

ISO 9001:2015 Quality Management System Action Handbook

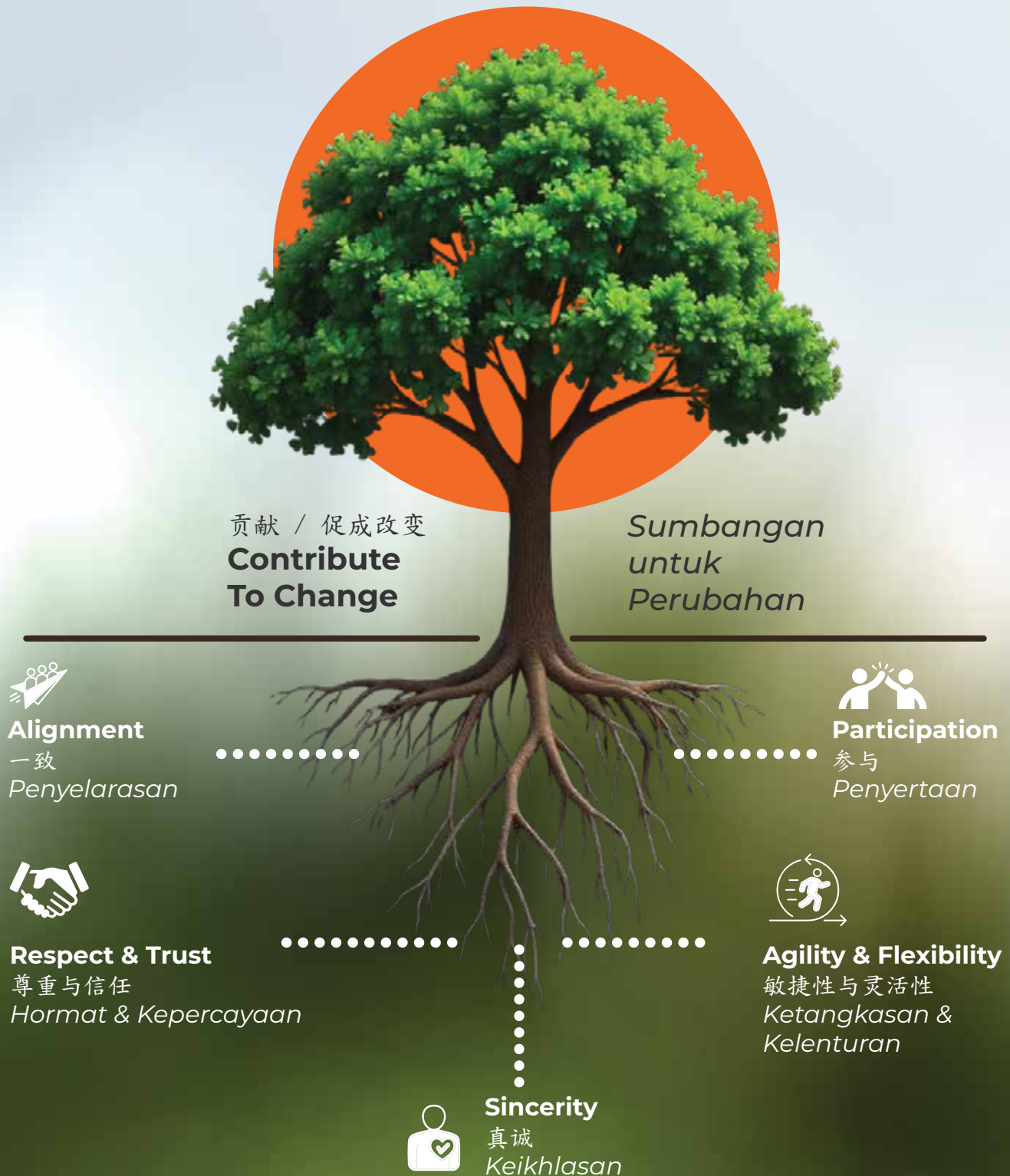
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TABLE OF CONTENTS

