ANQAS CERTIFICATION SDN. BHD.

(1290274-U)

PRODUCT CERTIFICATION TYPE 5

PC-01

Issue 1, Amd. 8
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TERMS AND CONDITIONS GOVERNING PRODUCT CERTIFICATION SCHEME FOR ANQAS CERTIFICATION

A-MARK
Product Certification Mark

ACB 045

Prepared and Issued by:

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Managing Director

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 **ACB 045** (formerly ACB PC 16 / 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-01 provides terms and conditions governing product certification scheme for ANQAS Certification Sdn. Bhd.

This PC-01 is in conformity with the requirements of the ISO/IEC 17065: 2012 that requires a Certification Body to provide information to any prospective client and also to foster public confidence in ANQAS Certification services. This PC-01 emphasizes the commitment of ANQAS Certification on the requirement for provision and maintenance of impartiality and confidentiality in delivering the certification services.

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 terms and conditions governing product certification scheme for ANQAS Certification are applicable to all applicants and interested parties in product certification offer by ANQAS Certification.

1.2 This document shall be read in conjunction with the relevant published policy and procedure documents governing product certification scheme offered by ANQAS Certification.

1.3 This PC is a certification scheme Type 5, which established based on the International Standard ISO/IEC 17067: 2013. This scheme includes testing of the products and assessment of the quality system involved. Surveillance of the quality system is conducted and samples of the product may be taken from the market or the point of production, or both, and are assessed for ongoing conformity.

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-02 CERTIFICATION REQUIREMENTS GOVERNING PRODUCT CERTIFICATION SCHEME FOR ANQAS CERTIFICATION.

MS ISO/IEC 17020: 2012 Conformity assessment – Requirements for the operation of various types of bodies performing inspection.

MS ISO/IEC 17025: 2017 General requirements for the competence of testing and calibration laboratories.

MS ISO 2859-1: 2001 Sampling procedures for inspection by attributes – Part 1: Sampling schemes indexed by acceptance quality limit (AQL) for lot–by-lot inspection.

ISO/IEC 17000: 2004 Conformity assessment - Vocabulary and general principles

ISO/IEC 17007: 2009 Conformity assessment – Guidance for drafting normative documents suitable for use for conformity assessment.

ISO/IEC 17021-1: 2015(E) Conformity assessment - Requirement for bodies providing audit and Certification management systems. - Part 1 : Requirements

ISO/IEC 17021-3:2017(E) Conformity assessment - Requirement for bodies providing audit and Certification management systems. Part 3 : Competence requirement for auditing and certification of quality management systems

ISO/IEC 17065: 2012 Conformity assessment – Requirements for bodies certifying products, processes and services.

ISO/IEC 17067: 2013 Conformity assessment – Fundamentals of product certification and guidelines for product certification schemes.

3.0 TERMS AND DEFINITIONS

Terms and definitions referred in this document are listed in Annex A.

4.0 GRANTING OF PRODUCT CERTIFICATE

4.1 General

4.1.1 Managing Director of ANQAS Certification Sdn. Bhd. is responsible for all policies under this PC scheme .

4.1.2 Certification Approval Panel (CAP) is responsible for certification decision affecting the Product Certificate including granting, suspending, reinstate after suspension, withdrawing, renewing of product certificate and changes to the scope of certification.

4.1.3 CAP shall grant, reinstate after suspension, renew certificate and approve changes to the scope of certification to applicant which complied with Certification Requirements (PC-02).

4.2 Procedure for Granting Certificate

4.2.1 Application

4.2.1.1 Application shall be submitted through portal.anqascertification.com or using application form (FC-01) which is available at ANQAS Certification office and our official website (www.anqascertification.com).

4.2.1.2 The application fee is payable on a product by product basis and is not refundable after an Acceptance Letter has been issued. It is also not refundable if the application is terminated.

4.2.2 Acceptance and Rejection of an Application

4.2.2.1 Upon receiving an application form (FC-01), the application then shall be reviewed for completeness of the form and ANQAS Certification capacity and capability to carry out applied certification scope.

4.2.2.2 Should the 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.

4.2.2.3 Without prejudice to provision of 4.2.2.2, the period of compliance may be extended upon request by the applicant and approval by the Managing Director of ANQAS Certification.

4.2.2.4 In addition to the acceptance of an application, the applicant shall provide additional information for evaluation, upon request, to ANQAS Certification assessor whenever deemed necessary.

