

# WHY QAIP?

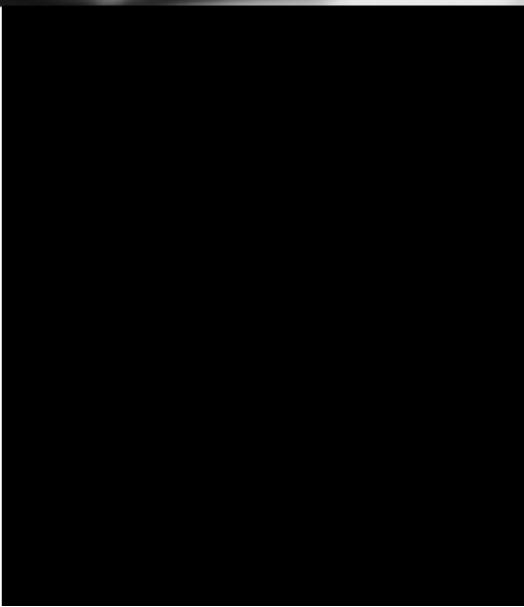
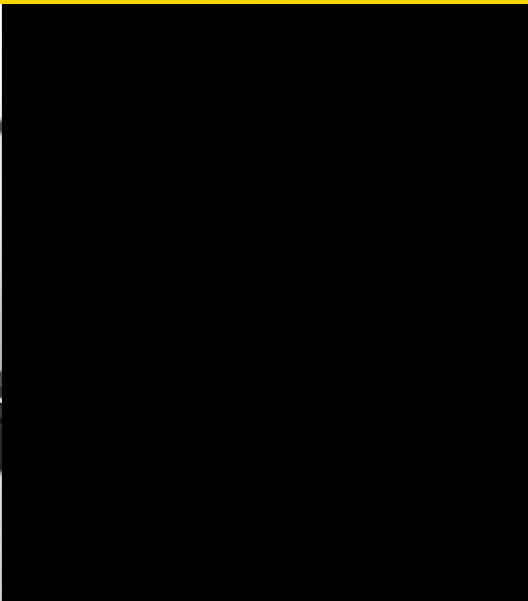
Type Of Programme: **QAIP**

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**QUALITY  
ASSURANCE  
IMPROVEMENT  
PROGRAMME**



# WHY BI GUIDANCE?

BI Guidance Sdn Bhd's unique and industry leading Quality Assurance Improvement Programme (QAIP) increases the quality of services by service providers to the stakeholders. BI Guidance main goal is to provide our customers pest management quality assurance.

## WHY QAIP?

Quality Assurance Improvement Programme (QAIP) is an exclusive programme by BI Guidance Sdn Bhd which is a solutions provider company. QAIP is a pest management quality delivery system for the stakeholders. This programme requires an on-site QA Coordinator during pest management service delivery. Technicians which are assigned by the service providers has to be trained by BI Guidance Sdn Bhd. Monthly analysis report and site inspection report can be included in the customization of QAIP.

## Measurement and Key Performance Indicators

No brand, product, industry, or campaign is the same. We work with you to ensure you reach your goals and we measure the effectiveness of our programme against those goals with meaningful KPIs.

Under QAIP, we will first study the challenges that the stakeholder is currently facing at their premise. We will understand the expectations and objectives for the engagement of QAIP. We will customise the action plan throughout the period of QAIP engagement with consistent record tracking for improvement with the cooperation of two parties (stakeholders and service provider).

## Reporting

How do you know if all of this is working? Don't worry - we provide monthly reports including valuable results, as well as a summary of all the awesome optimizations and insights we have from the previous month. We will let you know the progress of the programme periodically.

## Pest Inspection

We will conduct pest inspection periodically at your surroundings. We will highlight issues related to the current housekeeping, sanitation and maintenance programme at your premise. Objective of this activity is to ensure the current maintenance programme minimises the level of pest infestation and is being practised at an effective level.

## **Non Conformance Report (NCR)**

Stakeholders can raise up their NCR issue to Bi Guidance. Based on Bi Guidance analysis of the NCR, we will be able to assist stakeholders to implement a customised action plan. This action helps from preventing the issue becoming a major NCR to the stakeholders.

## **Continuous Educational Programme**

Continuous Educational Programme is a training programme with the intention to create an awareness to the staffs who are working at the premise. They will be educated on the level of infestation and their role in ensuring the entire QAIP is being carried out effectively. Only with the full cooperation of the staff can the stakeholders objectives of achieving QAIP be met.

## **Timeframe**

Upon signing the proposal, we are prepared to start work immediately.



## SELECTING YOUR SERVICE PROVIDER

Stakeholder is given a choice in selecting their service provider for the engagement of QAIP. They are allowed to select their current service provider.

### **How To Upgrade Their Quality Service Of Delivery?**

Existing service provider which is selected by stakeholder has to be trained by BI Guidance's team. They have to meet QAIP requirements. Content of training programme is inclusive of Pest Management and certification requirements which will be customized by the trainers. We will engage a qualified trainer from certification industry for QAIP training programme. Upon completion of the training, participants will be given a Certificate Of Participation for the completion of the course.

## New Exploration?

New exploration on service provider selection? Stakeholder may consider QAIP's service providers. QAIP's service providers have gone through a comprehensive QAIP training. They have a combination knowledge of pest management and certification requirements. Examination for QAIP's service providers are compulsory. QAIP cards will only be given to those participants who have passed their QAIP training programme.

## AGREEMENT

There are various options for stakeholders in QAIP's Agreement. Stakeholder can choose to award QAIP Agreement on Quality Assurance service directly to BI Guidance Sdn Bhd or; alternatively, stakeholder is allowed to decide on a combination of both Quality Assurance and Pest Management services under QAIP's service providers. QAIP's service providers will submit a full QAIP programme agreement to the stakeholders.

## TALK TO US

If you are interested in QAIP, talk to us now. Give us a call or drop us an email.  
[www.biguidance.com](http://www.biguidance.com)



## OTHER PROGRAMMES?



Green Quality Assurance Improvement Programme (GREEN QAIP) is an exclusive green pest management programme which was implemented for green building requirements. This programme can be applied to all the green buildings from the status of certified to platinum rating. It requires on site QA Coordinator during service delivery. Technicians which are assigned by the service providers have to be trained by BI Guidance. Monthly analysis report, site inspection report, risk assessment can be included in the customization of GREEN QAIP.





Standard Quality Assurance Programme (SQAP) contains standard quality assurance job scopes on Integrated Pest Management. We generate monthly analysis report which gives assurance to the stakeholder on the service delivered by your assigned service provider. We conduct inspection reports on the level of improvement with the co-operation of the stakeholders and service providers to help achieve the objectives of the implemented programme.

## CUSTOMISED PROGRAMMES?

We assist in implementing and customizing their existing Pest Management Programme Implementation for continuous improvement plan based on certification requirements.

To know more how does it work, please give us a call or drop us an email – [info@biguidance.com](mailto:info@biguidance.com)

# COMPARISON OF PROGRAMMES



DESCRIPTIONS	GREEN QAIP	QAIP	SQAP
Green Chemical	Yes	No	No
On Site QA Coordinator	Yes	Yes	No
Monthly Pest Analysis Report	Yes	Yes	Yes
Quarterly / Half Yearly Inspection Report	Yes	Yes	Yes
Website Reporting System	Yes	Yes	No
Pest Risk Assessment	Yes	No	No
Non Conformance Report (NCR)	No	Yes	No