

**MALAYSIAN STANDARD CERTIFICATION MS 9001:2015**

**FLOOD OPERATION SYSTEM MANAGEMENT IN SMART CONTROL CENTER**

**VISION**

Become a world-class Control Center in managing rainwater runoff

## **MISSION**

Manage flood predictions and flood warning and flood detection systems efficiently and effectively for the safety and management of rainwater and traffic in tunnels to improve the quality of life in Kuala Lumpur City Center

## **QUALITY STATEMENT**

SMART Control Center is committed to providing quality Flood Management Services to ensure that Kuala Lumpur City Center is not flooded due to heavy rain in the upper catchment area of □ □

Sg. Klang and Sg. Ampang. The SMART Control Center will always improve the effectiveness of the Quality Management System. All employees must be responsible for maintaining the quality of their work by following the SMART Control Center Operational Quality Policy

## QUALITY OBJECTIVE

To ensure the operation of the flood management system using the SMART FDS System works all the time 24 hours a day and 7 days a week as designed, undertaking flood control operation operations in the Operating Room Control including flood detection, warning and forecasts in accordance with the Standard Operating Procedure (SOP) has been set.