1.0 OBJECTIVES:

1.1 To define responsibilities and authorities of the Management Representative & Assistant.

1.2 To identify competence guidelines of the Management Representative & Assistant, pertaining to education, training, skills and experience.

2.0 PERFORMANCE INDICATORS:

2.1 Nil

3.0 SCOPE:

3.1 This Job Description applies to the Management Representative & Assistant of Chuan Thong Industries Sdn. Bhd., whom is/are involved in the operations within the defined scope of the Quality Management System of which Chuan Thong Industries Sdn. Bhd. is being certified to the ISO 9001 Standard.

4.0 DEFINITIONS:

4.1. Competence refers to the demonstrated ability to apply knowledge and skills to achieve intended results, and demonstrated competence is sometimes referred to as qualification.

4.2. Organization Chart or Structure refers to the orderly arrangement of responsibilities, authorities and relationships between people in Chuan Thong Industries Sdn. Bhd., and such a formal expression of the structure is expressed in the Quality Manual.

4.3. Quality Management System refers to the part of a management system with regards to quality.

4.4. Standard refers to ISO 9001 International Standard.

4.5. Top management refers to the person or group of persons, who directs and controls Chuan Thong Industries Sdn. Bhd. at the highest level, i.e. Director, Management Representative and/or Assistant Management Representative and all Heads of Department.

5.0 ACRONYMS:

5.1. CTI denotes Chuan Thong Industries Sdn. Bhd.

5.2. HOD denotes Head of Department

5.3. ISO denotes International Standardization for Organization

5.4. MR denotes Management Representative and/or Assistant Management Representative(s)

5.5. MRT denotes Management Review Team

5.6. QMS denotes Quality Management System

5.7. SPP denotes System Process Procedure

6.0 LEGEND:

6.1 Nil

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7.0 DESCRIPTION:

7.01 The Management Representative & Assistant reports to the Director, and is a member of the MRT.

7.02 Responsibility:

The Management Representative & Assistant is/are overall responsible for the maintenance of the ISO 9001 quality management system of Chuan Thong Industries Sdn. Bhd., for the scope of certification as below:

- *Manufacturing of Corrugated Cartons*

When exercising the duties during work days, specific responsibilities of the Management Representative & Assistant include:

- With regards to the internal documentation of the ISO 9001 quality management system, the Management Representative & Assistant is/are responsible and authorize to:
  - ✓ Establish new documentation to meet the requirements of the ISO 9001 Standard;
  - ✓ Amend or revise existing documentation, as well as to review and approve such amendments and revisions, so as to meet the requirements of the ISO 9001 Standard;
  - ✓ Newly established, amended and/ore revised documentation shall be backed-up into external drive(s) and/or compact disc(s), at the end of each day of work completed, and disseminate the non-amendable soft copy documentation into the designated drive of the public server, for public access.
- With regards to the Internal Audit of the ISO 9001 quality management system, the Management Representative & Assistant is/are responsible and authorize to:
  - ✓ Establish an overall internal audit program, deciding on the frequency of conducting internal audits for any department, process and/or ISO 9001 Standard within Chuan Thong Industries Sdn. Bhd.;
  - ✓ Plan each internal audit, deciding on the timetable and resources required to conduct the audit for the Chuan Thong Industries Sdn. Bhd.;
  - ✓ Conduct each internal audit for the Chuan Thong Industries Sdn. Bhd. based on interviewing the personnel performing the respective job(s), observing actual operations as well as reviewing documentation and records of the ISO 9001 quality management system;
  - ✓ Report the findings of internal audits to the management of the Chuan Thong Industries Sdn. Bhd., and proposing any suggestion for improvements of the ISO 9001 quality management system.
- With regards to the Management Review of the ISO 9001 quality management system, the Management Representative & Assistant is/are responsible and authorize to:
  - ✓ Establish an overall management program, deciding on the frequency of conducting such reviews to meet ISO 9001 Standard;
  - ✓ Assisting the Chuan Thong Industries Sdn. Bhd. personnel to prepare the necessary reports to be submitted for the reviews;
  - ✓ Attend and facilitate each management review meeting for the Chuan Thong Industries Sdn. Bhd., to ensure the conduct of such review meetings are in accordance to the requirements of the ISO 9001, Standard;
  - ✓ Report the outcomes and decisions made in the management review meetings, by preparing the minutes of each meeting attended and facilitated by the Management Representative & Assistant.

