



**ORAL HEALTH DIVISION  
MINISTRY OF HEALTH**

**e-ISO QMS**

**USER MANUAL**

Prepared By : iTools Sdn. Bhd.

Version : 1.0

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## I. System Overview

A cornerstone of the quality management system is the control of documents. Document control is an essential preventive measure ensuring that only approved, current documentation is used throughout the organization. This system provides organizations with a flexible and friendly approach of managing controlled ISO documentation.

There are 4 components that make the system work magically. The first module in the system is that it allows centralization. All documents are stored, modified, tracked, marked for deletion, removed, and updated centrally. The following module is the control. With the security and defined structure in place, the system allows tight control over your documents. Because it's central and controlled, you decide who is given access and they are ensured to always be viewing the most updated and recent version. With the system, it's always ONE CENTRALLY MANAGED document.

**Reduced Labour Hours** – This translates to saving on labour-intensive resources. With the system, it works two ways. You either save time OR you double up results in the current amount of time spent.

**Reduced Supply Cost** - This is a no-brainer. Paper, Binders, Ring files, Arch files, Storage, Ink, Printers, Copiers, Distribution...PEOPLE!!!! If used right, and following our advice, the average ROI is within 6 months of use.

**Save Meeting Hours** – This is a benefit too. With the system, you don't need to schedule meetings after meetings to finalize a document. Because it's a structured approach, each person's role saves hours of meeting time. This is because documents are in a workflow. To simplify: Prepare----Review----Edit----Publish. We maximize the time used rather than force additional meetings.

Finally, **cycle time is improved**. Initially, it's the "getting used to it" that is the longest time. After that, it just gets faster to publish documents. It tapers out nicely whereas the knowledge of use grows, the productivity increases, the savings increases and losses are reduced. But like any system, it's interactive not just because it's online, but because it's flexible and we're flexible to customize it to the necessary environment. Complete **version control** is also built into the system to track changes of versions with a detailed audit trail.

## II. Access to eISO System

1. The URL for eISO System is <http://eiso-oralhealth.moh.gov.my/eiso/>
2. System will direct user to eISO main page.



3. User need to click to BKP KKM to proceed.
4. System will direct user to eISO homepage.



### III. System Homepage

The home page of the e-ISO system is separated into 10 unique sections. Below are the descriptions of each section:

1) **Section 1 – Pautan Pintas**

This section is the **Quick Link** navigator. It allows users to quickly navigate through the site to go to specific locations without having to remember any other buttons for navigation.

2) **Section 2 – Main Navigation Area**

This section is the main navigation area, currently split into 6 separate functionalities. It allows users to access the Quality Manuals, Quality Procedures, Work Instructions, Quality Form, Checklist and External Documents.

External Documents are collection of links to documents that exists externally from the e-ISO system, but has relevance and relationship to a respective controlled document within the e-ISO system.

3) **Section 3 – Photo Gallery**

This section is the photo gallery. It is mainly used to provide pictures to users pertaining to events or activities held by the organization.

4) **Section 4 – Pengurusan Dokumen**

This is the Pengurusan Dokumen section of the e-ISO system. Clicking this button will lead to the login page for access to the entire backend system.

5) **Section 5 – Manual Pengguna**

This section provides the user manual of e-ISO system.

6) **Section 6 – Pengumuman**

This section allows the latest events and news to be published. It's an electronic notice board that allows news to be delivered immediately and instantaneously to the users.

7) **Section 7 – Muat Turun**

This section allows files to be available as downloadable items for end user use.

8) **Section 8 – Pautan**

This section provides the hyperlink to access the important and most often referenced sites link.

9) **Section 9 – Daftar Dasar**

This section contains list of Daftar Dasar.

10) **Section 10 – Sijil ISO**

This section contains current ISO certificates.

1



# e-ISO Sistem Pengurusan Kualiti

Bahagian Kesihatan Pergigian



## e-ISO Sistem Pengurusan Kualiti

AUDIT DALAM 1/2017 DIKETUIAI OLEH DR SALLEH BIN ZAKARIA



2

MANUAL KUALITI	PROSEDUR KUALITI	ARAHAN KERJA	BORANG KUALITI
SENARAI SEMAK	DOKUMEN LUARAN	LAPORAN RISIKO	

3


4

**Pengurusan Dokumen**

5 **Manual Pengguna**  
Manual Pengguna

6 **Pengumuman**  
:- Tiada :-

7 **Muat Turun**  
Objektif Kualiti 2017  
> Program Audit Dalam Tahun 2017  
> Takwin ISO 2017  
> Log Pemantauan Pencapaian Objektif Kualiti

8 **Pautan**  
> Kementerian Kesihatan Malaysia  
> Kementerian Kewangan Malaysia

9 **Daftar Dasar**  
> MOH-A1-BK1 - Garis Panduan 180214  
> KKMOH-A1-BK2 - Polisi 180214  
> KKMOH-A1-BK3 - Polisi Pelaksanaan 180214  
> KKMOH-A1-BK4 - CPG 180214  
> KKMOH-A1-BK5 - Akta Pergigian

10 **Sijil ISO**

## IV. Login to the System

1. Click on **Pengurusan Dokumen** on the Main Page (Section 4).
2. Enter **ID Pengguna** and **Kata Laluan**, and click on **Log Masuk** button to access the system.

**e-ISO Sistem Pengurusan Kualiti**

  
**Sila Log Masuk**

<b>ID Pengguna:</b>	<input type="text"/>
<b>Kata Laluan:</b>	<input type="password"/>
	<input type="button" value="Log Masuk"/>

[\[ Kembali ke Laman Utama \]](#)

3. Upon successful login, User will be directed to backend view of the system.
4. User may view menu panel at the left side of the landing page.
5. System will display message incorrect login if User wrongly enter **ID Pengguna** or **Kata Laluan**.