Standards of Excellence (S.O.E.)	02
The Meaning Of Quality	03
Strategic Philosophy of ISO	04
The Quality Management Principles	05
Process Approach	06
ISO 9001:2015 QMS – 10 Major Clauses	09
Lama Group Core Values	10
Lama Group Mission & Vision 2030	11
Lama Group Quality Policy	12
Lama Group Quality Objectives	13
5S, Safety, Health & Environment (S.H.E.)	14
Specific PDCA Application in ISO	26
Roles & Responsibilities	27

Standards of Excellence (S.O.E.) 卓越标准

Piawaian Kecemerlangan



The Meaning Of Quality 品质的定义

Maksud Kualiti

A Global Definition

全球定义

Definisi Global

“

“The Totality of Features and Characteristics of a product or service that bear on its ability to satisfy stated and implied needs ”

指人的行为和作风所显示的思想、品性、认识等实质

可指物品的特征、品性、本质，也可指商品或服务的水准、质量。

“Keseluruh sifat-sifat produk dan perkhidmatan yang dapat memenuhi keperluan yang dinyatakan.” ”

Example 例如：

- **Fitness for use** 适合使用 *Sesuai untuk diguna*
- **Meeting expectation** 符合要求 *Memenuhi keperluan*
- **Delightful Service** 有素质的服务 *Perkhidmatan yang girang*
- **Cost-effectiveness** 成本效益 *Keberkesanan kos*
- **Detailed information** 完整资料 *Maklumat Terperinci*
- **Satisfaction** 满足感 *Kepuasan*
- **Good service** 良好服务 *Perkhidmatan yang Bagus*