4.2.2.5 In cases of application rejected, the applicant shall be notified cause of rejection.

4.2.2.6 An application shall be deemed terminated in occurrence of the followings:

a) Applicant unable to comply with PC-02 within given period; or

b) The applicant cancels the application.

4.2.2.7 For rejected or terminated application, re-application may be made under a normal procedure subject to current terms and conditions.

4.2.3 Initial Assessment

4.2.3.1 Evaluation on the application shall be conducted by ANQAS certification assessor(s). An assessment plan shall be prepared by the assessor which shall be given to the applicant prior to the evaluation date.

4.2.3.2 During Initial Assessment, applicant will undergo evaluation on aspects as follows:

a) Verification on applicant's documents;

b) Product conformity test against the product standard;

c) Evaluation on manufacturer facilities and capabilities including the production facilities, raw materials, quality control processes, handling of non-conformance products, storage, handling of complaints;

d) Evaluation on manufacturer's organization, production personnel, management, maintenance and documentation.

4.2.3.3 The evaluation shall be based on requirements laid in PC-02.

4.2.3.4 During evaluation activities, ANQAS Certification representatives, members of Impartiality Review Panel (IRP), ANQAS Certification's agent, purchasing agencies, approving authorities including representatives of ANQAS Certification's Accreditation Bodies, may be present as witness or observer. Act of disagreement to this paragraph shall result in rejection of application or withdrawal of product certificate.

4.2.3.5 The application shall be tabled to CAP for approval if and only if no non-compliance against PC-02 found.

4.2.3.6 Re-evaluation shall be conducted should the followings occur:

a) changes in product's design or specification, or

b) changes in certification documents of applicant or manufacturer related to product certification requirements; or

c) in case of any other information, including complaints from third parties, indicating that the product may no longer comply with the requirements of the product standard.

4.2.4 Review Evaluation Findings and Certification Decision

All evaluation findings shall be reviewed by CAP whose member(s) are different from those who conduct the evaluation and subsequently make decision on certification. Certification decision by CAP includes granting, suspending,

reinstate after suspension, withdrawing, renewing of product certificate and changes to the scope of certification

4.2.5 Product Certificate

4.2.5.1 Upon approval by the CAP, the applicant shall be granted with a product certificate which **valid for maximum of 12 months.** The product certificate validity **may** be extended to 24 months . The product certificate is renewable subject to surveillance assessment findings and approval by CAP. The product certificate shall be released upon full settlement of certification fees. However, at the discretion and approval of the ANQAS Certification Managing Director, the product certificate may be released on a case to case basis.

4.2.5.2 However, in the event of threat to safety such as floods, earthquake, volcanic eruptions, outbreaks and other threat to safety at production premise(s) as advised or directed by authority(ies), the product certificate(s) may be renewed with **DELAYED** Surveillance Assessment findings. Terms and conditions on Surveillance Assessment for affected Product Certificate(s) shall follow 4.4.2.

4.2.5.3 ANQAS Certification Sdn. Bhd. shall be the owner of the product certificate and shall be granted with the rights to request granted product certificate to be returned when ANQAS Certification deems it appropriate or necessary.

4.2.5.4 Product certificate shall not be used and display in such a manner as to bring ANQAS Certification into disrepute and shall not make any statement regarding product certificate that ANQAS Certification may consider misleading or unauthorized. Any action contradict to this statement shall result in breach of certification agreement which may lead to termination of application, suspension or withdrawal of product certificate.

4.3 Marks of Conformity

ANQAS Certification Sdn. Bhd. shall be the owner of the marks of conformity registered with Intellectual Property Corporation of Malaysia. Certified products shall be marked with marks of conformity as described in (PC-03) upon **approval in writing** by ANQAS Certification to the certificate holder.

4.4 Surveillance Assessment

4.4.1 During surveillance assessment, compliance to PC-02 shall be re-evaluated to ensure continuous compliance. At least one surveillance assessment shall be carried out before certificate expired. However, the frequency of surveillance assessment may be increased on the need basis.

4.4.2 In the event that surveillance assessment not able to be conducted or completed in term of testing, verification or any valid cause due to 4.2.5.2, the surveillance assessment shall be delayed to earliest possible date, as advised or directed by authority(ies) as safe.

4.4.3 If the surveillance assessment not conducted within 3 months after the certificate expired, except for suspension of the certificate as in 4.8, the product certificate shall be deemed terminated. However, new application may be made under a normal procedure subject to current terms and conditions.