**Main Menu**


- Senarai Tugas Manual Kualiti (MK)
- Prosedur Kualiti (PK)
- Arahan Kerja (AK)
- Borang Kualiti (BK)
- Senarai Semak (SS)

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Flowchart Software

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Log Keluar

  
e-ISO QMS

**Todo List**

Senarai Tugas Manual Kualiti		
KKMOH-MK-04	MANUAL KUALITI	<a href="#">[Modify]</a>

Senarai Tugas Prosedur Kualiti		
KKMOH-PK-A1	Prosedur Pembangunan/Kaji Semula Dasar Kesihatan Pergigian	<a href="#">[Modify]</a>
KKMOH-PK-Q01	Prosedur Pemantauan Kepastian Kualiti Melalui QAP NIA	<a href="#">[Modify]</a>
KKMOH-PK-Q02	Prosedur Mesyuarat Kajian Semula Pengurusan	<a href="#">[Modify]</a>
KKMOH-PK-Q05	Prosedur Audit Dalaman	<a href="#">[Modify]</a>
KKMOH-PK-Q06	Prosedur Pengurusan Aduan	<a href="#">[Modify]</a>
KKMOH-PK-Q10	Prosedur Pemantauan Persepsi Pelanggan/Pengguna	<a href="#">[Modify]</a>
KKMOH-PK-Q04	Prosedur Pengurusan Risiko	<a href="#">[Modify]</a>

## V. Quality Procedure

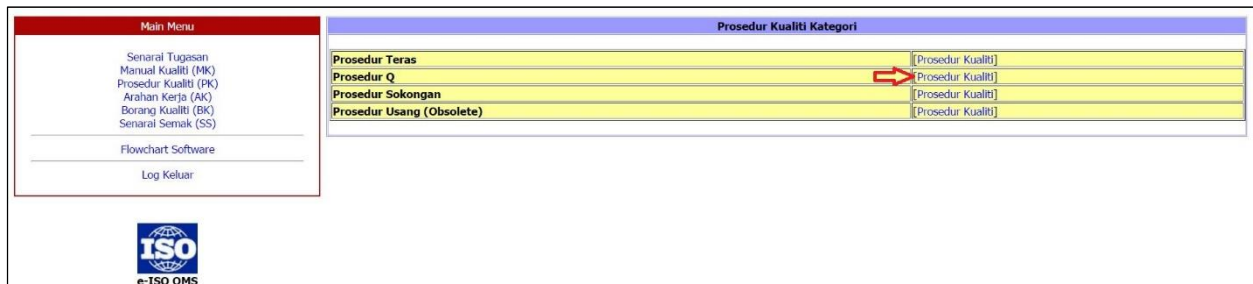
### A. EDITOR (Document Owner)

#### i. To Create New Procedure

1. Login and access the system as an Editor.
2. Editor may view **Prosedur Kualiti** Menu at the left side of the landing page.




3. Click on Menu: **Prosedur Kualiti** to proceed.
4. Then choose from **Prosedur Kualiti Kategori** either **Prosedur Teras**, **Prosedur Q**, **Prosedur Sokongan** or **Prosedur Usang (Obselete)**.
5. Click on selected **Prosedur Kualiti Kategori** button to proceed.



6. Select on the desired procedure title and click on **New** button under Action column to continue.



STATUS											
Code	Title	Pemilik	Reviewer	Approver	Current Version	Date	Proposed Version	Date of Modify	Date for Review	Status	Action
KKMOH-PK-Q01	Prosedur Pemantauan Kepastian Kualiti Melalui QAP NIA	drzurina dmnorliza	dryaw	wakilpengurusan	6	2016-11-29	7	29/11/2016		Under Modification	
KKMOH-PK-Q02	Prosedur Mesyuarat Kajian Semula Pengurusan	drzurina dmnorliza	dryaw	wakilpengurusan	6	2012-09-05					
KKMOH-PK-Q03	Prosedur Tindakan Pembetulan	drzurina dmnorliza	dryaw	wakilpengurusan	8	2010-05-26					
KKMOH-PK-Q04	Prosedur Tindakan Pencegahan	drzurina dmnorliza	dryaw	wakilpengurusan	5	2012-11-09					
KKMOH-PK-Q05	Prosedur Audit Dalaman	drzurina dmnorliza	dryaw	wakilpengurusan	12	2016-06-10					
KKMOH-PK-Q06	Prosedur Pengurusan Aduan	drzurina dmnorliza	dryaw	wakilpengurusan	7	2014-11-13					
KKMOH-PK-Q07	Prosedur Kawalan Dokumen dan Data Dalam Sistem Interaktif ISO	dmnorliza zabidah	drzurina	wakilpengurusan	3	2012-11-14					 New
KKMOH-PK-Q08	Prosedur Tindakan Penambahbaikan dan Penambahbaikan Berterusan	drzurina dmnorliza	dryaw	wakilpengurusan	3	2012-07-25					
KKMOH-PK-Q10	Prosedur Pemantauan Persepsi Pelanggan/Pengguna	drzurina dmnorliza	dryaw	wakilpengurusan	7	2014-03-20					
KKMOH-PK-Q11	Prosedur Kawalan Rekod Kualiti	hidzer	emir	wakilpengurusan	3	2012-11-17					

Print Preview


- Editor will be directed to **Create New Version** screen.
- Click on **Create** button to proceed.

**Menu Utama**

- Senarai Tugasan Manual Kualiti (MK)
- Prosedur Kualiti (PK)
- Arahan Kerja (AK)
- Borang Kualiti (BK)
- Senarai Semak (SS)

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Perisian Carta Alir  
Tukar Kata Laluan  
Log Keluar




**Create New Version**

PS-BKPPLS-PK-A2 - Program Gosok gigi

Current Version	NEW
Proposed Version	1



- System will show that a new version of procedure quality is created.
- At the status screen, system will show the new created procedure is ready for modification. To proceed, Editor may click on **For further modification** button available under action column.

STATUS											
Code	Title	Pemilik	Reviewer	Approver	Current Version	Date	Proposed Version	Date of Modify	Date for Review	Status	Action
KKMOH-PK-A1	Prosedur Pembangunan/Kaji Semula Dasar Kesihatan Pergigian	drzurina	drmnorliza	wakilpengurusan	12	2014-11-13	13	29/11/2016		 For further modification	
KKMOH-PK-A2	Prosedur Perancangan, Pengurusan Pelaksanaan, Pemantauan	drzurina	drmnorliza	wakilpengurusan	14	2013-11-16					New
KKMOH-PK-AG01	Prosedur Pelaksanaan Komponen Pergigian melalui Aktiviti Program Kesihatan KKM	drsharol drfaris	drnomah	wakilpengurusan	5	2015-04-28					
KKMOH-PK-AG02	Prosedur Pengurusan Projek Kajian Kesihatan Pergigian	dryaw drmatifah	dtnrohani	wakilpengurusan	5	2015-06-24					

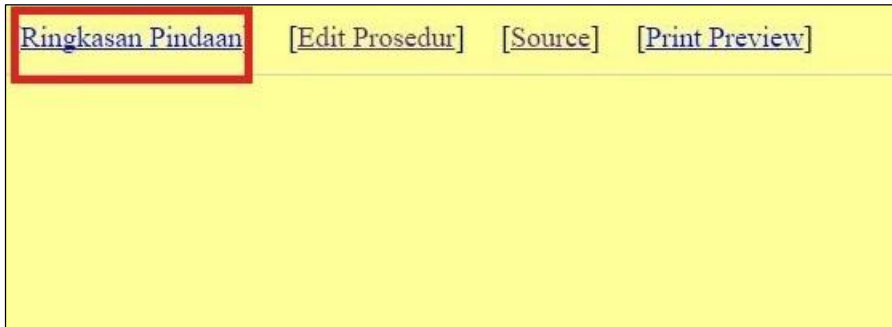
- Editor need to click on the button **Please click here to Modify** to modify the document.