Superior Value 卓越价值
Nilai yang Unggul

Strategic Philosophy of ISO ISO 策略性的理念

Falsafah Strategik ISO



The Quality Management Principles 品质管理的准则

Prinsip-prinsip untuk Pengurusan Berkualiti



Customer Focus



Leadership



Engagement of People



Process Approach



Improvement



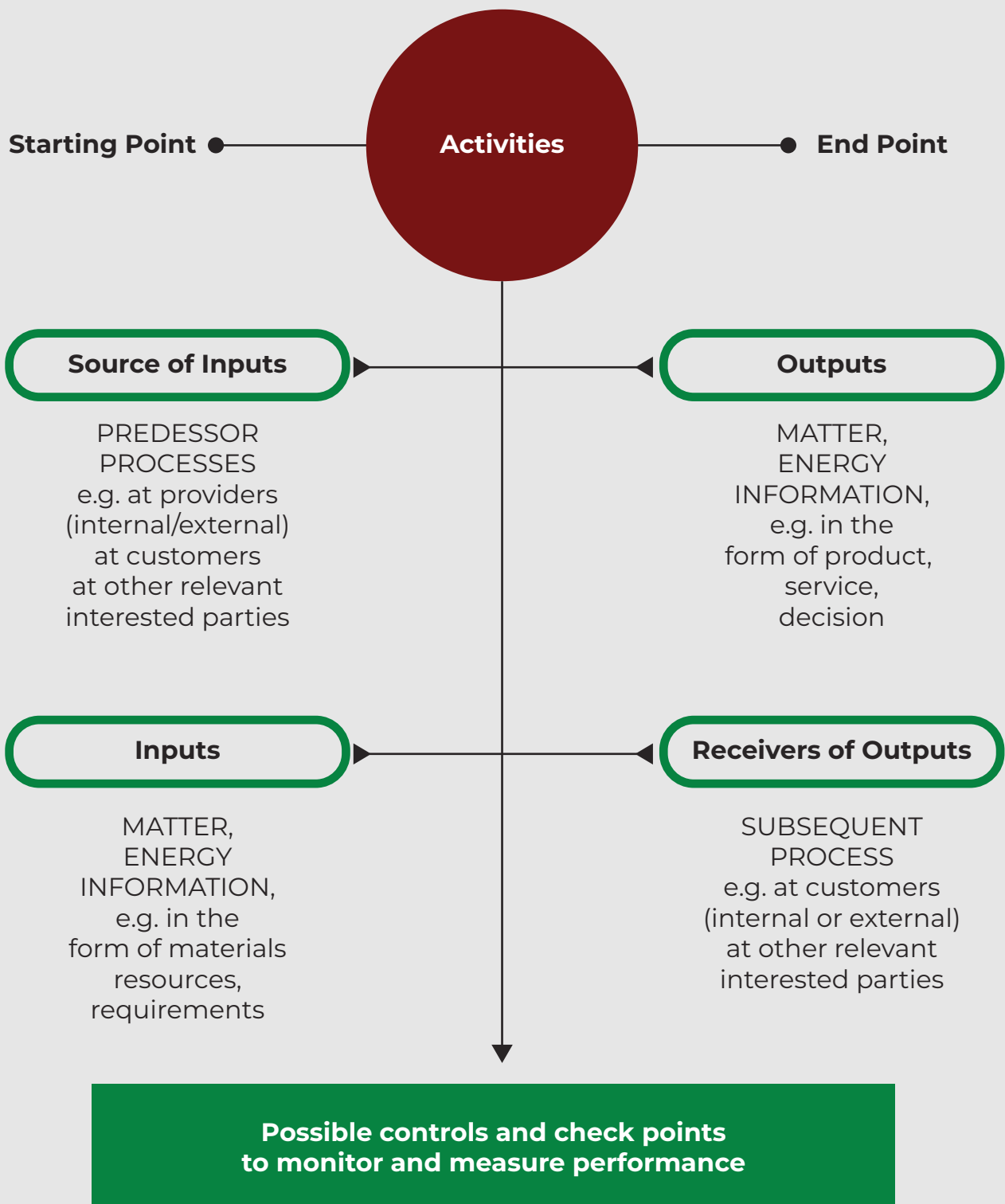
**Evidence-Based
Decision Making**