4.5 Extension and/or Reduction of Certification Scope (Amendment of Scope)

4.5.1 Application to extend and/or reduce scope of certification shall be submitted through portal.anqascertification.com or using Amendment of Scope application form (FC-11) which is available at ANQAS Certification office and our official website www.anqascertification.com.

4.5.2 Extension and/or reduction of scope of certification include changes as follows:

a) Certificate holder's name and/or address

b) Manufacturer's name and/or address

c) Brand

d) Product description in the certificate

e) Product standard

f) Any other changes to the scope of certification

4.5.3 Should the application for Amendment of Scope accepted, the application shall be registered and an Amendment of Scope (KPS) Acceptance Letter shall be issued to the certificate holder. With this acceptance letter, the certificate holder are given a period of **2 years** to comply with relevant Certification Requirements (PC-02) pertaining to the extension and/or reduction of certification scope (Amendment of Scope).

4.5.4 The application fee is payable on a product by product basis and is not refundable after Amendment of Scope (KPS) Acceptance Letter has been issued. It is also not refundable if the application is terminated.

4.5.5 Any extension and/or reduction scope of certification shall be subjected to evaluation as and when necessary and certification decision by CAP.

4.6 Changes to Product Standard (Standard Updating)

4.6.1 ANQAS Certification will notify the related client whenever the latest revision of a product standard is published.

4.6.2 Should a certificate holder intend to comply with the latest revision of a product standard, an application standard updating shall be submitted through portal.anqascertification.com or using Amendment of Scope application form (FC-11) which is available at ANQAS Certification office and our official website www.anqascertification.com.

4.6.3 Should the application for standard updating accepted, the application shall be registered and an Amendment of Scope (KPS) Acceptance Letter shall be issued to the certificate holder. With this acceptance letter, the certificate holder are given a period of **2 years** to comply with relevant Certification Requirements (PC-02) pertaining to the changes to product standard.

4.6.4 The application fee is payable on a product by product basis and is not refundable after Amendment of Scope (KPS) Acceptance Letter has been issued. It is also not refundable if the application is terminated.

4.6.5 Any changes to product standard shall be subjected to evaluation as and when necessary and certification decision by CAP

4.7 Changes to Certification Requirements

4.7.1 ANQAS Certification reserves the rights to make amendment(s) to PC-02 as and when necessary. Parties that may be affected by such amendment(s) will be notified accordingly and ANQAS Certification will endeavor to take steps to minimize inconveniences to its valued customers.

4.7.2 The change of product certificate holder shall be subject to evaluation as and when necessary and certification decision by CAP.

4.8 Suspension of Product Certificate

4.8.1 The product certificate may, at the decision of CAP, be suspended for a limited period, should the followings occur:

a) Major non-conformance against the certification requirements found during surveillance assessment of such nature that immediate withdrawal is not necessary;

b) Improper use of the certificate or marks of conformity, e.g. misleading advertisement, whereby the certificate holder fails to retract such advertisement or institute remedial measures;

c) Breach of Terms and Conditions of Certification;

d) Other circumstances for suspension as determined by this scheme from time-to-time.

4.8.2 Product Certificate also may, through request by the certificate holder, undergo evaluation as and when necessary and certification decision by CAP, be suspended voluntarily due to non-production of the certified product or any other acceptable reasons for a maximum of 24 months for first suspension, and may be extended for another 24 months in maximum. The suspended product certificate shall be deemed terminated at the end of suspension period. However, new application may be made under a normal procedure subject to current terms and conditions. In cases of a voluntary suspension, a suspension fee shall be charged to the certificate holder.

4.8.3 When a product certificate is under suspension, the product certificate shall be returned to ANQAS Certification and certificate holder shall not use or make reference to the certificate or marks of conformity (A-MARK) on their products.

4.9 Reinstate a Suspended Product Certificate

4.9.1 For suspended product certificate due to decision by CAP as in 4.8.1, the certificate holder shall rectify cause of suspension in order to reinstate the product certificate.

