

HX SOLUTIONS SDN. BHD.	Minutes Of Meeting Form	Issue No.: 1	Document Effective Date: 01 March 2017	Page 1 of 4
		Revision No.: 0		Document Ref.: AO-REC-011

TYPE OF MEETING: INTERNAL MEETING TITLE OF MEETING: **MANAGEMENT REVIEW MEETING**

 DATE OF ISSUE : **26.9.2024**

 PREPARED BY : **Tan May Tin**

OTHERS, PLEASE SPECIFY

DATE TIME : **26.9.2024 @ 10.30am**


VENUE : **HX Office, Taman Komuniti Nuri, Melaka**

ATTENDANCE : 1) Oon CH (MD) - Chairman ABSENT : None
2) Ho CH (OD) 4) Ong Li Sin (AE)
3) Philip Yong (IM) 5) Tan May Tin (CE/AE/HRE/QSAE) - Recording Secretary

ITEM	DESCRIPTION	ACTION	
		RESPONSIBILITY	TARGET DATE
1)	INTRODUCTION		
1.1)	This meeting commenced at 10.30am and MD, Mr. Oon, welcomed all present to the meeting. The purpose of this yearly management review is to gauge the implementation and effectiveness of our quality management system covering the period from Jan 2023 to this date (26 Sept 2024).		
2)	MINUTES OF LAST MEETING		
1.2)	The minutes of last meeting (21 Sept 2023) was read by Philip and the meeting has approved it without any amendment to it. There was no follow up required from that minutes of meeting.	Info	
3)	QUALITY MANAGEMENT SYSTEM PERFORMANCE AND EFFECTIVENESS		
3.1)	Due to the lack of good projects over the period of 2023/2024, our QMS implementation is still consistent and necessary for the effective conduct of the Company's business operations. Data analysis for year 2024 (customer satisfaction, objectives achievement, tender and projects management) were discussed in this MRB meeting .		
3.2)	<u>Decision:</u> Oon wants Ho CH and Philip are to continue to monitor the performance of QMS.	Ho CH / PHILIP	
4)	QUALITY POLICY		
4.1)	There shall be no changes to be made on the current quality policy as tabulated at Annex D to our ISO website.		
4.2)	<u>Decision:</u> All agreed for the quality policy to remain status quo.	Info	
5)	REVIEW ORGANISATION STRUCTURE AND ADEQUACY OF RESOURCE ALLOCATION		
5.1)	The latest update for our Company's Organisation Chart is dated 01 Sept 2024 (as per attached). Oon informed that Fauzan had left the Company and Ms Lim will be leaving the Company and 2 new project engineers will be employed.		
5.2)	<u>Decision:</u> Oon wants Tan May Tin to ensure job descriptions are issued for new comers.	Tan May Tin	
6)	CHANGES IN BUSINESS/WORKSCOPE/TECHNOLOGY/STATUTORY REQUIREMENTS		
6.1)	Oon informed that we are still unable to secure substantial projects for year 2023/2024 and the maintenance jobs has helped to sustained our operations. Oon will be getting MCC Technique to buy over our Company and hopefully will be able to expand to a wider market with the influence of MCC Technique.		
6.2)	<u>Decision:</u> Oon wants everyone not to slack in their work and should always adapt good quality culture in everything that they do.	All	
7)	CHANGES TO QUALITY SYSTEM DOCUMENTS		
7.1)	PHILIP Informed that there were no DCN raised for year 2024.		
7.2)	<u>Decision:</u> Oon wants PHILIP to continue to make improvements and changes on the QMS documented information from time to time.	Philip	
8)	ACHIEVEMENT OF QUALITY OBJECTIVES		
8.1)	<u>Objective 1:</u> To have at least One (1) continual improvement item in a year. Oon informed that our company (HX Solutions) had disposed two companies - Industronic Advance System & Ademco and had collaborated with MCC Technique to garner more projects for year 2024/2025 - this is to improve on the business turnover of HX Solutions - Objective 1 achieved.		
8.2)	<u>Objective 2:</u> To maintain a ISO web-based quality management documentation system to allow proper identification and traceability. Oon agreed to continue with the outsourced to Sentrum Resources - Objective 2 achieved.		