**Relationship
Management**

Process Approach 制成化方式

Pendekatan Proses



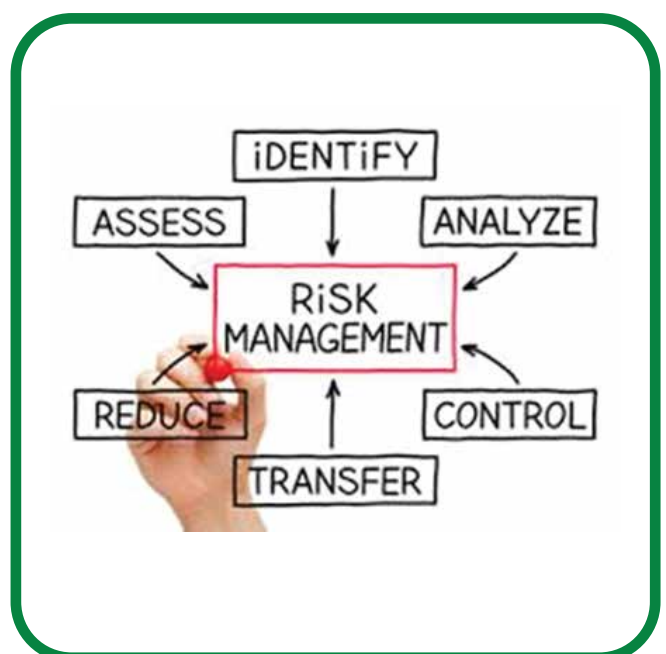
Process Approach 制 成 化 方 式

Pendekatan Proses

Adoption of Process Approach

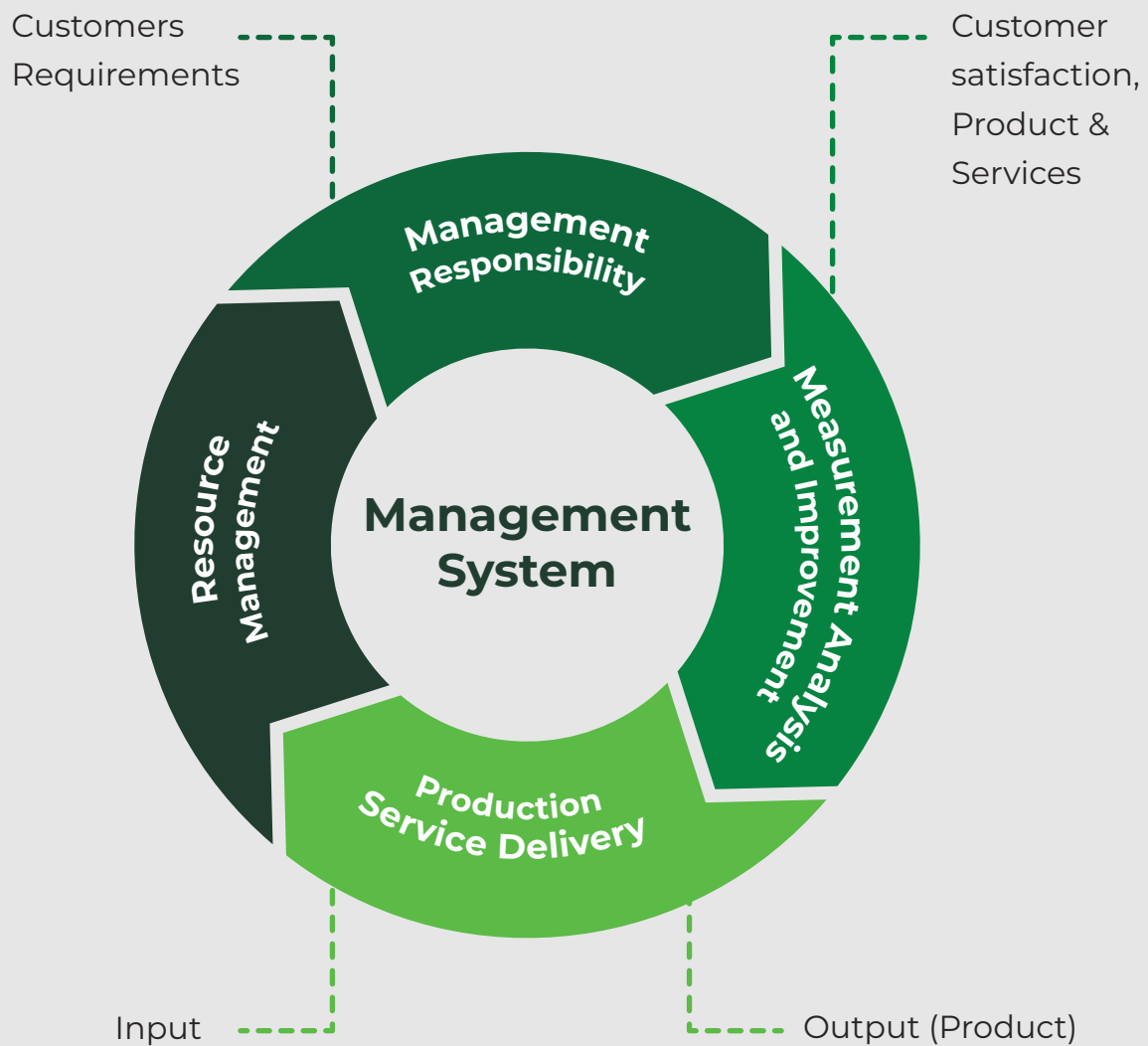
control the Interrelationships and Interdependencies among the processes of the system, enhance Overall Performance,