- 12. System will direct Editor to **Modify Document** screen.
- 13. User need to click on **Modify Document** button to proceed.

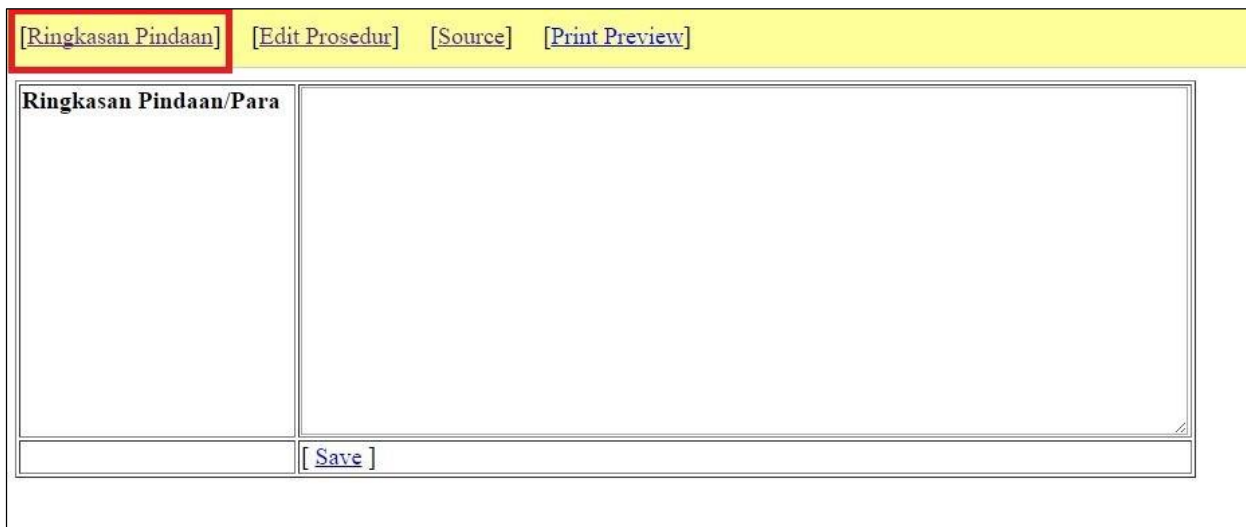
- 14. System will direct Editor to the modification screen.
- 15. There are 4 components available in the modification screen which are Ringkasan Pindaan, Edit Prosedur, Source and Print Preview.
- 16. Editor may choose the desired component to proceed.

## 16.1 Ringkasan Pindaan

- i. Ringkasan Pindaan / Para – Editor need to put the summary and key changes of the document in this field.
- ii. Ringkasan Pindaan need to be updated once the editing has been completed.
- iii. Editor need to click on **Ringkasan Pindaan** button to proceed.



- iv. After done editing, click on **Save** button.

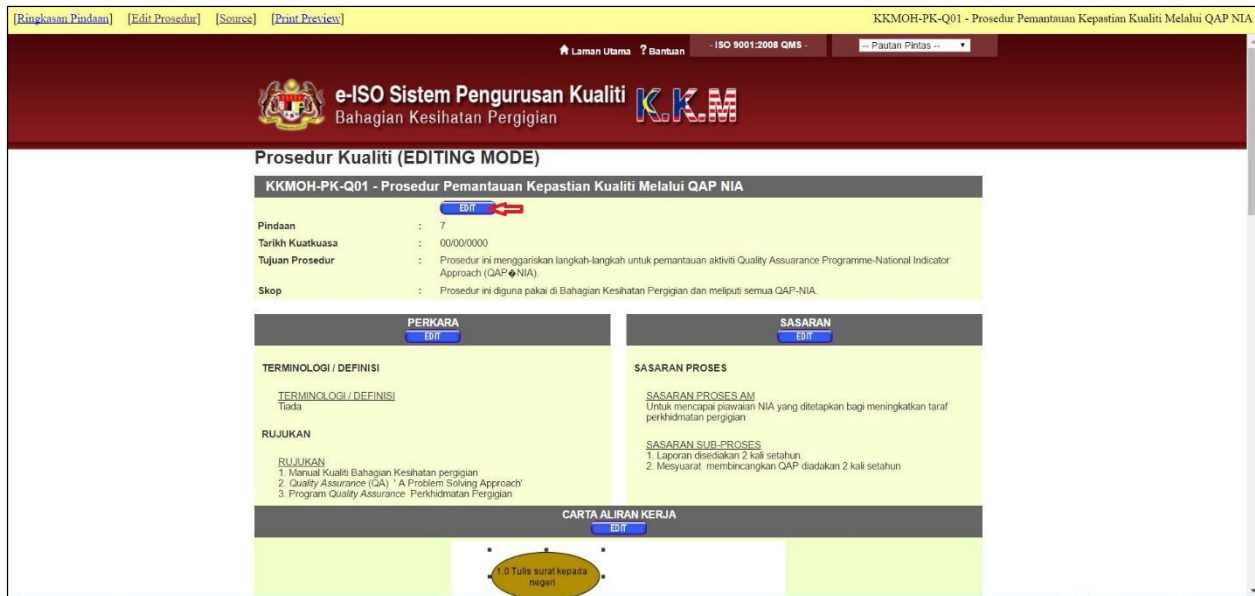


## 16.2 Edit Prosedur

- i. Click on the **Edit Prosedur** button to activate the Prosedur Kualiti (Editing Mode).



- ii. Editor may choose the section/s that need to be edited.



