**Font: Times New Roman**

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**Title: Template of Abstract for**

**ANQ Congress 2021 Singapore**

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Author A1, Author B2 and Author C3\*

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1 Academic or Business Affiliation, Address, City, Province, Zip Code

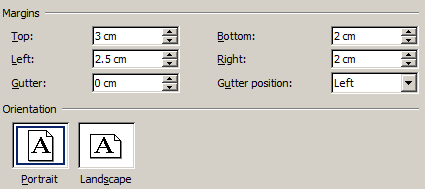
2 Academic or Business Affiliation, Address, City, Province, Zip Code

3 Academic or Business Affiliation, Address, City, Province, Zip Code

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***Abstract***

The instructions below are described to guide authors who wish to submit an abstract to the ANQ Congress 2021 Singapore. The submitted abstract must be clear, concise, and well agree with the conference template to obtain the consistent form with other papers; therefore, it can be collected in the conference proceedings uniformly. Use this document as a template if you are using MS Word. Otherwise, use this document as a guideline to setup your manuscript.

***Keywords****:* 5 keywords should be provided here to assist with indexing of the article.

**Page setup**

**Paper size: A4**

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**Line spacing: Single**

**Please see page 2 for a sample of a standard Abstract paper.**

**Abstract for the ANQ 2021 Congress (Sample)**

**Applying Effective Audit Methodology To Enhance Productivity**

**& Quality Improvements**

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***Abstract***

Many organizations implementing their Management Systems are not fully aware of the distinctive difference between Audit Plan and Audit Program in managing the actual detected inefficiencies or potential non-conformities / non-compliances by taking consideration the status and importance of their processes. Furthermore, the effectiveness of the Management Systems is not properly determined through an accurate and systematic assessment of the Key Performance Indicators (KPI) by applying the Six Effective Points of Audit Methodology with a view to enhance continual improvements.

Plan-Do-Check-Act (PDCA) Cycle adopted in managing the Audit Program will be illustrated with reference to ISO 19011:2011 to clarify the misconception between Audit Plan and Audit Program. The Six Effective Points of Audit Methodology (i.e. Audit Objective-Audit Scope-Audit Criteria-Audit Evidence-Audit Findings-Audit Conclusion) will be deployed to determine the effectiveness of the management systems by conducting quantitative assessment of the Key Performance Indicators (KPI). Cost of Quality (COQ) Model will be used to illustrate the conceptual understanding of the Audit Methodology in assessing Key Performance Indicators (KPI). Attention will be made to the analysis of Input & Output Data affecting the result of Key Performance Indicators (KPI). Further illustration will be made to integrate the Productivity & Quality Indicators into the Monitoring and Measurement Activities of a Management System (E.g. ISO 9001:2008 Quality Management Systems) to demonstrate the effectiveness of an audit.

The competency of the appointed auditors in performing the audits is also crucial to the organization. In another words, ineffective audit will lead to loss of management resources, and opportunities for productivity and quality improvements.

***Keywords***

Audit Plan, Audit Program, Audit Methodology, Competency of Auditor, Continual Improvements.