ANQAS CERTIFICATION SDN. BHD.

(1290274-U)

PRODUCT CERTIFICATION TYPE 5

PC-02

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CERTIFICATION REQUIREMENTS GOVERNING PRODUCT CERTIFICATION SCHEME FOR ANQAS CERTIFICATION

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PREFACE

ANQAS Certification Sdn. Bhd., Malaysia based Product Certification Body, is a legal entity incorporated on 7th August 2018 with the Registrar of Companies Malaysia, having a registration number 1290274-U.

On 3rd October 2019, ANQAS Certification has been accredited by Department of Standards Malaysia (Standards Malaysia) as **Accredited Product Certification Body** with accreditation number **PC 03102019 CB 16** which operates **Product Certification Scheme Type 5** which includes testing of the products and assessment of the quality system involved based on International Standard ISO/IEC 17067:2013. This ensures our impartiality and competence to provide certificates to our clients that are credible to end users in the public and private sectors.

Product Certification Scheme operated by ANQAS Certification mainly involve Construction Products regulated under Construction Industry Development Board Malaysia (CIDB), Water and Sewerage Products regulated under Suruhanjaya Perkhidmatan Air Negara (SPAN) and Products which demanded by Malaysian to acquire third-party attestation.

For product, system, or project that does not suitable for Product Certification scheme Type 5 but demanded by purchaser or regulator to acquire third-party attestation, has the option of **3rd Party Inspection services** by ANQAS Certification, an **independent body**, to ensure quality and accuracy expected as well as regulatory requirements met.

This PC-02, as part of requirement in PC-01, provides certification requirements governing product certification scheme for ANQAS Certification Sdn. Bhd.

This PC-02, shall be the basis and reference for ANQAS Certification assessment and certification decision.

For further information on this document or services offered by ANQAS Certification, please contact:

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1.0 INTRODUCTION AND SCOPE

1.1 The certification requirements governing product certification scheme for ANQAS Certification are applicable to all applicants and interested parties in product certification offered by ANQAS Certification.

1.2 This document shall be the basis and reference for ANQAS Certification evaluation and certification decision.

2.0 REFERENCES

The following references are indispensable for the application of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the normative reference (including any amendments) applies.

PC-01 TERMS AND CONDITIONS GOVERNING PRODUCT CERTIFICATION SCHEME FOR ANQAS CERTIFICATION.

3.0 ASSESSMENT

3.1 General

3.1.1 Certification Requirements as specified in clause 4 shall be evaluated by ANQAS Certification assessor for conformity to the specified requirements. Where the requirement has been met with, it shall be reported as “Complied”, where the requirement has not complied with, it shall be reported as “Not Complying”, and not applicable requirement shall be recorded as “N/A”.

3.2 Initial Assessment

3.2.1 For Initial Assessment, any requirement that did not complied by the applicant shall not raise non-conformity. The applicant are given a period of 2 years to comply with Certification Requirements. Application shall be deemed terminated should the applicant unable to comply with Certification Requirements within given period. Applicant that complied with Certification Requirements is entitled to be certified at any time during this 2 years period upon approval of CAP.

3.3 Surveillance Assessment

3.3.1 For Surveillance Assessment, any requirement that did not complied by the certificate holder shall raise non-conformity and Non-Conformity Report (NCR) shall be issued by Lead Assessor.

3.3.2 A non-conformity occur when one or more of the requirements of the Certification Requirements is not fulfilled or failure to implement or maintain by the applicant. Non-conformity shall be classified into Major and Minor Non-conformity as follows:

3.3.2.1 **Major Non-conformity** may be an individual non-conformity or a number of minor but related nonconformities or a number of minor non-conformity that frequently recur, which when considered in total are judge to contribute to an overall failure.

3.3.2.2 **Minor Nonconformity** may be a single failure, or if a series of minor but related discrepancies occurred, which together are judged to be a quality risk, but not constituting to an overall failure in the area concerned.

3.3.3 Certification Requirements shall be complied and any NCR issued shall be satisfactory closed by the certificate holder before any recommendation for certification decision is made.

3.3.4 Observation constitutes an evaluation finding that does not warrant non-conformity but is identified by the Lead Assessor as strongly recommended to be improved which the observation may lead to non-conformity. The certificate holder is strongly recommended to take actions on observation to indicate commitment to continual improvement.