4.9.2 For voluntarily suspended product certificate as in 4.8.2, the certificate holder shall request in writing within **suspension period** in order to reinstate the suspended product certificate**.**

4.9.3 A suspended product certificate shall only be reinstated subject to approval by CAP decision.

4.10 Withdrawal of Product Certificate

The product certificate may, at the decision of CAP, be withdrawn should the followings occur:

a) Major non-conformance against the certification requirements found during surveillance assessment of such nature that immediate withdrawal is necessary;

b) Certificate holder failed to settle its financial obligation pertaining to the certification fees after notification by ANQAS Certification;

c) Action taken by certificate holder is inadequate in the case of a suspension;

d) Improper use of the certificate or marks of conformity, e.g. misleading advertisement, whereby the certificate holder fails to retract such advertisement or institute remedial measures;

e) Breach of Terms and Conditions of Certification;

f) Bankruptcy or closure of business of the certificate holder/manufacturer;

g) The certificate holder is either unwilling or unable to comply with the changed/ amended certification requirement;

h) Certified product is banned from used in the country;

i) Other circumstances for withdrawal as determined by this scheme from time-to-time.

4.11 Fees

4.11.1 It is the responsibility of the client to ensure that all application fees, certification fees and other chargeable fees are paid.

4.11.2 Failure to pay any fees may result in not proceeding to the next certification stage.

4.11.3 Any outstanding balance must be cleared before the application can be processed and any additional applications can be accepted.

4.11.4 Only on a case by case basis, the application process or/and assessment process may be proceed with deferred payment upon request by the applicant and consent by the Managing Director of ANQAS Certification.

4.12 Complaints and Appeals

4.12.1 Complaint on services offered by ANQAS Certification shall be made officially to Managing Director of ANQAS Certification.

4.12.2 Appeal on suspension or withdrawal of certificate and rejection of any application shall be made not later than 30 days after notification of the decision made by ANQAS Certification to the applicant/certificate holder. Appellant shall submit appeal in writing to Managing Director of ANQAS Certification. Should Appeal Request considered valid by Managing Director, the appeal shall be submit to Appeal Panel (AP) as in PC-05.

4.12.3 Information about procedure for handling complaints and appeals are available upon request.

5.0 ROLES AND RESPONSIBILITIES

5.1 Roles and Responsibilities of the Applicant

5.1.1 Applicant shall be responsible for providing and ensuring a safe access to the production premise for the purpose of evaluation to ANQAS Certification representatives, members of Impartiality Review Panel (IRP), ANQAS Certification's agent, purchasing agencies, approving authorities including representatives of ANQAS Certification's Accreditation Bodies, should the party mentioned presented during evaluation activities. The production premise includes the factory, stores, and also premise of the manufacturer's subcontractors where applicable. Act of disagreement to this paragraph shall result in rejection of application or withdrawal of product certificate.

5.1.2 Applicant is preferred to provide equipment and facilities necessary for testing.

5.1.3 Applicant shall allow ANQAS Certification assessor(s) or its representatives to conduct sampling for the purpose of testing.

5.1.4 All tests required by the product standard shall be carried out on samples selected by ANQAS Certification assessor(s) or its representatives.

5.1.5 Applicant shall allow ANQAS Certification assessor(s) or its representatives to have access to the relevant documents and/or to obtain duplicate copy of the documents and use the information for the purpose of certification.

5.1.6 Applicant shall also responsible to agree to clause 11.0 on Liability and Indemnity.

5.1.7 Applicant shall be responsible for ensuring all fees pertaining to the application and other chargeable fees are paid.

5.2 Roles and Responsibilities of Certificate Holder

5.2.1 Certificate holder shall keep all information submitted to ANQAS Certification and shall update them to reflect the current situation.

5.2.2 Certificate holder shall comply and adhere to PC-02 and its amendments, if any.

5.2.3 Certificate holder shall be responsible for ensuring that the inspection and testing plan as well as handling of non-conforming product are carried out. Certificate holder shall take full responsibility in ensuring that the products are complying with the product standard.

5.2.4 The certificate holder shall be responsible to notify ANQAS Certification, as soon as practical, should there is any changes to the followings:

a) Certificate holder's name and/or address

b) Manufacturer's name and/or address

c) Brand

d) Product description in the certificate

e) Product standard

f) Certificate holder's ownership

g) Changes in raw material/component and/or method of manufacturing

h) Changes in design and function of product

i) Changes to key personnel

j) Changes to manufacturing plant and equipment

k) Termination of appointment of authorized agent

l) Termination of letter of undertaking for manufacturing of OEM product

m) Termination of authorization use of brand

n) Termination of appointment of authorized local representative

o) Any other important changes affecting the identity and quality of the product

5.2.5 Certificate holder shall not use or make reference to the certificate on their products when the certificate is under suspension, terminated or withdrawn.