with



Process Approach 制成化方式 *Pendekatan Proses*

Continual Improvement of The Management System



ISO Action

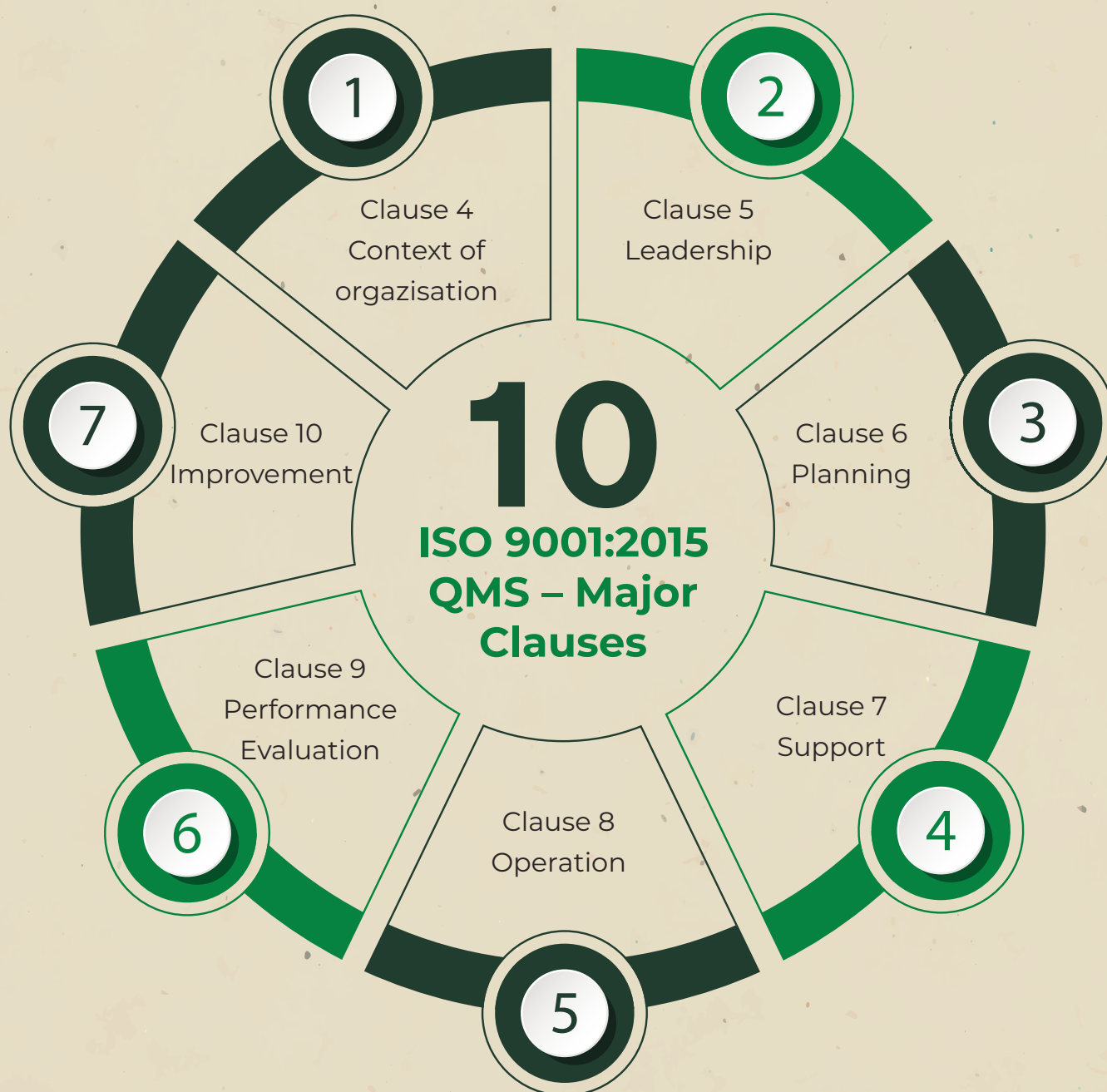
Turning Customer Requirements into Customer Satisfaction consistently.

一致地把客户需求转换成客户满足

Menjadikan Keperluan Pelanggan ke Kepuasan Pelanggan secara konsisten.

ISO 9001:2015 QMS – 10 Major Clauses

ISO 9001:2015 质量管理体系 – 10 个主要条款





PURPOSE

“Contribute to Quality Living & Sustainable Future”

GROUP MISSION

“Delivering Innovative & Sustainable Building Solutions with Agility & Superior Value”

GROUP VISION 2030

“The Leading Building Material Partner with Resource & Technology Optimisation “

Note : Resource & Technology Optimisation through:

- | | |
|---|--|
| 1. Collaborative design, development & delivery | 3. Effective & efficient solutions |
| 2. Automation & digitalisation | 4. Green accountability & sustainability |

CORE VALUE ENGAGEMENT

L

Lasting
Organisation

- L1. Building Human Capital Motivation together:
Be committed to Lama Group's Corporate Direction
- L2. Build & Appreciate Loyalty, develop sincerity,
supportive & lasting Collaboration with Trust
- L3. Create a Conducive Environment in Harmony by
nurturing strong, warm, loving and friendly relationship

A

Accountability &
Responsibility

- A1. Be Dependable
- A2. Be Honest
- A3. Be Punctual
- A4. Put Safety First , Practice 5S