HX SOLUTIONS SDN. BHD.		Minutes Of Meeting Form		Issue No.: 1	Document Effective Date: 01 March 2017	Page 2 of 4
				Revision No.: 0	Document Ref.: AO-REC-011	
ITEM	DESCRIPTION	ACTION				
		RESPONSIBILITIES	TARGET DATE			
8.3)	<p><u>Objective 3:</u> To hold one (1) internal communications meeting once a year.</p> <p>Year 2024 - Internal Communications Meeting was conducted on 11 Mar 2024 - Objective 3 achieved.</p> <p><u>Decision :</u> Oon wants May Tin to hold one more of this internal communication meeting towards the end of this year.</p>	Tan May Tin				
8.4)	<p><u>Objective 4:</u> To hold one (1) leadership, management or motivational session as staff development in a year.</p> <p>Year 2024 - Oon informed that the Company decided to skip this event for this year and maybe will consider next year to do one outing event - Objective 4 not yet achieved.</p> <p><u>Decision :</u> Oon will pursue to hold one Company outing event for this year or next year.</p>	Info				
8.5)	<p><u>Objective 5:</u> At least one ISO related training to be conducted once per year.</p> <p>Year 2024 - To conduct at least one (1) training session per year related to quality management system or construction management or administration. - May Tin informed that two trainings were conducted in Apr and Jul this year (refer Annual Training Plan) - Objective 5 achieved.</p> <p><u>Decision :</u> Oon wants Tan May Tin to plan out and monitor the training for all new and existing staff.</p>	Tan May Tin				
8.6)	<p><u>Objective 6:</u> To prepare Project Quality Plan (PQP) within Thirty (30) days from the official date of acceptance of a contract / letter of award / purchase order - Ho informed that the PQP for Naming Project had been raised within the required 30 days timeframe - Objective 6 achieved.</p>					
8.7)	<p><u>Objective 7:</u> To deliver projects on schedule and within budget - Oon informed that so far, Naming project is within budget and is about 80% completed (not much of an issue) - Objective 7 achieved.</p> <p><u>Decision :</u> Oon wants Ho CH to monitor Vishay maintenance works closely.</p>	Ho CH				
8.8)	<p><u>Objective 8:</u> To attain at least Ten Percent (10%) of tender/project secured against tender/project submitted on a yearly basis.</p> <p>Year 2024 - this year tender result success rate is only 0.7% - Objective 8 not achieved yet (2024).</p> <p>Note: Business Loss Analysis for 2024 tenders had been done - refer attached reports.</p> <p><u>Decision:</u> Oon will follow up closely and look for quality jobs to tender.</p>	Oon CH				
8.9)	<p><u>Objective 9:</u> To qualify vendors to be Grade C and above.</p> <p>May Tin presented the vendor list as follows: (1) Active Suppliers 2024 - 29 suppliers. (2) Inactive Suppliers 2024 - 91 suppliers. (4) Active Subcon 2024 - 5 subcon. (5) Inactive Subcon 2024 - 18 subcon.</p> <p>May Tin had conducted the 2024 vendor performance evaluation for all active suppliers and subcon and none had the assessment of grade D - Objective 9 achieved.</p> <p><u>Decision -</u> Oon wants Tan May Tin to monitor all the vendors closely.</p>	Tan May Tin				
8.10)	<p><u>Objective 10:</u> To conduct a minimum of one (1) reengineering review for each project, i.e. prior to implementation approval by customer or at mid implementation stage. (Applicable to Design and Build projects only).</p> <p>Ho CH informed that he intends to conduct re-engineering review for the Vishay transformer installation works once this job starts in the coming weeks.</p> <p>- Objective 10 achieved.</p>					
9)	EXTERNAL AND INTERNAL QUALITY AUDIT REPORTS					
9.1)	<p>External audit by BV - last year 2023, Mr Yew Choo Joo issued one NCR regarding job description for project engineer and this BV NCR had been resolved. As for this year 2024, the coming audit is a partial audit entitled surveillance audit 1 and shall again be conducted by Mr Yew Choo Joo which will be held on 11 Oct 2024. Philip informed that Mr Yew will conduct a project site audit at Naming Earthing Project.</p> <p><u>Decision:</u> Oon wants all parties to do their preparations for the coming BV audit.</p>	All				
9.2)	<p>Internal quality audit by Sentrum Resources: this year 2024 there were 0 NCR and 3 observations raised which was conducted on 23 Sept 2024 (corrective action in progress).</p> <p><u>Decision:</u> Oon wants the observations raised in the IQA to be completed before the coming BV re-certification audit.</p>	All				

