

# Institutional Recognitions

## FTMS Certified for ISO 9001:2008 Quality Management System

As an educational institution the need for continual improvement in the materials provided and the management of the services to students is paramount. It is with great pride that FTMS College Malaysia, announces a milestone achievement in becoming certified to the International Organization for Standardization ISO9001:2008 Quality Management System.

The vision and mission statements of FTMS College Malaysia are "To be a World-Wide Premier Education and Training Provider" and "To provide excellent teaching, professional and entrepreneurial development, research and support services." respectively. "To achieve the vision & mission above, we chose to implement ISO9001:2008 Quality Management System. We wanted to exert complete control over the process, confirm our quality systems were fully implemented and to be able to demonstrate this to our students." said FTMS College Malaysia CEO, Dr. Sajjal Divakaran.

ISO 9001 is the internationally recognised standard for quality management within a business. It provides a systematic and common sense approach to ensure that the activities within the business are controlled, aiming to consistently achieve customer satisfaction by meeting their requirements and expectations.

The ISO 9001 project has already provided benefit. It has raised the awareness of staff to the necessity to follow standards and to ensure that supporting documentation is complete and up to date. This alone enables us to have greater control over the processes within the college knowing that all staff are following the same set of standards.

"Following the ISO procedures will save us time in completing supplier pre-qualifying questionnaires. The fact that we have attained ISO certification enables us to provide evidence of our quality credentials when mapping these against new customer's requirements. With ISO9001, all we have to do is follow the procedures. The system runs itself," says Dr. Sajjal.

He further reiterated, "I am very pleased that we have achieved this certification as we have always taken our responsibilities in providing education seriously. We hope that working to comply with the ISO standards will streamline processes and operations ensuring a top notch quality learning environment to our students.

Being an ISO 9001:2008 Quality Management System certified organization, FTMS College Malaysia's business process is driven entirely based on its customers' needs and requirements. As a customer-oriented company, FTMS College Malaysia believes in customer satisfaction and takes pride in providing not only quality products but also top-class services.