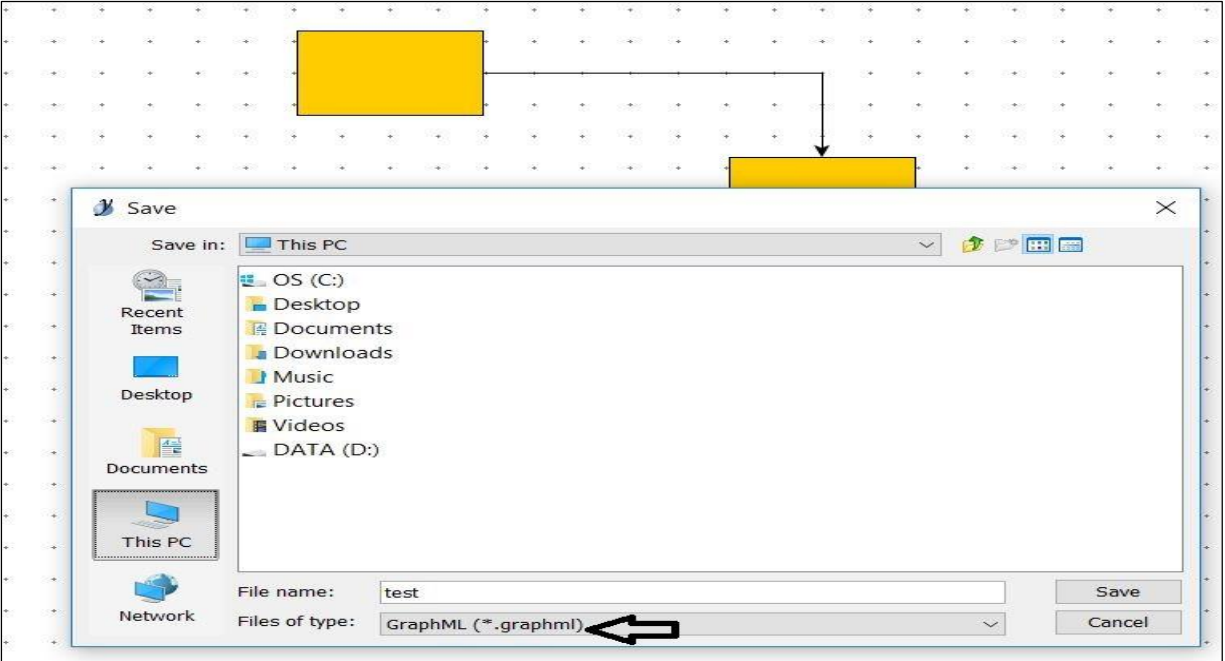
#### 16.2.1 To edit document - update content

- i. Click on **Edit** button to proceed.
- ii. Write on the field provided in the system.
- iii. Click on the **Save** button after done editing.
- iv. To update existing or insert new Arahan Kerja/Borang Kualiti/Senarai Semak/Laporan Penilaian Risiko, please refer to Document Controller.

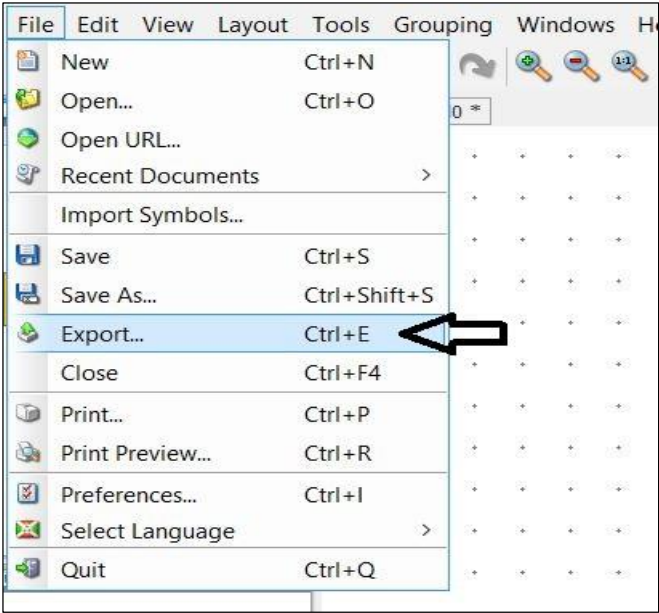
Note: Procedure under Editing Mode can only be viewed by Editor. Procedure in Laman Utama will still be in the version before editing.

#### 16.2.2 To edit document – Carta Aliran Kerja

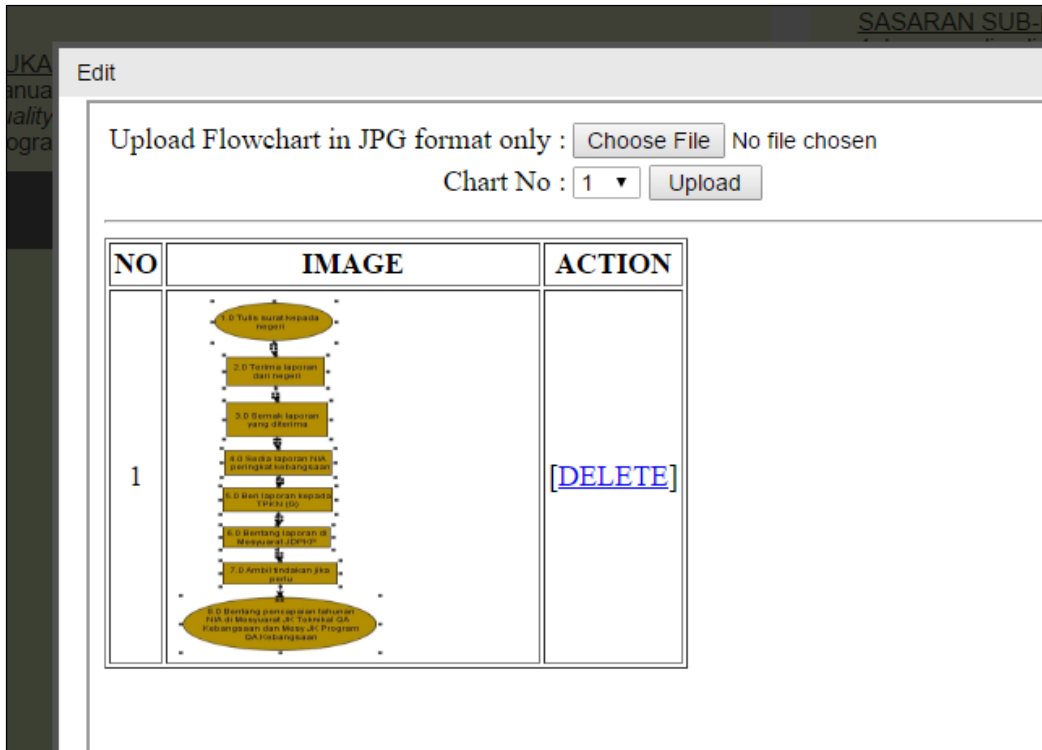
- i. Editor may create, update and upload flowchart by using the flowchart tools provided in the system.
- ii. The flowchart tools need to be downloaded and install in the computer.
- iii. After done creating, the flowchart need to save in .graphml format.



iv. The file can be exported in .jpg format.