4.0 CERTIFICATION REQUIREMENTS

Requirement	Description
1	**Application**
	Applicant, who after the certification process shall be the certificate holder, shall fill and signed application form **FC-01** and/or any required certification documents, by person who shall be deemed competent under law to represent the applicant's company. Application form and/or any required certification documents, may, be signed by other legal entity, which after the certification process not the certificate holder, shall acquire appointment letter using format **FCA-01** from the legal entity which after the certification process shall be the certificate holder.
2	**Acceptance of an Application**
	Once application accepted, the application shall be registered and an acceptance letter shall be issued to the applicant. With this acceptance letter, the applicant are given a period of 2 years to comply with **PC-02.** The applicant that complied with PC-02 is entitled to be certified at any time during this period upon approval of CAP. *Note: An assessment prior to application by applicant/current certificate holder may be considered in a limited case to case basis and shall have obtained consent from the Managing Director of ANQAS Certification.*
3	**Applicant's Representative**
	Applicant shall have a representative whom shall represent the management and shall be responsible for the coordination of all certification matters, and shall attends to ANQAS Certification audit/inspection, testing, and, where applicable and necessary, shall be responsible for arranging suitable and safe means of transportation and accommodation for ANQAS Certification audit/inspection team. *Note: However, the applicant may, at the approval of ANQAS Certification, on a case to case basis, request to skip representative to attend audit/inspection.*
4	**Legality**
	Applicant shall be legally registered with the appropriate authority of registered country. In cases applicant is not the manufacturer, the manufacturer shall also be legally registered with the appropriate authority of registered country. Document submitted shall be translated into English language if the original document is not in Bahasa Malaysia or English language.

5	**Brand**
	Applicant shall at least possess brand that already applied for approval with appropriate authority of applied country. Document submitted shall be translated into English language if the original document is not in Bahasa Malaysia or English language. In cases of brand used by the applicant owned by other legal entity, applicant shall acquire an authorization letter from the brand owner. The authorization letter shall be printed on the brand owner's letter head, addressed to the applicant and copy to ANQAS Certification using format **FCA-02.**
6	**Letter of Undertaking For Manufacturing Product**
	In cases applicant is not the manufacturer, the applicant shall acquire a letter of undertaking for manufacturing product from the manufacturer. The letter shall be printed on the manufacturer's letter head, addressed to the applicant and copy to ANQAS Certification using format **FCA-03.**
7	**Manufacturer's Agreement**
	In cases applicant is not the manufacturer, the manufacturer shall sign the manufacturer's agreement. The agreement is as in **FCA-04.**
8	**Product Standard/Product Specification**
	Product Standard/Product Specification used for audit/inspection shall be Malaysian Standard (MS) or suitable International Standard (ISO) or Foreign National Standards. If Government Agencies department's specification used, it shall be developed by a committee. Applicant shall have a copy of the product standard/product specification, shall understand, and shall be familiar with all the requirements of the product standard/product specification. In cases applicant is not the manufacturer, the manufacturer shall also have a copy of the product standard/product specification, shall understand, and shall be familiar with all the requirements of the product standard/product specification. The evaluation carried out by ANQAS Certification shall be confined to the acceptable product standard/product specification as specified in scope of application.

9	**Product Compliance to Product Standard**
	Product shall comply with all requirements in the product standard. However, product that in application for certification may be submitted for evaluation without complying with marking requirement of the standard applied. Testing and inspection shall only be performed under supervision of ANQAS Certification assessor(s) with suitable facilities and calibrated testing equipment on sample selected by Lead Assessor in accordance with **MS ISO 2859-1: 2001** at the factory, store, shop, construction site or other places approved by ANQAS Certification *Note: Sample selected/provided by the applicant may be considered only if a prior agreement has been obtained from ANQAS Certification.* Testing and inspection which cannot be performed under supervision of ANQAS Certification assessor(s) shall be sent to independent testing laboratory accredited to ISO/IEC 17025. *Note: Where an accredited laboratory is not readily available, an unaccredited laboratory may be used as an alternative.* Product/material shall be given three **(3) chances** to comply with all testing requirement in the product standard. **1st test** - Product/material is deemed to comply with the test requirement should it passed all tests as required in the product standard on the 1st test. However product/material failed on the 1st test, may be resample by Lead Assessor and submitted for 2nd test. **2nd test** - Product/material is deemed to comply with the test requirement should it passed all tests as required in the product standard on the 2nd test. However product/material failed on the 2nd test, may be resample by Lead Assessor and submitted for 3rd test. **3rd test** – 3rd test is final test. In cases of failure on 2nd test, 3rd test may be carried out at an agreed time. Should product/material failed on 3rd test which contribute to three (3) consecutive failures, the product/material shall be deemed as not fit for certification which may lead to termination of an application or suspension or withdrawal of a product certificate Applicant shall provide undertaking that markings will be provided as required by the product standard. The applicant shall made declaration using form **FCA-05.** In cases applicant is not the manufacturer, the manufacturer shall also provide undertaking that markings will be provided as required by the product standard. The manufacturer shall also made declaration using form **FCA-05.**
10	**Marks of Conformity**
	Certified products shall be marked with identification as described in marks of conformity (PC-03) upon **approval in writing** by ANQAS Certification to the certificate holder. The use of A-MARK is **mandatory** to all certificate holders in this scheme.

