UPM'S ORGANIZATIONAL STRUCTURE QUALITY

CQA
Centre for Quality Assurance
Universiti Putra Malaysia
: Pusat Pengurusan Jaminan Kualiti & Pembudayaan Kualiti UPM

UPM Vice Chancellor

MANAGEMENT REPRESENTATIVE (MR)
Director of Centre for Quality Assurance (CQA)

SECRETARIAT OF ISO UPM
Service Quality Management Division,CQA

ISO Audit team Committee

ISO Internal Audit Team

DEPUTY MR (PROCESS OWNER)
Scope PGR, PU, SOK, and OPR

DEPUTY MR (PTJ)
- Faculty, Institute, Academy

Accross the entire entities

Document Control Officer
Head of Documentation, CQA

Deputy Document Control Officer (Process Owner)

Deputy Document Control Officer (PTJ)

Audit Coordinator
Head of Quality Audit, CQA

Deputy Audit Coordinator

Staff Training Coordinator
Head of Human Resources Development, Registrar Office

Deputy Staff Training Coordinator

Customer Satisfaction Coordinator
Head of Corporate Affairs, CoSComm

Deputy Customer Satisfaction Coordinator

Departmental Records Officer (University)
Head of Human Resources Services Division, Registrar Office

Departmental Records Officer (PTJ)