# QUALITY ASSURANCE IMPROVEMENT PROGRAMME (QAIP) ASSESSMENT REPORT

COMPANY: MY PEST RANGERS

Version: 1.0
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# EXECUTIVE SUMMARY

### Objective

These principles form the basic 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 exclusive services by enhancing quality assurance delivery to the stakeholders.

### Knowledge

QAIP service providers must be minimum 5 years incorporated, legally operated in pest management industry. 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.

### MY PEST RANGERS QAIP ASSESSMENT REPORT

### Pest Management Scheduling Performance

MY PEST RANGERS has managed to maintain a high standard on their pest management scheduling. They have allocated experience technicians in handling their high end customers. In some circumstances, Senior Technician may be assisted by a Junior Technician. Their back office support is taking seriously on the scheduling performance. They assigned an Administrator to ensure their schedule is being managed accordingly. They are using a reliable software with a proper system and log book on the entire process flow. All the SOP and documents are well kept.

The owner of the company with a strong technical background is on stand by mode, to handle any unforeseen circumstances in their operations management. Any absence of their staff such as on emergency leaves or medical leaves, trouble shooting at the site for presence of work can be tackled easily.

They maintain a good communication system between the back office support with their operations team and customers by using emails and mobile technology.

### Pest Management Treatment Performance

Standard Operating Procedures (SOP) for all the pest activities such as general pest residual spraying, fogging, rat baiting, gelling and misting are well prepared. They are lacked of monitoring checklist in their daily operation activities. Training plan is not included in their yearly programme. The company shall look into upgrading the standard of their technicians by having a yearly training programme for the staffs. All of their staffs are PAL/APAL license holders. Their technicians are well equipped with Personal Protective Equipments (PPE) and vehicles are well maintained.

## Pest Management Troubleshooting Performance

MY PEST RANGERS has a good practice process flow on their troubleshooting scenario. However, they do not have a standard SOP for the troubleshooting flow. Even though they are able to overcome the challenges within 24 hours at customer's site, they do not have a standard of monitoring checklist to monitor the entire flow. Summary of each incident is not captured systematically.

## Pesticides Usage

All the chemicals used for QAIP have to be legally registered with Ministry Of Agriculture (MOA) with LRMP number.

They have a good filing on the chemical documentation. They provide chemical training to their staffs. However, there was no MSDS training being provided to them. Table content was not being displayed. Dilution of chemical can be done independently by the Senior Technicians. Junior Technicians have to be guided by the Senior Technicians. MSDS files were being placed at the storage and vans. There was no Emergency Response Plan (ERP) training. First Aid Kit was provided to the staffs but there was no First Aider in the team.

## Continuous Improvement Plan

My Pest Rangers has their own Vision and Mission but they do not have a policy on Quality, Health & Safety, Environment and IPM. Continuous Improvement Plan on past planned improvement, completed planned improvement and future planned improvement have yet to be implemented.

*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

# 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) | 2 | |
| Pesticide applicator training, licensing (PAL/APAL/LICENSED FUMIGATOR) | 2 | |
| Pesticide record keeping | 2 | |
| Personal Protective Equipment record keeping | 2 | |
| Service vehicles record keeping | 2 | |

## 2.0 TECHNICIANS (5 MARKS)

| CRITERIAS | PASS | FAIL |
|---|---|---|
| Local Technicians | 1 | |
| PAL/APAL | 1 | |
| Experience technicians in Pest Management | 1 | |
| Technicians who are able to give professional recommendations to the stakeholders verbally | 1 | |
| Technicians who can identify existing pest problems and presented to the stakeholders verbally and in writing. | 1 | |

## 3.0 PEST MANAGEMENT SCHEDULING PERFORMANCE (20 MARKS)

| CRITERIAS | PASS | FAIL |
|---|---|---|
| Operations scheduling SOP | 2 | |
| Monitoring checklist of the entire scheduling process management | 2 | |
| Operations scheduling administration team | 2 | |
| Troubleshooting plan on technicians' emergency leave/medical leave. | 2 | |
| Operations scheduling risk assessment list | | 0 |
| Action plan prior to operations scheduling risk identification. | | 0 |

| CRITERIAS | PASS | FAIL |
|---|---|---|
| Sufficient headcount management | 2 | |
| Troubleshooting plan on insufficient headcount for the operations team. | 2 | |
| Communication process between administration team and on field technicians during operation hours. | 2 | |
| Communication process between service provider and stakeholder on the changes of operations scheduling. | 2 | |

# 4.0 PEST MANAGEMENT TREATMENT PERFORMANCE (20 MARKS)

| CRITERIAS | PASS | FAIL |
|---|---|---|
| SOP for general pest residual spraying by using green chemical | 2 | |
| SOP for mosquito fogging and larvaciding | 2 | |
| SOP for rat baiting system | 2 | |
| SOP for gelling application by using green chemical | 2 | |
| SOP for ULV misting by using green chemical | 2 | |
| Checklist monitoring of the processes | | 0 |
| Training programme for the technicians | | 0 |
| PAL/APAL license holders for applications. | 2 | |
| Personal Protective Equipment for the technicians. | 2 | |
| Vehicles and equipment safety maintenance records. | 2 | |

## 5.0 PEST MANAGEMENT TROUBLESHOOTING PERFORMANCE (20 MARKS)

| CRITERIAS | PASS | FAIL |
|---|---|---|
| SOP for pest management troubleshooting performance | | 0 |
| Respond time less than 24 hours | 4 | |
| Monitoring checklist/record on troubleshooting handling | | 0 |
| Process measurement on feedback/complaints by stakeholders | 4 | |
| Summary of each incident which has been closed. Filing on documentation is required. | | 0 |

## 6.0 PESTICIDES USAGE (20 MARKS)

| CRITERIAS | PASS | FAIL |
|---|---|---|
| MSDS filing and documentation | 2 | |
| MSDS training | | 0 |
| Pesticides application training to the technicians | 2 | |
| Table content of chemical dilution rate | | 0 |
| Technicians are able to dilute the chemicals without any supervision | 2 | |
| Placement of MSDS file at pesticide storage | 2 | |
| Placement of MSDS file at technician's vehicle | 2 | |
| Emergency Respond Plan (ERP) and training | | 0 |
| First Aid Kit at the pesticide storage and technician's vehicle | 2 | |
| First Aider in the operation team | 2 | |

## 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), Health & Safety policy.

A)   Past planned improvements

B)   Completed planned improvements

C)   Future planned improvements

| CRITERIAS | PASS | FAIL |
|---|---|---|
| Company Policy | | 0 |
| Vision and Mission | 1 | |
| Quality Policy | | 0 |
| Integrated Pest Management (IPM Policy) | | 0 |
| Health & Safety Policy | | 0 |

## QAIP SCORECARD

| DESCRIPTIONS | SCORE |
|---|---|
| 1) Meet legal requirements | 10 |
| 2) Technicians | 5 |
| 3) Pest Management Scheduling Performance | 16 |
| 4) Pest Management Treatment Performance | 16 |
| 5) Pest Management Troubleshooting Performance | 8 |
| 6) Pesticide Usage | 14 |
| 7) Continuous Improvement Plan | 1 |
| TOTAL SCORE | 70 |

## SCORING KEY:

Passing score is 70 marks on the scorecard = Quality Assurance Improvement Programme (QAIP).

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.

## 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%.