



**QUALITY ASSURANCE IMPROVEMENT PROGRAMME (QAIP):
PROGRAMME GUIDE & ASSESSMENT FOR PEST MANAGEMENT
QUALITY ASSURANCE SERVICES AND SERVICE PROVIDERS**

Version: 1.0

Prepared by: Carron Lee, Entomologist

10 March 2017

GUIDING PRINCIPLES

Objective

These principles form the basis requirements for pest management service providers in engaging QAIP which is owned by BI Guidance Sdn Bhd. This programme is implemented to assist service providers in providing an exclusive services by enhancing quality assurance delivery to the stakeholders.

Knowledge

QAIP service providers must have minimum of 5 years incorporation and legally operated in pest management industry. On Field technicians have to be PAL/APAL license holders (as per MOA's requirements). They must have a Technical Manager for pest management services in their organisation.

Pest Management Scheduling Performance

Standard Operating Procedures (SOP) for day to day pest management scheduling performance has to be provided during the assessment by BI Guidance's team. This is to ensure good quality delivery of services to be delivered to the stakeholders.

Pest Management Treatment Performance

Standard Operating Procedures (SOP) for pest management treatment performance has to be provided during the assessment by BI Guidance's team. This is to ensure the quality of treatment is being delivered to the stakeholders. SOP for type of treatments are as below : -

- Residual Spraying
- Rat baiting
- Gelling Treatment
- Glue board applications
- Ultra Low Volume (ULV) Misting
- Fogging & Larvaciding
- Fly Catcher Installation

Pest Management Troubleshooting Performance

Standard Operating Procedures (SOP) for pest management troubleshooting performance has to be provided during the assessment by BI Guidance's team. This is to ensure, the service provider is ever ready to troubleshoot on treatment challenges and by giving an assurance on quality service of delivery to the stakeholders.

Pesticides Usage

All the chemicals which is used for QAIP has to be legally registered with Ministry Of Agriculture (MOA). Material Safety Data Sheet (MSDS) has to be provided during the assessment. Dilution rate of chemicals have to be displayed in a table content. Each technician who is assigned for QAIP project has to carry the relevant MSDS with them in their on duty vehicles.

Continuous Improvement Plan

QAIP's service providers prepare for changes and have the initiative on continuous improvement programme. Service provider has to provide their company policy (vision and mission), Quality Policy, IPM Policy and Health & Safety Policy. Continuous Improvement Plan on past planned improvement, completed planned improvement and future planned improvement have to be provided during the assessment.

QAIP is available for pest management service providers. We will conduct an assessment on the service provider who is interested to engage our programme.

Disclaimer:

BI Guidance Sdn Bhd is not a certification company. We do not certify our service providers for the programmes which are owned by us. We just carry out an assessment on the service providers who would like to engage our programmes as an integration to their existing services to the stakeholders.

BI Guidance Sdn Bhd's programmes are fully owned by the company. Our programmes are just a standard pest management quality assurance programmes and not a certification programme to the industry.

Contents

Quality Assurance Improvement Programme (QAIP) Guide

- 1) Scoring By The Assessor
- 2) Service Provider Information
- 3) Minimum Requirements to be QAIP's Service Provider
- 4) Scoring Keys
- 5) Approved Status
- 6) Renewal and Termination

QUALITY ASSURANCE IMPROVEMENT PROGRAMME (QAIP) GUIDE:

BI Guidance's Quality Assurance team has to conduct an assessment on the service provider before they are qualified to be QAIP's service provider.

To become QAIP's service provider, you must:

- 1) Contact BI Guidance Sdn Bhd to schedule for an evaluation which an assessment will be conducted on site at your office using this evaluation form.
- 2) Pay the evaluation fee with the amount of RM1,600 and undergo an on site evaluation by our QA assessor. Post evaluation report after the assessment will be identified. Any improvements required prior to approval will be shared with the service provider.

Prior to the approval of the assessment, you will be qualified as QAIP's service provider for two years. New assessment will be conducted once again at each renewal activity for qualifying as QAIP's service provider.

