
90-100	A+	4.0
80-89	A	4.0
75-74	A-	3.67
70-74	B+	3.33
65-69	B	3.0
60-64	B-	2.67
55-59	C+	2.33
50-54	C	2.0
45-49	C-	1.67
40-44	D+	1.33
30-39	D	1.0
00 - 39	E	0.0

a) TD = Tank Diri
b) TS = Tidak Selesai
c) HS = Hadir Sahaja
d) HLHG = Hadir Lulus/Hadir Gagal

KEDUDUKAN AKADEMIK	
a) KB	PNGK > 2.00
b) KS	1.70 < PNGK < 2.00
c) KG	PNGK < 1.70

PROGRAM PENGAJIAN	PNGK
a) SARJANA MUDA	
Kepujian Kelas Pertama	3.00 < PNGK < 3.67
Kepujian Kelas Kedua (Tinggi)	2.30 < PNGK < 3.00
Kepujian Kelas Kedua (Rendah)	2.00 < PNGK < 2.30
Kepujian Kelas Ketiga	
b) DIPLOMA	
Diploma Kelas Pertama	2.00 < PNGK < 3.50
Diploma Kelas Kedua	

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Thank You

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