5.2.6 Certificate holder shall ensure that certificate or test report or any other certification documents in whole or in part, are not used or referred to in a misleading way and shall not make any statement that leads to disrepute of ANQAS Certification.

5.2.7 Certificate holder shall ensure all fees pertaining to the assessment, testing, certificate and other chargeable fees are paid.

6.0 RIGHTS OF ANQAS CERTIFICATION

ANQAS Certification shall have, and the applicant/certificate holder shall grant to ANQAS Certification the following rights:

a) To request and inspect any documents those are necessary for certification purpose.

b) To visit and inspect the premises where the products, components, source of raw materials are being manufactured, stored or delivered.

c) To take samples of the product in accordance with MS ISO 2859-1: 2001 at the factory, store, shop, construction site or other places for the purpose of initial or surveillance assessment.

d) To carry out or request the applicant/certificate holder to perform any test those are required for certification purpose.

e) To request the applicant/certificate holder to carry out the corrective action on any non-conformity found during initial or surveillance assessment. Any failure to carry out the corrective action within an agreed time frame may affect recommendation for certification.

f) To grant, suspend, withdraw, extend scope, reduce scope, reinstate or not to grant certificate when ANQAS Certification deems it appropriate or necessary.

g) To request certificate holder to returned granted product certificate when ANQAS Certification deems it appropriate or necessary.

h) To reject any application for new certificate from any applicant, suspend, reinstatement, withdraw of any certificate from any certificate holder due to unacceptable act/behavior such as; knowingly supplying defective or sub-standard products; cheating, falsifying information pertaining to product certification; or deliberate disregard towards or litigation against ANQAS Certification.

i) To publish the certificate holder, Manufacturer, and certified product information in ANQAS Certification official publication.

j) To provide confidential information to authorities, upon request, but clients information shall be strictly kept confidential and shall not be disclosed to unauthorized third party.

k) To bring ANQAS Certification representatives, members of Impartiality Review Panel (IRP), ANQAS Certification's agent, purchasing agencies, approving authorities including representatives of ANQAS Certification's Accreditation Bodies assessment team as witness or observer during evaluation activities. Should the applicant/certificate holder refuse, ANQAS Certification has right not to grant or withdraw the product certificate.

l) To make any changes or modification, including addition or deletion to any terms and conditions of this scheme whenever deemed necessary. Applicant/certificate holder that may be affected by such changes or modification will be notified accordingly and ANQAS Certification endeavor to take steps to minimize inconvenience to the applicant/certificate holder.

7.0 ANQAS CERTIFICATION FINANCING

ANQAS Certification is a self-financing organization that meets resources required to conduct certification activities and generate its own revenue mainly from the product certification services.

8.0 IMPARTIALITY

8.1 Impartiality of ANQAS Certification is ensured by having certification decision carried out by Certification Approval Panel (CAP), whose member(s) not been involved in the process for evaluation.

8.2 In addition of safe guarding ANQAS Certification and its operation, Impartiality Review Panel (IRP) which operates independently and impartially is established.

9.0 NO CONFLICT OF INTEREST

ANQAS Certification does not allow conflict of interest to influence and prevent the objective and consistent provision of ANQAS Certification offered services. ANQAS Certification shall observe this requirement when dealing with any ANQAS Certification's related bodies.

10.0 CONFIDENTIALITY

ANQAS Certification undertakes to maintain confidentiality of information gained in the course of the certification activities and shall not disclose to any unauthorized third party, except, such information is otherwise available to the public or may be prudent to warn the public in the opinion of ANQAS Certification or in cases where authorities, regulation or law requires discloser of the information.

11.0 LIABILITY AND INDEMNITY

11.1 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.

11.2 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).

11.3 Applicant/certificate holder shall agree to extend provision of 11.1 and 11.2 to managing director, staffs and representatives of ANQAS Certification and also to the staffs, assessors, and representative of ANQAS Certification Accreditation Body.

12.0 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.

13.0 MODIFICATION OF PC-01

ANQAS Certification reserves the right to modify or made any changes that is deemed necessary to this PC-01. 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.

Annex A

Terms and definitions

For the purposes of this document, the following terms and definitions apply.