11 Organization Chart

The manufacturer shall have an organization chart that indicate minimum information as follows:

1) Name of personnel who responsible on total operation of the factory – e.g. C.E.O/M.D./Owner/etc.
2) Name of personnel who responsible on the production – e.g. Factory Manager/Production Head/etc.
3) Name of personnel who responsible on the Product Quality – e.g. Quality Manager/Quality Head/etc.

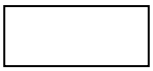
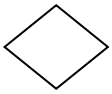
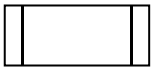
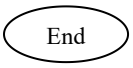
Document submitted shall be translated into English language if the original document is not in Bahasa Malaysia or English language.

12 Process Flowchart

The manufacturer shall have general process flowchart that indicate minimum information as follows:

1) Point of process started (Start Point)
2) Flow/Direction of process
3) Receiving Raw Material process and QC Check point
4) Manufacturing Process including subcontract process up to marking and packaging process and QC Check point
5) Point of process ended (End Point)

The process flowchart shall be prepared using symbols tabulated below:

Item	Symbol	Description
1		Start Point
2		Flow/Direction of Process
3		Manufacturer Process
4		Quality Check point with indication of QC number. QC# : e.g. QC1, QC2, QC3, …
5		Decision
6		Subcontract process
7		End Point

ANQAS Certification shall be entitled to assess the subcontractor and shall be granted access to the subcontractor's manufacturing premise, facilities, manufacturing and quality control records.

Document submitted shall be translated into English language if the original document is not in Bahasa Malaysia or English language.

13	**Inspection and Testing Plan**
	The manufacturer shall have Inspection and Testing Plan in accordance with QC Check point indicated in Process Flowchart contained minimum information as follows: 1) QC Point (need to tally with QC point indicated in Process Flowchart) 2) Item to be inspected/tested 3) Inspection/testing conducted 4) Frequency of conduct for every QC Check point Document submitted shall be translated into English language if the original document is not in Bahasa Malaysia or English language.
14	**Main Production and Testing Equipment List**
	The manufacturer shall have Main Production and Testing Equipment List that indicated minimum information as follows: 1) Name of production/testing equipment 2) Year production/testing equipment obtained 3) Operational condition status – e.g. Working, Repair, Dispose, etc. Production/testing equipment should be properly maintained in good operational condition. Document submitted shall be translated into English language if the original document is not in Bahasa Malaysia or English language.
15	**Instrument Calibration List**
	The manufacturer shall have updated Instrument Calibration List that indicated minimum information as follows: 1) Instrument Name 2) Measurement unit 3) Source of calibration (In-house or External) 4) Calibration frequency for every instrument 5) Re-calibration Date 6) Status – e.g. Calibrated, In calibration, Dispose, etc. Document submitted shall be translated into English language if the original document is not in Bahasa Malaysia or English language.
16	**Documentation & Records**
	The manufacturer shall retain and easily made available all documentations and records on: 1) Certification 2) Manufacturing 3) Quality Control of the product 4) The nature of the nonconformities and actions taken from the customer complaint 5) The results of corrective action taken from the customer complaint
17	**Production Capability**
	The manufacturer shall able to demonstrate its capability to manufacture the product from in-coming raw material to the finish product during initial or surveillance assessment, and capability to ensure the product produced consistently and continuously comply with product standard.

5.0 LIABILITY AND INDEMNITY

5.1 Applicant/certificate holder shall agree that ANQAS Certification neither assumes nor accepts any responsibility for any injury or damage to the applicant's / certificate's holder property or personnel that may occur during or as the result of activities, wherever performed, whether performed in whole or in part by the applicant / certificate holder or ANQAS Certification, except when such injury or damage results solely from the negligence on the part of ANQAS Certification or its representatives.

5.2 Applicant / certificate holder shall agree to defend, indemnify and hold harmless ANQAS Certification against any and all liabilities, losses, cost and expenses incurred or sustained by any third party resulting directly or indirectly from the third party's reliance in whatever manner on ANQAS Certification marks of conformity and/or certificate(s).

5.3 Applicant/certificate holder shall agree to extend provision of 5.1 and 5.2 to managing director, staffs and representatives of ANQAS Certification and also to the staffs, assessors, and representative of ANQAS Certification Accreditation Body.

6.0 DISCLAIMER

The certificate holder shall be fully responsible for the quality of the product stated in the product certificate. ANQAS Certification, its staff, board of Directors, representatives, members of Impartiality Review Panel (IRP), members of Certification Approval Panel (CAP), approving authorities including representatives of ANQAS Certification's Accreditation Bodies, their directors and staffs, and their assessors shall not be liable and disclaims all responsibility for any losses, damage to property or personal injury suffered directly or indirectly arising from the usage and application of the product supplied by the certificate holder.

7.0 MODIFICATION OF PC-02

ANQAS Certification reserves the right to modify or made any changes that is deemed necessary to this PC-02. Parties that may be affected by such modifications or changes will be notified accordingly and ANQAS Certification will endeavor to take steps to minimize inconveniences to affected parties.