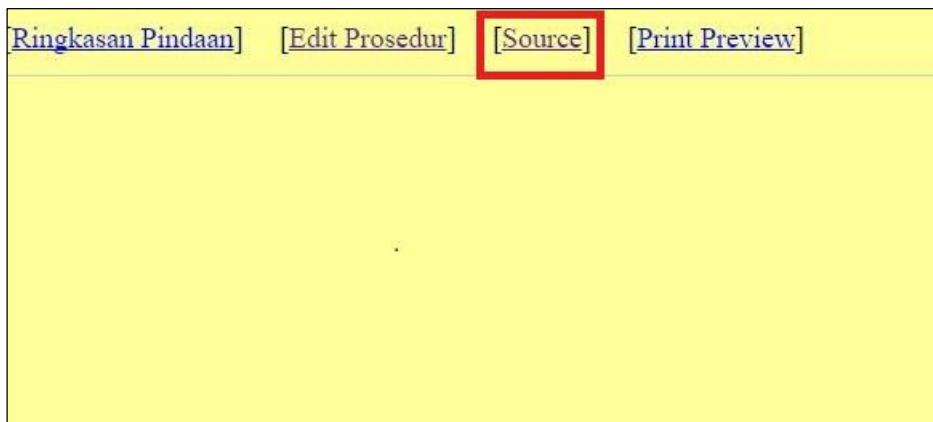


v. To upload flowchart in the system, click on the **Edit** button under **Carta Aliran Kerja** section. Choose file with .jpg format and click the **upload** button.



16.3 Source

- i. Editor need to click on the **Source** button to proceed.
- ii. Here, Editor may keep the sources related to the current edited document. (e.g flowchart)




- iii. Under the Source component, Editor need to click on **Browse** button.
- iv. Choose the file with .graphml format and click the **upload** button.

[\[Ringkasan Pindaan\]](#)
[\[Edit Prosedur\]](#)
[\[Source\]](#)
[\[Print Preview\]](#)

Upload Source in JPG, PNG, DOC, DOCX, XLS, XLSX, GRAPHML format only :


Source Label:




NO	SOURCE	ACTION
- Tiada Source -		



## ii. To Submit Document to Reviewer

1. Editor need to go back to the Modify document screen to submit the document.
2. In this screen, system will require Editor to enter message before submitting the document to the reviewer.

Main Menu	Modify Document								
<ul style="list-style-type: none"> <li>Senarai Tugas</li> <li>Manual Kualiti (MK)</li> <li>Prosedur Kualiti (PK)</li> <li>Arahan Kerja (AK)</li> <li>Borang Kualiti (BK)</li> <li>Senarai Semak (SS)</li> </ul> <hr/> <p>Flowchart Software</p> <hr/> <p>Log Keluar</p> <div style="text-align: center;">  </div>	<p style="text-align: center;"><b>KKMOH-PK-Q01 - Prosedur Pemantauan Kepastian Kualiti Melalui QAP NIA</b></p> <table border="1" style="width: 100%;"> <tr> <td>Last Version</td> <td>6</td> </tr> <tr> <td>New Version</td> <td>7</td> </tr> <tr> <td colspan="2" style="text-align: center;"><a href="#">[Modify Document]</a></td> </tr> </table> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> <p><b>Message (required)</b></p> <div style="border: 1px solid #ccc; height: 30px; width: 100%;"></div> </div> <p><b>Next Action</b> <a href="#">[Submit Document For Review]</a>  <a href="#">[Cancel This Proposed Version]</a></p> <hr/> <p><b>Modification History</b></p> <table border="1" style="width: 100%;"> <tr> <td style="background-color: #c00000; color: white;">From: DRNORLIZA</td> <td style="background-color: #c00000; color: white;">Date: 2016-11-29 03:10:43</td> </tr> </table>	Last Version	6	New Version	7	<a href="#">[Modify Document]</a>		From: DRNORLIZA	Date: 2016-11-29 03:10:43
Last Version	6								
New Version	7								
<a href="#">[Modify Document]</a>									
From: DRNORLIZA	Date: 2016-11-29 03:10:43								



3. Editor need to click on **Submit Document for Review** for submission of the document.


Main Menu	Modify Document								
<ul style="list-style-type: none"> <li>Senarai Tugas</li> <li>Manual Kualiti (MK)</li> <li>Prosedur Kualiti (PK)</li> <li>Arahan Kerja (AK)</li> <li>Borang Kualiti (BK)</li> <li>Senarai Semak (SS)</li> </ul> <hr/> <p>Flowchart Software</p> <hr/> <p>Log Keluar</p> <div style="text-align: center;">  </div>	<p style="text-align: center;"><b>KKMOH-PK-Q01 - Prosedur Pemantauan Kepastian Kualiti Melalui QAP NIA</b></p> <table border="1" style="width: 100%;"> <tr> <td>Last Version</td> <td>6</td> </tr> <tr> <td>New Version</td> <td>7</td> </tr> <tr> <td colspan="2" style="text-align: center;"><a href="#">[Modify Document]</a></td> </tr> </table> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> <p><b>Message (required)</b></p> <div style="border: 1px solid #ccc; height: 30px; width: 100%;"></div> </div> <p><b>Next Action</b> <a href="#">[Submit Document For Review]</a>   <a href="#">[Cancel This Proposed Version]</a></p> <hr/> <p><b>Modification History</b></p> <table border="1" style="width: 100%;"> <tr> <td style="background-color: #c00000; color: white;">From: DRNORLIZA</td> <td style="background-color: #c00000; color: white;">Date: 2016-11-29 03:10:43</td> </tr> </table>	Last Version	6	New Version	7	<a href="#">[Modify Document]</a>		From: DRNORLIZA	Date: 2016-11-29 03:10:43
Last Version	6								
New Version	7								
<a href="#">[Modify Document]</a>									
From: DRNORLIZA	Date: 2016-11-29 03:10:43								