A.1 **amendment of scope**
any changes in granted product certificate

A.2 **appeal**
an official request by a client for reconsideration of any rejection of application and/or adverse certification decision related to its desired application and/or certification status.

A.3 **Appeal Panel (AP)**
a committee established by Impartiality Review Panel (IRP) to handle Appeal Request.

A.4 **applicant**
a company who submits official application for product certification operate by ANQAS Certification.

A.5 **application fees**
the published standard rates for application and other chargeable fees.

A.6 **Certification Approval Panel (CAP)**
internal panel that review evaluation findings and make decision on certification paper.

A.7 **assessment plan**
specific guideline to be followed when conducting an assessment to assure appropriate evidence obtained and to avoid misunderstanding with the client.

A.8 **certificate holder**
an organization that has been granted with product certificate by ANQAS Certification.

A.9 **certification decision**
a decision by the Approval Panel on granting, suspending, reinstate after suspension, withdrawing, renewing of certificate and changes to the scope of certification.

A.10 **certification fees**
the published standard rates for assessment, testing, certificate and other chargeable fees.

A.11 **certification paper**
a working paper which record all evaluation evidence obtained during assessment for the review and decision by Certification Approval Panel (CAP)

A.12 **client**
an organization responsible to ANQAS Certification for ensuring that certification requirements, including conformance to product standard, are fulfilled.

A.13 **Impartiality Review Panel (IRP)**
a panel established by ANQAS Certification consisting of appointed members with the objective and scope as stipulated in this document.

A.14 **non-conformity**
non-fulfillment of certification requirements.

A.15 **product certificate**
an attestation of compliance to certification requirements which include conformance to product standard set by ANQAS Certification.

A.16 **certification requirements**
requirements as described in PC-02.

A.17 **product conformity test**
testing on the product to all requirements in the product standard.

A.18 **product standard**
a set of requirement relating to a product to ensure they perform exactly the same on minimum basis.

A.19 **sampling**
the technique in accordance with MS ISO 2859-1: 2001 to select a representative part in a population of a product for the purpose of determining parameters or characteristics specified in product standard.

A.20 **scope of certification**
any information provided in a product certificate issued by ANQAS Certification.

A.21 **suspension**
a certification decision by Certification Approval Panel (CAP) to temporarily made the certificate not valid for a certain period of time.

A.22 **surveillance**
a plan, systematic and independent evaluation by ANQAS Certification to determine whether agreed and approved inspection and testing plan are implemented effectively by the manufacturer and certification requirements are complied.

Annex B

ANQAS CERTIFICATION PROCESS FLOW

Process	Description	Time Frame (Working Days)	
Received Application Form (FC-01) ↓ Acceptance Letter	Receiving complete application form. Accepted application shall be registered and an acceptance letter shall be issued to the applicant. The applicant are given a period of 2 years to comply with Certification Requirements (PC-02).	7	28 (New Application)
Initial Assessment ↓ Compilation of evaluation findings ↓ Submission of Certification Paper	Evaluation by assessor in accordance with requirements laid in PC-02. Compilation of testing results, and evaluation evidence from evaluation activity. Submission of certification paper for review and certification decision by Certification Approval Panel (CAP).	14	
Review and Certification Decision ↓ Issuance of Product Certificate ↓ Marks of conformity	Review and approval of certification paper by CAP. Preparation of Product Certificate, signing, and issuance letter of collection of Product Certificate. 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.	7	
Surveillance Assessment	Evaluation by assessor in accordance with requirements laid in PC-02 to ensure continuous compliance by the certificate holder.	2	9 (Renewal)
Renewal of Product Certificate	Product Certificate is renewable subject to surveillance assessment findings and approval by CAP.	7	
Extension and/or reduction of scope of certification	Changes on any particulars in a certificate including addition or deletion of a certain size, class, model etc. which subject to evaluation as and when necessary.	-	
Suspension of product certificate	Product Certificate which temporarily made not valid due to suspension of product certificate process.	30	
Withdrawal of Product Certificate	Product Certificate which made not valid due to withdrawal of product certificate process.	30	
Reinstate a Suspended Product Certificate	Product certificate which ended from suspension period and restored its certification validity.	30	
Complaints and appeals	Complaint on services offered by ANQAS Certification shall be made officially to Managing Director of ANQAS Certification. Appeal on suspension or withdrawal of product certificate and rejection of any application shall be made not later than 30 days after notification of the decision made by ANQAS Certification to the applicant/certificate holder.	30	