M

Mutual Respect &
Trust

- M1. Teamwork & Cooperation
- M2. Practice & demonstrate fairness
- M3. Build Trust with Credibility & Integrity

A

Advancement

- A1. Strive for Continuous improvement, involve in 'Kaizen'
- A2. Be Committed to Product & Service Excellence
- A3. Contribute to Quality & Operational Efficiency
- A4. Be Committed to Personal & Organisation
Development

QUALITY POLICY

Everyone in **LAMA Group** is committed to Total Customer Satisfaction with the following Strategic Focus:

L

LEADERSHIP & TEAM DEVELOPMENT

- Readiness for growth & succession planning management

A

ACTIVE COMMUNICATION

- Ensuring prompt communication and responses

S

SERVICE EXCELLENCE

- Ensuring Customer Satisfaction & Excellent Customer Experience

T

TOTAL QUALITY MANAGEMENT

- Enabling employee involvement in Kaizen Project for Continuous Improvement

I

INTERNAL PROCESS CONTROL FOR QUALITY ASSURANCE

- Ensuring effective process control and efficient process flow
- Adhere to established Policies & SOPs

N

NO VIOLATION OF LEGAL & REGULATORY REQUIREMENT

- As a responsible corporate with ESG orientation & optimisation

G

GROWTH MINDSET

- Strive for Continuous Improvement & Sustainable Growth

CORPORATE MANAGEMENT OBJECTIVES

INTERNAL PROCESS

P1. To achieve Operational Excellence:

- i) Technology Integration & Optimisation
- ii) Digital Transformation
- iii) ISO 9001: QMS Certification
- iv) Kaizen Project (TQM) – Progressively improving PQCDMS:
 - Productivity
 - Cost-effectiveness
 - Safety
 - Quality
 - Delivery
 - Morale

CUSTOMER

C1. To innovate and broaden product & customer base in support of sustainable growth

LEARNING & GROWTH

L1. Continuous competency development for Personal and Organisation growth

FINANCIAL

- F1. To achieve sustainable growth in Revenue of 10% - 15% annually
- F2. Sustain Positive Cash Reserve of for effective Operation & Development



**Systematic
Housekeeping
Concept**



**Visual
Management**

有系统的
整理概念



视觉管理

**Konsep Pemeliharaan
Kebersihan yang
sistematis**



**Pengurusan
Penglihatan
(Visual)**



Scope of Housekeeping 5S 范围

Skop Pengemasan 5S

It covers all section of the Company.

Amongst other things, we must maintain cleanliness of:

涵盖公司所有范围。

除此之外，我们必须维持以下范围的整洁

la merangkumi semua peringkat di Syarikat.

Kita mesti mengekalkan kebersihan:



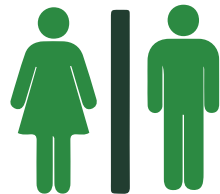
Worksites

工作的地方 (Tempat Kerja)



Offices

办公室 (Pejabat)



Toilets

厕所 (Tandas)



Machinery & Equipment

机械和设备 (Mesin & Alatan)



Motor vehicles

交通工具 (Kenderaan)



Dress/Attire 服装和衣着
(Pakaian/Penampilan)



Dress/Attire
(Pakaian/Penampilan)

Everybody's Responsibility 人人的责任

Tanggungjawab Semua Orang

To maintain a pleasant, clean and safe workplace

保持一个舒服，整洁和安全的工作环境

KEKALKAN tempat kerja yang selesa, bersih dan selamat.

01

Impossible to rely on one or two cleaners!

不可能依靠一个或两个清洁工人！

Tidak mungkin bergantung kepada satu atau dua orang pembantu kebersihan sahaja !

02

It will fail if someone clean up and others are littering (Eg. Throwing rubbish around)

整理工作将会失败，如果有人清理而其他人乱丢垃圾。

(如：随地乱丢垃圾)

*Kita akan gagal jika hanya seseorang yang menjaga kebersihan.
(Contoh: Membuang sampah-sarap di merata tempat)*

03

5 Steps of Becoming World Class

5 Langkah Menjadi Bertaraf Dunia

1s**SEIRI . SORT . SISIH**

Remove all items not needed by current operations from the workplace.