HX SOLUTIONS SDN. BHD.		Minutes Of Meeting Form		Issue No.: 1	Document Effective Date: 01 March 2017	Page 3 of 4
				Revision No.: 0		Document Ref.: AO-REC-011
ITEM	DESCRIPTION	ACTION				
		RESPONSIBILITIES	TARGET DATE			
10) 10.1)	<p><u>RISK OPPORTUNITIES ASSESSMENT</u></p> <p>Risk management forms have been used by individual departments to identify quality risks.</p> <p><u>Year 2024</u></p> <p>Risk assessments were carried out except Engineering Department and Administration Department. Project - done. Tender & Contracts - done. Purchasing - done. HRA - done.</p> <p><u>Decision:</u> Oon wants Tan May Tin to ensure the risks is done for Engineering and Admin departments.</p>	Tan May Tin				
11) 11.1)	<p><u>CUSTOMER COMPLAINTS</u></p> <p><u>Year 2024</u></p> <p>Only one complaint was received from Vishay (Maintenance Works) regarding the wrong use of scaffolding.</p> <p><u>Decision:</u> Ho CH will provide the corrective action and ensure Vishay to close the complaint case.</p>	Ho CH				
12) 12.1)	<p><u>CORRECTIVE / PREVENTIVE ACTIONS AND CONTINUED IMPROVEMENT</u></p> <p>Ho CH informed that one CCF raised for year 2024 by Vishay and 0 NCR was issued during this year's IQA.</p> <p><u>Decision:</u> Oon wants Ho CH to close the customer complaint with Vishay soonest.</p>	Ho CH				
13) 13.1)	<p><u>ANALYSIS OF DATA - CUSTOMER SATISFACTION</u></p> <p>CSS survey conducted on 30 Aug 2024. 6 responses received for year 2024 CCS - (1) Polytech, (2) Lonnix, (3) Cohu, (4) MCC Technique, (5) Vishay, (6) Residensi Mutiara Bali. Customer satisfaction survey (CSS) summary report is as per attached.</p>					
13.2)	<p><u>Decision:</u> Overall the CSS Summary Report for 2024 is satisfactory with one feedback from Vishay regarding the need to improve on communications. Oon wants Ho CH to brief all staff handling Vishay on the communication issue and improve on it.</p>	Ho CH				
14) 14.1)	<p><u>ANALYSIS OF DATA - PROCESS CONFORMITY</u></p> <p><u>Number of NCR raised regarding M&E Works</u></p> <p>No NCR.</p>					
15) 15.1)	<p><u>ANALYSIS OF DATA - PROCESS CHARACTERISTICS</u></p> <p>Number of NCR Issued During IQA per Department for year 2024 is NONE so far.</p>					
15.2)	<p>Cost Variance between Budget and Actual Cost per Project - as per CCS in Server (2023/2024).</p> <p><u>Decision:</u> Oon is to look for high quality projects that gives good margins.</p>	Oon CH				
16) 16.1)	<p><u>ANALYSIS OF DATA - SUPPLIER / SUBCONTRACTOR PERFORMANCE</u></p> <p>Analysis of data on control of vendor are as per attached.</p> <p><u>Decision:</u> All active Subcon and Suppliers had attained C and above. Oon wants Tan May Tin to continue to assess the vendor's performance from time to time and to highlight to management when slacking is detected.</p>	Tan May Tin				
17) 17.1)	<p><u>AWARENESS, COMPETENCY AND TRAINING MATTERS</u></p> <p>The training plan, training evaluation and competency reports for year 2024 had been done - as per attached.</p> <p><u>Decision:</u> Tan May Tin is to ensure the 3 new staff who just joined since last month to attend the coming ISO awareness training.</p>	Tan May Tin				
18) 18.1)	<p><u>EXTERNAL AND INTERNAL ISSUES REVIEW</u></p> <p><u>External and Internal Issues</u> - refer Annex B(1) to QMS-PRO-03 (ISO Web). There were 6 external issues and 6 internal issues raised and the effects of climatic changes on these issues had been discussed.</p> <p><u>Decision:</u> Philip to tabulate the effect of climatic changes on the external/internal issues and interested parties.</p>	Philip				

HX SOLUTIONS SDN. BHD.	Minutes Of Meeting Form	Issue No.: 1	Document Effective Date: 01 March 2017	Page 4 of 4
		Revision No.: 0		Document Ref.: AO-REC-011
ITEM	DESCRIPTION	ACTION		
		RESPONSIBILITIES	TARGET DATE	
19)	NEEDS AND EXPECTATIONS OF INTERESTED PARTIES			
19.1)	Customer satisfaction survey had been launched on 30 Aug 2024 with satisfactory feedback.	For Info		
19.2)	Project surrounding public communities - no such complaints received for year 2024.	For Info		
19.3)	Stakeholders - need to ensure there are enough profitability to sustain the company operations.	For Info		
19.4)	Employees - turnover of employees is low for year 2023/2024 due to inability to secure more projects.	For Info		
19.5)	Suppliers and subcontractors - to ensure vendor performance evaluation are paid for their services on time.	For Info		
18.6)	Related government agencies - no issues raised on regulatory requirements for year 2023/2024.	For Info		
20)	OTHER RELEVANT MATTERS			
	None.			
22)	CLOSING			
	As there were no other matters arising, the meeting was adjourned at 12.15pm.			
Minutes by:		Verified by:	Approved by:	
Tan May Tin RECORDING SECRETARY Date: 26.9.2024		 Philip Yong ISO MANAGER Date: 26.9.2024	Oon Choon Huat MANAGING DIRECTOR Date: 26.9.2024	