4. Editor may cancel the new proposed version by clicking on the **Cancel the Proposed Version** button.





7. At the screen status, Editor may see the status has changes to **Sent for Review**.

STATUS										
Code	Title	Pemilik	Reviewer	Current Version	Date	Proposed Version	Date Modify	Date Review	Status	Act
BKPP- PK- A01	PERANCANGAN, PELAKSANAAN, PEMANTAUAN DAN PENILAIAN PROGRAM KESIHATAN PERGIGIAN	admin16	Dr. Khairol Niza Bt. Ahmad	0	2012-01-01	2	18/10/2016		Under Modification	
BKPP- PK- A02	PENGENDALIAN PESAKIT LUAR DAN TEMUJANJI	Dr. Ngeh Hong Ching	Dr. Norina Bt. Badaruddin	0	2012-01-01					
BKPP- PK- A03	PERKHIDMATAN PERGIGIAN PRA SEKOLAH	Dr. Nur Syazwani Bt. Mohd Nazri	Dr. Noor Rohana Bt. Kamaruddin	0	2012-01-01					
BKPP- PK- A04	PERKHIDMATAN PERGIGIAN SEKOLAH	Dr. Nur Syazwani Bt. Mohd Nazri	Dr. Noor Rohana Bt. Kamaruddin	1	2016-08-04	2	24/08/2016		Under Modification	
BKPP- PK- Q01	KAJIAN SEMULA PENGURUSAN	Nur Ain Bt Mohammad Nor	Dr. Muhammad Syazwan B. Junoh	0	2012-01-01					
BKPP- PK- Q02	KAWALAN KE ATAS PRODUK YANG TIDAK MEMENUHI KEPERLUAN YANG DITETAPKAN DENGAN TINDAKAN PEMBETULAN DAN PENCEGAHAN	Dr. Zubaidah Bt. Ismail testuser II	Dr. Nama Bibi Saerah Bt. Abd. Karim testuser III	1	2014-08-01	2	12/10/2016		Under Modification	
BKPP- PK- Q03	AUDIT DALAMAN	Dr. Ling Lily testuser II	Dr. Christina Joyce a/p Nasimuthu testuser III	0	2012-01-01					
BKPP- PK- Q04	PENGENDALIAN ADUAN DAN MAKLUMBALAS	Nor Mastura Bt. Ramli	Dr. Faryna Bt. Md. Yaakub	0	2012-01-01					
BKPP- PK- Q05	KAJIAN KEPUASAN PELANGGAN	Dr. Nama Bibi Saerah Bt. Abd. Karim testuser II	Dr. Nurfaizlina Bt. Rosman testuser III	0	2012-01-01	1	12/10/2016		Under Modification	
BKPP- PK- Q06	KAWALAN DOKUMEN	Farhanum Bt. Muslim	Yong Sook Fan	0	2012-01-01					
BKPP- PK- Q07	KAWALAN REKOD KUALITI	Azalina Bt. Mohd Taharim	Dr. Christina Joyce a/p Nasimuthu	0	2012-01-01	1	04/08/2016		Sent for Review	

## B. REVIEWER

1. Login and access the system as Reviewer.
2. Upon login, Reviewer may view the current document that need to be reviewed under **Senarai Tugas Prosedur Kualiti**.
3. Click on the **Review** button to proceed.

The screenshot shows the 'Menu Utama' on the left and the 'Todo List' on the right. The 'Senarai Tugas Prosedur Kualiti' section contains the following data:

Senarai Tugas Prosedur Kualiti	
BKPP-PK-Q07	KAWALAN REKOD KUALITI
PK 007	Pelaksanaan Tandas Bersih

An arrow points to the 'Review' button in the first row, which is highlighted with a red box.

4. System will direct Reviewer to Modify QP Document screen.
5. Reviewer may view the previous version of the document by clicking on the **Last Version** button.

The screenshot shows the 'Modify QP Document' screen for 'BKPP-PK-Q07 - KAWALAN REKOD KUALITI'. The version information is as follows:

Version	Count	Action
Last Version	0	[View]
New Version	1	[View]

An arrow points to the 'View' button for the 'New Version', which is highlighted with a red box.

Below the version table, there is a 'Message (required)' field, 'Next Action' instructions, and a 'Modification History' table.

**Message (required)**

**Next Action** [Submit Document For Approval]  
[Modification Required ! Return for Modification]

**Modification History**

From:	Date:
PPT AZALINA test!	2016-12-08 03:15:07

6. Reviewer may view the current edited document by clicking on the **New Version** button.

**Menu Utama**

- Senarai Tugasan
- Manual Kualiti (MK)
- Prosedur Kualiti (PK)
- Arahan Kerja (AK)
- Borang Kualiti (BK)
- Senarai Semak (SS)

---

Perisian Carta Alir  
Tukar Kata Laluan

---

Log Keluar

**ISO**  
e-ISO QMS

**Modify QP Document**

**BKPP-PK-Q07 - KAWALAN REKOD KUALITI**

Last Version	0	[View]
New Version	1	[View]

**Message (required)**

**Next Action** [Submit Document For Approval]  
[Modification Required ! Return for Modification]

**Modification History**

<b>From:</b> PPT AZALINA	<b>Date:</b> 2016-12-08 03:15:07
test!	

- 6.1 Reviewer also needs to review Arahan Kerja/Borang Kualiti/Senarai Semak/Laporan Penilaian Risiko document if there are any changes.
- 6.2 Once agreed with the changes, reviewer is required to enter message before submitting document for approval.

**Menu Utama**

- Senarai Tugasan
- Manual Kualiti (MK)
- Prosedur Kualiti (PK)
- Arahan Kerja (AK)
- Borang Kualiti (BK)
- Senarai Semak (SS)

---

Perisian Carta Alir  
Tukar Kata Laluan

---

Log Keluar

**ISO**  
e-ISO QMS

**Modify QP Document**

**BKPP-PK-Q07 - KAWALAN REKOD KUALITI**

Last Version	0	[View]
New Version	1	[View]

**Message (required)**

**Next Action** [Submit Document For Approval]  
[Modification Required ! Return for Modification]

**Modification History**

<b>From:</b> PPT AZALINA	<b>Date:</b> 2016-12-08 03:15:07
test!	

7. Reviewer may click on the **Submit Document for Approval button** to proceed.

**Menu Utama**

- Senarai Tugasan
- Manual Kualiti (MK)
- Prosedur Kualiti (PK)
- Arahan Kerja (AK)
- Borang Kualiti (BK)
- Senarai Semak (SS)

---

Perisian Carta Alir  
Tukar Kata Laluan

---

Log Keluar

**ISO**  
e-ISO QMS

**Modify QP Document**

**BKPP-PK-Q07 - KAWALAN REKOD KUALITI**

Last Version	0	[View]
New Version	1	[View]


**Message (required)**

**Next Action** [Submit Document For Approval]  
[Modification Required ! Return for Modification]


**Modification History**

<b>From:</b> PPT AZALINA	<b>Date:</b> 2016-12-08 03:15:07
test!	

8. If Reviewer request for further modification, reviewer may return the document to the Editor (document Owner) by clicking on the **Modification Required! Return for Modification** button.