Upon approval as QAIP's service provider, you have to undergo QAIP's training session which will be conducted by a Field Biologist/Entomologist on pest knowledge, collaboration with a certification training company for food certifications, chemical handling procedures and MSDS. Attendees have to sit for an examination to be qualified as QAIP's technicians. We will only issue QAIP's card to candidate who has passed the examination. On field technicians with QAIP's card are only allowed to carry out pest control services for QAIP's stakeholders. *(QAIP's training will be charged separately)*

Upon completion of QAIP's training, you have to sign Memorandum Of Understanding (MOU) with BI Guidance Sdn Bhd for continuing operation of this programme.

BI Guidance Sdn Bhd will provide QAIP's certificate to the service provider as an approved QAIP's service provider. A summary of the assessment with score will be written on the certificate. Post evaluation report in PDF format will be submitted to QAIP's service provider for their internal use. You are allowed to use the QAIP logo for your use on company documents, website, local media, staff and others in your community.

SCORING BY THE ASSESSOR

The assessor will verify the requirements to be met. We will score each IPM practice according to the following score system:

Comments on area for improvement prior to the evaluation and assessment will be written down in a separate document. Sample documents, checklist, service report forms and relevant documents must be attached for review during the assessment. For a passing score to be QAIP's service provider, all minimum requirements must be met and a minimum of 80 marks must be attained for the scored practices section.

SERVICE PROVIDER INFORMATION

A confidential evaluation form of the service provider's background will be conducted by the assessor during the on site visit. Service provider will receive a completed copy along with the full, confidential evaluation report from us upon completion of the entire assessment. Service provider is allowed to review all the reports and provide corrections or updates.

MINIMUM REQUIREMENTS FOR QAIP'S SERVICE PROVIDER

- 1) Meet legal requirements (10 marks)
- 2) Technicians (5 marks)
- 3) Pest Management Scheduling Performance (20 marks)
- 4) Pest Management Treatment Performance (20 marks)
- 5) Pest Management Troubleshooting Performance (20 marks)
- 6) Pesticides Usage (20 marks)
- 7) Continuous Improvement Plan (5 marks)

1.0 MEET LEGAL REQUIREMENTS (10 MARKS)

REQUIREMENTS	PASS	FAIL
Business & Operation License (Pest Control & Fumigation)		
Pesticide applicator training, licensing (PAL/APAL/LICENSED FUMIGATOR)		
Pesticide record keeping		
Personal Protective Equipments record keeping		
Service vehicles record keeping		

2.0 TECHNICIANS (5 MARKS)

CRITERIAS	PASS	FAIL
Local Technicians		
PAL/APAL/LICENSED FUMIGATOR		
Experience technicians in Pest Management & Fumigation Field		
Technicians who are able to give professional recommendations to the stakeholders verbally		
Technicians who can identify existing pest problems and presented to the stakeholders verbally and in writing.		

3.0 PEST MANAGEMENT SCHEDULING PERFORMANCE (20 MARKS)

CRITERIAS	PASS	FAIL
Operations scheduling SOP		
Monitoring checklist of the entire scheduling process management		
Operations scheduling administration team		
Troubleshooting plan on technicians' emergency leave/medical leave.		
Operations scheduling risk assessment list		
Action plan prior to operations scheduling risk identification.		
Sufficient headcount management		
Troubleshooting plan on insufficient headcount for the operations team.		
Communication process between administration team and on field technicians during operation hours.		
Communication process between service provider and stakeholder on the changes of operations scheduling.		

4.0 PEST MANAGEMENT TREATMENT PERFORMANCE (20 MARKS)

CRITERIAS	PASS	FAIL
SOP for general pest residual spraying		
SOP for mosquito fogging and larvaciding		
SOP for rat baiting system		
SOP for gelling application		
SOP for ULV misting		
Checklist monitoring of the processes		
Training programme to the technicians		
PAL/APAL license holders for applications.		
Personal Protective Equipments for the technicians.		
Vehicles and equipments safety maintenance records.		