Buang semua barangan yang tidak diperlukan semasa di tempat kerja.

**2s****SEITON . SET IN ORDER . SUSUN**

Label & arranged needed items for easy usage by anyone

Alat-alat yang diperlukan harus dilabel dan di susun supaya senang digunakan oleh semua orang

**3s****SEISO . SHINE . SINAR**

Inspect & Clean mindfully, keep in tip-top conditions.

Periksa dan dibersihkan dengan kesedaran, pastikan selalu dalam keadaan terbaik.

**4s****SEIKETSU . STANDARDISE . SERAGAM**

Maintain Standards of tasks & procedure set by the first 3 pillars - Sorty > Set In Order > Shine

Mengekalkan Piawaian Pengemasan tempat kerja mengikut 3 ciri pertama - Sisih > Susun > Sinar

**5s****SHITSUKE . SUSTAIN . SENTIASA AMAL**

To make habit of properly maintaining correct procedures

Untuk membuat tabiat betul mengekalkan prosedur yang betul





Remove all items NOT needed for current operations

移除所有当前操作不需要的物品

Alih keluar semua barang yang tidak diperlukan untuk operasi semasa



Keep only essential items and eliminate what is not required, prioritizing things per requirements and keeping them in easily-accessible places.

只保留必要物品，优先根据需求分类，并放置在易于取用的位置

Hanya simpan barang yang penting, utamakan mengikut keperluan dan letakkan di tempat yang mudah dicapai



Everything else is stored or discarded.

其他物品则储存或丢弃

Segala barang lain disimpan atau dibuang



2S

SEITON

Set In Order , Susun



- **It is the CORE of Standardization.**
 这是标准化的核心
Ini adalah TERAS kepada Penyeragaman.
- **Arrangement of work, workers, equipment, parts, and instructions in such a way that work flows free of waste through the value added tasks.**
 将工作、员工、设备、零件和指令进行有序安排，使工作能在增值任务中无浪费地流动
Susunan kerja, pekerja, peralatan, alat ganti, dan arahan dengan cara yang membolehkan kerja mengalir tanpa pembaziran dalam tugas bernilai tambah.
- **When applied correctly with orderly flow, this step eliminates the majority of the non-value-added time.**
 当正确应用并实现有序流程时，此步骤可消除大部分无增值的时间
Apabila diaplikasikan dengan betul dan aliran yang teratur, langkah ini akan menghapuskan sebahagian besar masa yang tidak memberi nilai tambah.
- **Orderly flow = Better view of challenges faced!**
 有序的流程 = 更清晰地看见所面临的挑战！
Aliran yang teratur = Pandangan yang lebih jelas terhadap cabaran yang dihadapi!



Focus on removal of dirt, dust and grime from workplace.

专注于清除工作场所的灰尘、污垢和油渍

Fokus kepada pembuangan kotoran, habuk dan kekotoran di tempat kerja.



Keep it clean, tidy and organized.

保持整洁、干净、有条理

Pastikan tempat kerja sentiasa bersih, kemas dan teratur



KEEP EVERYTHING CLEAN!

保持一切清洁！

PASTIKAN SEMUANYA BERSIH!



**Maintain standards of tasks & procedures set by the first 3 pillars:
Sort > Set in Order > Shine**

维持由前三个支柱（整理 > 整顿 > 清扫）所设定的任务与程序标准。

Kekalkan piawaian tugas dan prosedur yang ditetapkan oleh tiga tonggak pertama: Sisih > Susun > Sapu



To make habit of properly maintaining correct procedures

养成正确维护标准作业程序的习惯

Membiasakan diri untuk sentiasa mematuhi prosedur yang betul

Safety, Health & Environment (S.H.E.)

安全，健康与环境

Kesihatan, Keselamatan & Alam Sekitar

“Safety is for Everyone, by everyone.”

“安全是由大家给大家的。”

“Keselamatan adalah untuk setiap orang, oleh setiap orang.”