Menu Utama	Modify QP Document										
Senarai Tugasan Manual Kualiti (MK) Prosedur Kualiti (PK) Arah Kerja (AK) Borang Kualiti (BK) Senarai Semak (SS)	<b>BKPP-PK-Q07 - KAWALAN REKOD KUALITI</b>										
Perisian Carta Alir Tukar Kata Laluan  Log Keluar	<table border="1" style="width: 100%;"> <tr> <td><b>Last Version</b></td> <td style="text-align: center;">0</td> <td style="text-align: right;"><a href="#">[View]</a></td> </tr> <tr> <td><b>New Version</b></td> <td style="text-align: center;">1</td> <td style="text-align: right;"><a href="#">[View]</a></td> </tr> </table> <div style="border: 1px solid gray; height: 40px; width: 100%;"></div> <p><b>Message (required)</b></p> <p><b>Next Action</b>    [Submit Document For Approval]                                 [Modification Required ! Return for Modification] ←</p> <p><b>Modification History</b></p> <table border="1" style="width: 100%;"> <tr> <td style="background-color: #d3d3d3;"><b>From:</b> PPT AZALINA</td> <td style="background-color: #d3d3d3; text-align: right;"><b>Date:</b> 2016-12-08 03:15:07</td> </tr> <tr> <td colspan="2">test!</td> </tr> </table>	<b>Last Version</b>	0	<a href="#">[View]</a>	<b>New Version</b>	1	<a href="#">[View]</a>	<b>From:</b> PPT AZALINA	<b>Date:</b> 2016-12-08 03:15:07	test!	
<b>Last Version</b>	0	<a href="#">[View]</a>									
<b>New Version</b>	1	<a href="#">[View]</a>									
<b>From:</b> PPT AZALINA	<b>Date:</b> 2016-12-08 03:15:07										
test!											
											


9. System will show the **Modification History** at the bottom of the landing page.

Menu Utama		Modify QP Document	
Senarai Tugasan Manual Kualiti (MK) Prosedur Kualiti (PK) Arahan Kerja (AK) Borang Kualiti (BK) Senarai Semak (SS)		BKPP-PK-Q07 - KAWALAN REKOD KUALITI	
Perisian Carta Alir Tukar Kata Laluan		<b>Last Version</b>	0 [View]
Log Keluar		<b>New Version</b>	1 [View]
		<b>Message (required)</b>	
		<b>Next Action</b>	
		[Submit Document For Approval] [Modification Required ! Return for Modification]	
		<b>Modification History</b> ←	
		<b>From:</b> PPT AZALINA test!	<b>Date:</b> 2016-12-08 03:15:07

10. System will notify upon successful submission of the document.

Menu Utama		The document already submitted for approval !	
Senarai Tugasan Manual Kualiti (MK) Prosedur Kualiti (PK) Arahan Kerja (AK) Borang Kualiti (BK) Senarai Semak (SS)			
Perisian Carta Alir Tukar Kata Laluan			
Log Keluar			
			

11. The status of the document will change to **Sent for approval**.

Code	Title	Pemilik	Reviewer	Current Version	Date	Proposed Version	Date Modify	Date Review	Status	Action
BKPP-PK-A01	PERANCANGAN, PELAKSANAAN, PEMANTAUAN DAN PENILAIAN PROGRAM KESIHATAN PERGIGIAN	admin16	Dr. Khairol Nlza Bt. Ahmad	0	2012-01-01	2	18/10/2016		Under Modification	
BKPP-PK-A02	PENGENDALIAN PESAKIT LUAR DAN TEMUJANJI	Dr. Ngeh Hong Ching	Dr. Norina Bt. Badaruddin	0	2012-01-01					
BKPP-PK-A03	PERKHIDMATAN PERGIGIAN PRA SEKOLAH	Dr. Nur Syazwani Bt. Mohd Nazri	Dr. Noor Rohana Bt. Kamaruddin	0	2012-01-01					
BKPP-PK-A04	PERKHIDMATAN PERGIGIAN SEKOLAH	Dr. Nur Syazwani Bt. Mohd Nazri	Dr. Noor Rohana Bt. Kamaruddin	1	2016-08-04	2	24/08/2016		Under Modification	
BKPP-PK-Q01	KAJIAN SEMULA PENGURUSAN	Nur Ain Bt Mohammad Nor	Dr. Muhammad Syazwan B. Junoh	0	2012-01-01					
BKPP-PK-Q02	KAWALAN KE ATAS PRODUK YANG TIDAK MEMENUHI KEPERLUAN YANG DITETAPKAN DENGAN TINDAKAN PEMBETULAN DAN PENCEGAHAN	Dr. Zubaidah Bt. Ismail testuser II	Dr. Nama Bibi Saerah Bt. Abd. Karim testuser III	1	2014-08-01	2	12/10/2016		Under Modification	
BKPP-PK-Q03	AUDIT DALAMAN	Dr. Ling Lily testuser II	Dr. Christina Joyce a/p Nasimuthu testuser III	0	2012-01-01					
BKPP-PK-Q04	PENGENDALIAN ADUAN DAN MAKLUMBALAS	Nor Mastura Bt. Ramli	Dr. Faryna Bt. Md. Yaakub	0	2012-01-01					
BKPP-PK-Q05	KAJIAN KEPUASAN PELANGGAN	Dr. Nama Bibi Saerah Bt. Abd. Karim testuser II	Dr. Nurfaizlina Bt. Rosman testuser III	0	2012-01-01	1	12/10/2016		Under Modification	
BKPP-PK-Q06	KAWALAN DOKUMEN	Farhanum Bt. Muslim	Yong Sook Fan	0	2012-01-01					
BKPP-PK-Q07	KAWALAN REKOD KUALITI	Azalina Bt. Mohd Taharim	Dr. Christina Joyce a/p Nasimuthu	0	2012-01-01	1	04/08/2016		 Sent for Approval	

### C. APPROVER

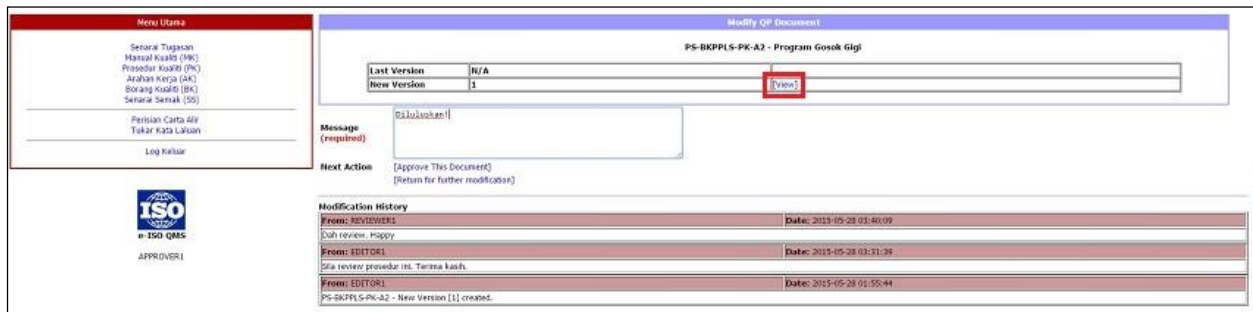
1. Login and access the system as Approver
2. Upon login, Approver may view the current document that need to be approved under **Senarai Tugas Prosedur Kualiti**.
3. Click on the **Approve** button to proceed.



