

APMT – Master Monitoring Plan (MMP)

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Effective Date: 01 July 2025

Approved By: Managing Director

Review Cycle: Annual (or as required)

Standards Referenced: ISO 9001:2015 | ISO 21001:2018

1. Purpose

The Master Monitoring Plan (MMP) provides a structured framework to systematically monitor, measure, and evaluate APMT's operational and educational processes.

It ensures that all programs, activities, and systems are continuously reviewed for effectiveness, compliance, and improvement, in alignment with ISO 9001 (QMS) and ISO 21001 (EOMS) standards.

2. Objectives

- Ensure consistent and measurable performance monitoring across all APMT campuses and programs.
- Facilitate evidence-based decision-making through regular data collection and review.
- Support continual improvement through the CAPA (Corrective and Preventive Actions) process.
- Promote accountability by assigning clear data ownership and follow-up responsibilities.

3. Monitoring Framework

Monitoring Area	Key Indicators (KPIs)	Data Source / Method	Frequency	Responsible / Data Owner	Reporting & Review Mechanism	Follow-Up & CAPA Link
Academic Delivery	Class attendance rate, course completion %, student satisfaction (survey), trainer evaluation scores	Attendance sheets, LMS reports, evaluation forms	Monthly & End of Term	Academic Coordinator	Term Programme Review Meeting	CAPA raised for non-conformance or low performance trends

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Monitoring Area	Key Indicators (KPIs)	Data Source / Method	Frequency	Responsible / Data Owner	Reporting & Review Mechanism	Follow-Up & CAPA Link
Trainer Performance	Training plan adherence, feedback scores ≥85%, professional development participation	Evaluation forms, observation checklists	Each term	Head of Training	Trainer Review Meeting	CAPA issued for gaps or low scores
Student Support Services	Response time to queries, counselling sessions held, grievances resolved	Student feedback logs, CRM system	Quarterly	Student Support Officer	Student Services Review	CAPA log for delays or repeated complaints
Compliance & Quality	Internal audit completion rate, audit findings closure rate	Internal Audit Reports	Semi-annual	Quality Manager	Management Review Meeting	CAPA for overdue closures
Facilities & WHS	Safety inspections completed, incidents reported/resolved	WHS checklist, incident register	Monthly	Facilities Manager	WHS Committee Meeting	CAPA raised for non-compliance
Marketing & Enrolments	Enquiry conversion rate, enrolment targets achieved, agent compliance checks	CRM system, enrolment data	Monthly	Marketing Manager	Sales & Marketing Review	CAPA for underperformance or data errors
Finance & Administration	Budget utilisation %, monthly cashflow accuracy, procurement compliance	Finance reports, audit logs	Monthly	Finance Officer	Finance Review Meeting	CAPA for variances >10%

Monitoring Area	Key Indicators (KPIs)	Data Source / Method	Frequency	Responsible / Data Owner	Reporting & Review Mechanism	Follow-Up & CAPA Link
Partnerships & External Engagement	MOU deliverables met, partner satisfaction	MOU progress reports, meeting notes	Quarterly	Project Manager	Strategic Partnership Review	CAPA for missed deliverables
Continuous Improvement	Number of CAPAs raised, % closed on time, staff suggestion rate	CAPA register, improvement log	Monthly	Quality Assurance Officer	Monthly Management Meeting	Monitored in CAPA effectiveness review

4. Review Mechanisms

Review Level	Frequency	Purpose	Participants	Outputs
Monthly Management Meeting	Monthly	Review operational and academic KPIs; verify CAPA status	Directors, Managers, QA Officer	Updated CAPA register, MMP dashboard
Term / Semester Programme Review	Per Term / Semester	Review student outcomes, trainer evaluations, academic compliance	Academic Board	Programme Improvement Plan
Annual Management Review	Annually	Assess QMS/EOMS performance and set next year's objectives	Governing Board & Senior Management	Annual Management Review Report & Updated MMP

5. CAPA (Corrective and Preventive Actions) Integration

- All monitoring findings feed into the CAPA Register.
- Each CAPA must include:
 - Root cause analysis
 - Corrective/preventive actions
 - Assigned owner and due date
 - Effectiveness verification by QA
- Effectiveness checks are recorded within 30 days of closure to ensure sustained improvement.

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6. Data Management and Reporting

- Data is consolidated in Programme-Level Monitoring Sheets, aligned with this MMP.
- Reports are submitted to the Quality Manager monthly.
- All monitoring records are retained in the QMS Document Repository for a minimum of 5 years.

7. Roles and Responsibilities

Role	Responsibility
Managing Director	Approves MMP and reviews annual outcomes.
Quality Manager	Maintains MMP, coordinates audits, tracks CAPAs.
Academic Coordinator	Monitors delivery quality and student outcomes.
Finance Officer	Monitors budget and expenditure control.
Facilities Manager	Ensures WHS and facility compliance.
Programme Coordinators	Maintain term-level monitoring sheets.
All Staff	Participate in data collection and improvement actions.

8. Continuous Improvement Linkage

- Monitoring outcomes directly inform:
 - Internal audits and Management Reviews
 - Risk Register updates
 - Annual Improvement Plan (AIP)
- Lessons learned are disseminated through staff meetings, newsletters, and QA bulletins.

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