Use of Personal Protective Equipment 使用个人防护装备

Kegunaan Peralatan Perlindungan Pribadi

01

Safety helmet

安全头盔
(Topi keledar keselamatan)



02

Goggles

护目镜
(Kaca mata)



03

Ear plugs

耳塞
(Alat sumbatan telinga)



04

Safety shoes

安全鞋
(Kasut keselamatan)



05

Gloves – When to & when not to?

手套
(Sarung tangan)



Take Charge of Your Health 掌管您的健康

Menjaga Kesehatan Anda



Exercise Regularly

定期运动

Bersenam secara tetap



Manage / Minimise Stress

管理 / 减少压力

Mengurus / Minimumkan Tekanan



Eat Right

吃得对

Makanan yang Betul



Add Quality Supplements

添加营养品

*Menggunakan Zat Makanan
Tambahan yang Berkualiti*

Specific PDCA Application in ISO PDCA循环的应用

Aplikasi PDCA dalam ISO



Operation surveillance
& Improvement

Process Control

Visual Management

Quality Planning

Documented System

System Implementation

Handling customer complaint 处理客户投诉
Menangani aduan pelanggan

Internal Quality Audit's Findings 内部质量审核结果
Penemuan Audit Kualiti Dalam

External Audit's Findings 外部审核结果
Penemuan Audit Luaran

Correction
纠正 Pembetulan

Corrective Action / Continual Improvement
纠正措施 / 持续改进 Tindakan Pembetulan / Peningkatan Berterusan

Ensure Execution & Effectiveness
确保执行与成效 Pastikan Pelaksanaan & Keberkesanan

Roles and Responsibilities 角色和责任

Peranan dan Tanggungjawab

What must I do?

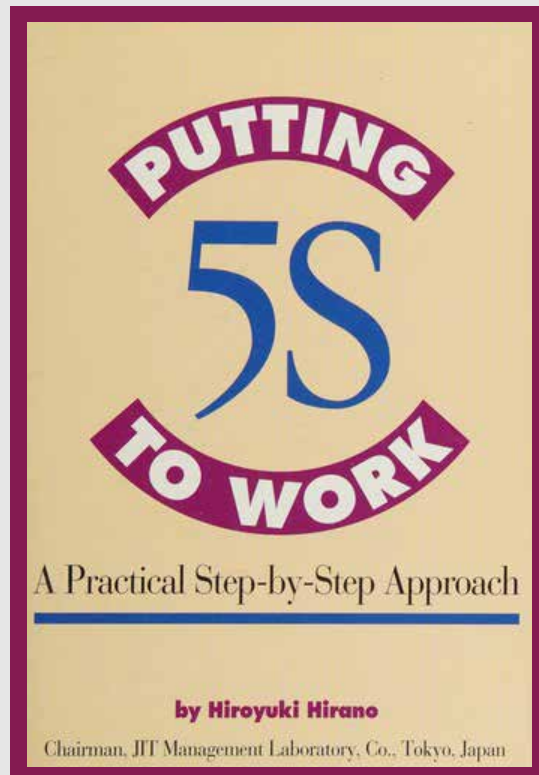
我应该做什么？

Apakah yang perlu saya lakukan?

ISO 9001:2015

-  **Know the POLICY & QUALITY OBJECTIVES**
了解政策和质量目标
Memahami POLISI & OBJEKTIF KUALITI
-  **Follow PROCEDURES & WORK INSTRUCTIONS (WI)**
遵循程序及工作说明
Mengikuti PROSEDUR & ARAHAN KERJA
-  **Record (Data Collection), Report, Analyse, Conclude and Provide Solutions**
记录（数据收集），报告，分析，总结和提供解决方案
Rekod (Mengumpul Data), Laporan, Analisis, Kesimpulan dan memberi penyelesaian.
-  **Have POSITIVE work attitude**
有积极的工作态度
Mempunyai sikap bekerja yang POSITIF

Roles and Responsibilities (S.H.E.) 角色和责任(安全，健康与环境) *Peranan dan Tanggungjawab*



Implement good 5S System

实行良好的5S 系统

Melaksanakan Sistem 5S yang bagus

Take charge of your Health

掌管您的健康

Menjaga kesihatan anda

Follow Safety Policy and Instructions

遵守安全政策与指令

Mengikuti Polisi Keselamatan dan peraturan

Notes



Notes





Lama Group

Since 1962

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