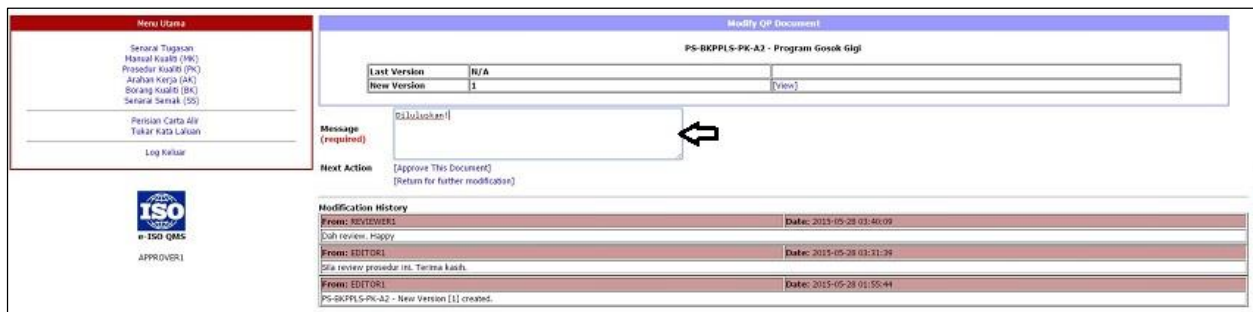
4. System will direct Approver to Modify QP Document screen.
5. Approver may view the current edited document by clicking on the **View** button.

#### 5.1 Screening Lists of Document that Requires Approval

- i. Click on the selected Prosedur Kualiti
- ii. View the Arahan Kerja/Borang Kualiti/Senarai Semak/Laporan Penilaian Risiko document for approval if there are any changes.



6. Approver is required to enter message in the field provided before approve the document.





7. To approve the document, Approver need to click on **Approve the Document** button.

The screenshot shows the 'Modify QP Document' interface for document 'PS-BKPPLS-PK-A2 - Program Gosok Gigi'. It includes a 'Menu Utama' sidebar, a version control table, a message field, and a 'Next Action' section. The 'Next Action' section contains two buttons: 'Approve This Document' (highlighted with a black arrow) and 'Return for further modification'. Below this is a 'Modification History' table.

From:	Date:
REVISOR1	2015-05-28 03:40:09
Dah review. Happy	
EDITOR1	2015-05-28 03:31:39
Sila review prosedur ini. Terima kasih.	
EDITOR1	2015-05-28 01:55:44
PS-BKPPLS-PK-A2 - New Version [1] created.	

8. If the Approver request any modification, approver may return the document to Editor (Document Owner) by clicking on the button **Return for Modification**.

This screenshot is identical to the previous one, but the 'Return for further modification' button in the 'Next Action' section is highlighted with a black arrow.

9. Upon successful approval, system will notify that the document is approved.

The screenshot shows the 'Menu Utama' page with a red notification banner at the top right that reads 'The document is approved!'. The main menu items are: Senarai Tugasan, Manual Kualiti (MK), Prosedur Kualiti (PK), Arahan Kerja (AK), Borang Kualiti (BK), Senarai Semak (SS), Perisian Carta Alir, Tukar Kata Laluan, and Log Keluar. The ISO e-ISO QMS logo is at the bottom.



10. Email notification on successful approval will be sent to Document Owner, reviewer and Approver.

11. The approved document can be viewed under Prosedur Kualiti section in e-ISO system.

PROSEDUR ASAS		Pindaan	Tarikh	Pemilik	Reviewer	
1.	PS-BKPPLS- PK-A1	4P Program Kesihatan Pergigian	2	30/05/2014	Pn.Yuzana Yussoff Pn.Zaidah Juli	Dr Maizura Abd Rahman Dr Noor Aini Hassan
2.	PS-BKPPLS- PK-A2	Program Gosok Gigi	1	28/05/2015	Editor 1 Editor 2	Reviewer 1
PROSEDUR ASAS PERGIGIAN		Pindaan	Tarikh	Pemilik	Reviewer	
1.	PS-BKPPLS-PK AG5	PERKHIDMATAN RESTORATIF	1	05/04/2015	Pn.Yuzana Yussoff Pn.Zaidah Juli	Dr Ismaliza bt Ali
2.	PS-BKPPLS-PK AG6	PERKHIDMATAN GIGI LUBANG	1	27/05/2015	Pn.Yuzana Yussoff Pn. Aida binti Abdullah	Dr Ismaliza bt Ali Pn. Aida binti Abdullah
3.	PS-BKPPLS- PK-AG1	PERKHIDMATAN PESAKIT LUAR	4	12/12/2014	Pn.Yuzana Yussoff Pn.Zaidah Juli	Dr Intan Shariza Zainudin Dr. Firdaus Ramli
4.	PS-BKPPLS- PK-AG2	PERKHIDMATAN PERGIGIAN SEKOLAH DAN PRA SEKOLAH	2	17/02/2015	Pn.Yuzana Yussoff Pn.Zaidah Juli	Dr Maizura Abd Rahman Pn.Yee Poh Guek
5.	PS-BKPPLS- PK-AG3	PERKHIDMATAN ORTODONTIK	1	30/05/2014	Pn.Yuzana Yussoff Pn.Zaidah Juli	Dr Hazwani binti Mohd Danil
6.	PS-BKPPLS- PK-AG4	PERKHIDMATAN PERIODONTIK	1	30/05/2014	Pn.Zaidah Juli Pn.Yuzana Yussoff	Dr.Shanthi a/p Muniandy

## VI. Arahan Kerja/Borang Kualiti/Senarai Semak/Laporan Penilaian Risiko (AK/BK/SS/LPR)

### Procedure to Upload AK/BK/SS/LPR Document in the System

#### i. New AK/BK/SS/LPR Document:

1. Document Owner need to send a copy of AK/BK/SS/LPR document to the Document Controller.
2. Document controller will upload the document in the system after it has been reviewed and approved.

#### ii. Updated AK/BK/SS/LPR Document:

1. Document Owner need to download the current AK/BK/SS/LPR from the system.
2. The document need to be edited offline. Document Owner need to update the revision number and effective date of the document.
3. Document Controller will receive the updated document from Document Owner through email.
4. Document controller will upload the document in the system after it has been reviewed and approved.
5. The uploaded document can be viewed under Menu AK/BK/SS/LPR available at the front page of the eISO system.