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- With regards to the Implementation of the ISO 9001 quality management system, the Management Representative & Assistant is/are responsible and authorize to:

  - ✓ Prepare any data and/or record stipulated in the internal documentation of the ISO 9001 quality management system, where such data and/or record shall be backed-up into external drive(s) and/or compact disc(s), at the end of each day of work completed, and disseminate the non-amendable soft copy data and/or records into the designated drive of the public server, for public access;
  - ✓ Organize and conduct internal briefings on the internal documentation requirements (Refer to Section 6.2.1 above) of the Chuan Thong Industries Sdn. Bhd. Such briefings may be considered as on-job training but not claimable on the Human Resource Development Funds (HRDF), if applicable;
  - ✓ Identifying continual improvement opportunities for the Chuan Thong Industries Sdn. Bhd. and assisting the management and personnel in the implementation of any continual improvement program approved by the Chuan Thong Industries Sdn. Bhd.

- With regards to the Certification / Surveillance Audits conducted by the third party Certification Body, the Management Representative & Assistant is/are responsible and authorize to:

  - ✓ Liaise with the Certification Body on behalf of the Chuan Thong Industries Sdn. Bhd., on any matter pertaining to the ISO 9001 quality management system;
  - ✓ Reply the corrective actions required by the Certification Body, and enforce the implementation of such corrective actions within the Chuan Thong Industries Sdn. Bhd.

7.03 Authority:

When exercising the duties during work days, specific authorities of the Management Representative & Assistant include:

- Recommend business decisions on the effective operations of the company;
- Enforce implementation of Quality Management System process procedures;
- Liaise with external parties, such as Certification Bodies, if needed.

7.04 Competence Guidelines:

- Education & Professional Qualification:
  - ✓ At least a degree or diploma in any discipline, preferably in the Business Administration field and specializing in Total Quality Management;
  - ✓ Posses an International Registered of Certificated Auditors (IRCA) QMS Auditor, will be preferred.
- Training Needs:
  - ✓ Trained on the requirements of the ISO 9001 Standard;
  - ✓ Trained on the techniques for planning, conducting, reporting and following-up of internal audits;
  - ✓ Preferably attended and passed in a registered Lead Auditor Course;
  - ✓ Trained on the programs (if any) identified in the On-Job Training Program & Records.
- Necessary Experience:

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- ✓ Experience in establishing, documenting, implementing and maintaining ISO 9001 quality management system, preferably in the capacity of a Management Representative or equivalent;
- ✓ Experience in leading and/or conducting first, second and/or third party audits;
- ✓ Experience in providing consultation and training support is preferred;
- ✓ Working experience in similar industry is preferred.

➢ Essential Skills:

- ✓ Leadership and communication skills;
- ✓ Reporting skills;
- ✓ Computer literate.

8.0 RECORDS:

No.	*Name of Record*	*Custodian*	*Minimum Retention Period*	*File Name*	*Disposal Method*
8.01	Applicants' Profile & Resume (Successful)	HR Executive	As long as employee still employed	File: Individual Employee	Crush and tear for hard copy; Delete or archive for soft copy
8.02	Applicants' Profile & Resume (Unsuccessful)	HR Executive	6 Months	File: Recruitment KIV	Crush and tear for hard copy; Delete or archive for soft copy
8.03	Job Application Form (Successful)	HR Executive	As long as employee still employed	File: Individual Employee	Crush and tear for hard copy; Delete or archive for soft copy
8.04	Job Application Form (Unsuccessful)	HR Executive	6 Months	File: Recruitment KIV	Crush and tear for hard copy; Delete or archive for soft copy
8.05	Contract of Employment	HR Executive	As long as employee still employed	File: Individual Employee	Crush and tear for hard copy; Delete or archive for soft copy
8.06	Letter of Internal Transfer or Promotion	HR Executive	As long as employee still employed	File: Individual Employee	Crush and tear for hard copy; Delete or archive for soft copy

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9.0 ATTACHMENT:

Nil

10.0 PROCESS FAILURE MODE & EFFECTS ANALYSES:

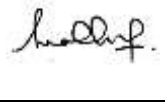
Refer to CTI-HM-01 Recruitment Process Procedure

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11.0 REVISION HISTORY:

Revision No.	*Change(s)*		*Approval*		*Approval Date*
	Section	*Description*	*Name*	*Signature*	
00	All	New Issue	Lim Lean Chew Lim Soo Lin		April 01, 2017
01	Header	Change of new facility address	Lim Lean Chew		January 01, 2022
	8.01 ~ 8.06	Amend "custodian" from Account Executive to HR Executive	Lim Soo Lin		

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