5.0 PEST MANAGEMENT TROUBLESHOOTING PERFORMANCE (20 MARKS)

CRITERIAS	PASS	FAIL
SOP for pest management troubleshooting performance		
Respond time less than 24 hours		
Monitoring checklist/record on troubleshooting handling		
Process measurement on feedback/complaints by stakeholders		

6.0 PESTICIDES USAGE (20 MARKS)

CRITERIAS	PASS	FAIL
MSDS filing and documentation		
MSDS training		
Pesticides application training to the technicians		
Table content of chemical dilution rate		
Technicians are able to dilute the chemicals without any supervision		
Placement of MSDS file at pesticide storage		
Placement of MSDS file at technician's vehicle		
Emergency Respond Plan (ERP) and training		
First Aid Kit at the pesticide storage and technician's vehicle		
First Aider in the operation team		

7.0 CONTINUOUS IMPROVEMENT PLAN (5 MARKS)

List Continuous Improvement Plan for the next three years based on your company policy, vision and mission, Quality policy, Integrated Pest Management (IPM policy) and Health & Safety policy.

- A) Past planned improvements
- B) Completed planned improvements
- C) Future planned improvements

CRITERIAS	PASS	FAIL
Past planned improvements		
Completed planned improvements		
Future planned improvements		

QAIP SCORECARD

DESCRIPTIONS	SCORE
1) Meet legal requirements	
2) Technicians	
3) Pest Management Scheduling Performance	
4) Pest Management Treatment Performance	
5) Pest Management Troubleshooting Performance	
6) Pesticide Usage	
7) Continuous Improvement Plan	
TOTAL SCORE	

SCORING KEY:

Passing score is 80 marks on the scorecard = Quality Assurance Improvement Programme (QAIP).

However, the successful service provider can only be categorised as APPROVED QAIP'S SERVICE PROVIDER for the programme after the completion of QAIP's training and signing of MOU with BI Guidance Sdn Bhd.

Failing score which is less than 80 marks of the assessment = QAIP in Progress.

To be an APPROVED QAIP'S SERVICE PROVIDER, the service provider has to correct all failed requirements and implement additional practices in the required improvements section in order to achieve passing score which is 80 marks. Required improvements will be addressed in the assessment report provided by BI Guidance Sdn Bhd. Service provider who is in QAIP in Progress status is only allowed to call for reassessment on the improvement areas within a period of one year. Calling for reassessment for area of improvement is only available on the first quarter (Jan-March) and third quarter (July-September) of calendar year. Failure in fulfilling this clause, a fresh assessment will be conducted (upon new application) on the following year with a full payment of RM1,600/assessment.

APPROVED STATUS

Upon completion of assessment and by having APPROVED STATUS for the programmes, service provider has to fulfil below requirements during the active period:

Sales Tool Kit:

Service Provider has to pay the amount of RM 4,000 for the sales tool kit of each programme which inclusive of:

- 1) One customised programme e-brochure for your marketing approach.
- 2) One editable business programme profile for your proposal submission to the stakeholder.
- 3) One PDF PowerPoint presentation to the stakeholder.

The purchase of sales tool kit is for one time off, unless there is a new revised of the template. Service Provider is compulsory to purchase the new revision of sales tool kit if there is any new revision.

If the service provider is engaging more than one programme, subsequent additional payment of each sales tool kit will be RM 2,400 per set.

BI Guidance Sdn Bhd has the right to conduct audit on the service provider throughout the engagement period of the programme. We have to ensure each and every business proposal submission to the stakeholder is using our standard business programme profile and the provided PowerPoint presentation is used during the marketing purposes.

Failure in fulfilling the above clause, BI Guidance Sdn Bhd has the right to pull back the authorisation as our programme's service providers at anytime without any refund.

RENEWAL AND TERMINATION

During the renewal period, BI Guidance Sdn Bhd will conduct an appraisal on the performance of service provider: -

Stakeholder's feedback of your performance status.

Termination rate by the stakeholders of each engaged programme is not more than 20%.

Outstanding debts to BI Guidance Sdn Bhd is not more than 30 days.

Upon completion of the above appraisal by our assessor, we will decide if the service provider is allowed to renew their programme.

If renewal of the programme is being approved, a new assessment will be conducted and we will inform the service provider to pay for an assessment fee to proceed on the next step.

