



ANQAS CERTIFICATION SDN. BHD.
(1290274-U)

PC-05

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APPEAL PANEL (AP) 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 **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-05, as part of requirement in PC-04, provides process of Appeal Panel (AP) governing product certification scheme for ANQAS certification.

This PC-05 shall be the guide for the establishment, roles, and process of independent and impartial Appeal Panel (AP) to safe guard impartiality of ANQAS Certification and its operation in handling appeal.

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1. INTRODUCTION AND SCOPE

- 1.1 This document provides process of Appeal Panel (AP) governing product certification scheme for ANQAS certification.
- 1.2 This document shall be the guide for the establishment, roles, and process of independent and impartial Appeal Panel (AP) to safe guard impartiality of ANQAS Certification and its operation from:
- a) any commercial, financial and other pressures or inducement which might influence judgment on appeal.
 - b) influence on decision of certification process by person or organizations external to ANQAS Certification regarding to appeal.
 - c) improper, not transparent, and bias in handling Appeal Request.

2. 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.

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

PC-04 IMPARTIALITY REVIEW PANEL (IRP) GOVERNING PRODUCT CERTIFICATION SCHEME FOR ANQAS CERTIFICATION

3. DUTIES OF AP

- 3.1 To review Appeal Paper.
- 3.2 To conduct hearing by representative of appellant and ANQAS Certification.
- 3.3 To deliberate and make decision on the appeal.

4. CONSTRUCTION OF AP

- 4.1 Construction of AP, as shown in Annex A, shall be established by two (2) panel members and one (1) secretary which based on ad-hoc basis and automatically dissolve at the end of the appeal process.

5. MEMBERSHIP OF AP

5.1 Chairman

- 5.1.1 Chairman of AP shall be appointed by Chairman of IRP, based on simple majority of IRP Member.

5.2 Secretary

- 5.2.1 Secretary of AP shall be any personnel from ANQAS Certification appointed by Managing Director of ANQAS Certification.

5.3 AP Member

5.3.1 AP member shall be Member of IRP and appointed by Chairman of IRP.

6. CONDUCT OF MEETING

6.1 AP Process

6.1.1 The overall process is as shown in **Annex B**.

6.1.2 Secretary shall be responsible for the conduct of AP.

6.2 Quorum

6.2.1 Quorum for AP shall be three (3) members.

6.3 Meeting Frequency

6.3.1 Meeting shall be conducted based on ad-hoc basis when Appeal Request arise. Meeting notice shall be circulated to AP **not less than 7 days** prior to the date of meeting.

6.4 Agenda

6.4.1 Agenda for AP shall include but not limited to the followings:

- i. Opening remarks by Chairman
- ii. Presentation of Appeal Paper
- iii. Hearing
- iv. Deliberation on the appeal
- v. Decision on the appeal

6.5 Appeal Paper

6.5.1 An Appeal Paper shall be prepared by the QA Manager or any person from ANQAS Certification directed by the Managing Director.

6.5.2 Appeal Paper shall be circulated to AP **not less than 3 days** prior to hearing date.

6.6 Hearing

6.6.1 Hearing process shall be conducted in manner as follows:

- i. Presentation on the case by representative of appellant.
- ii. Presentation on the case by representative of ANQAS Certification.

6.7 Decision on the appeal

6.7.1 The AP decision shall be made by simple majority of AP member.

6.7.2 AP decision is final and shall be recorded.

6.7.3 Managing Director shall informed appellant on AP Decision, in writing, **within 7 days** from the AP decision date.

6.8 Honorarium allowance

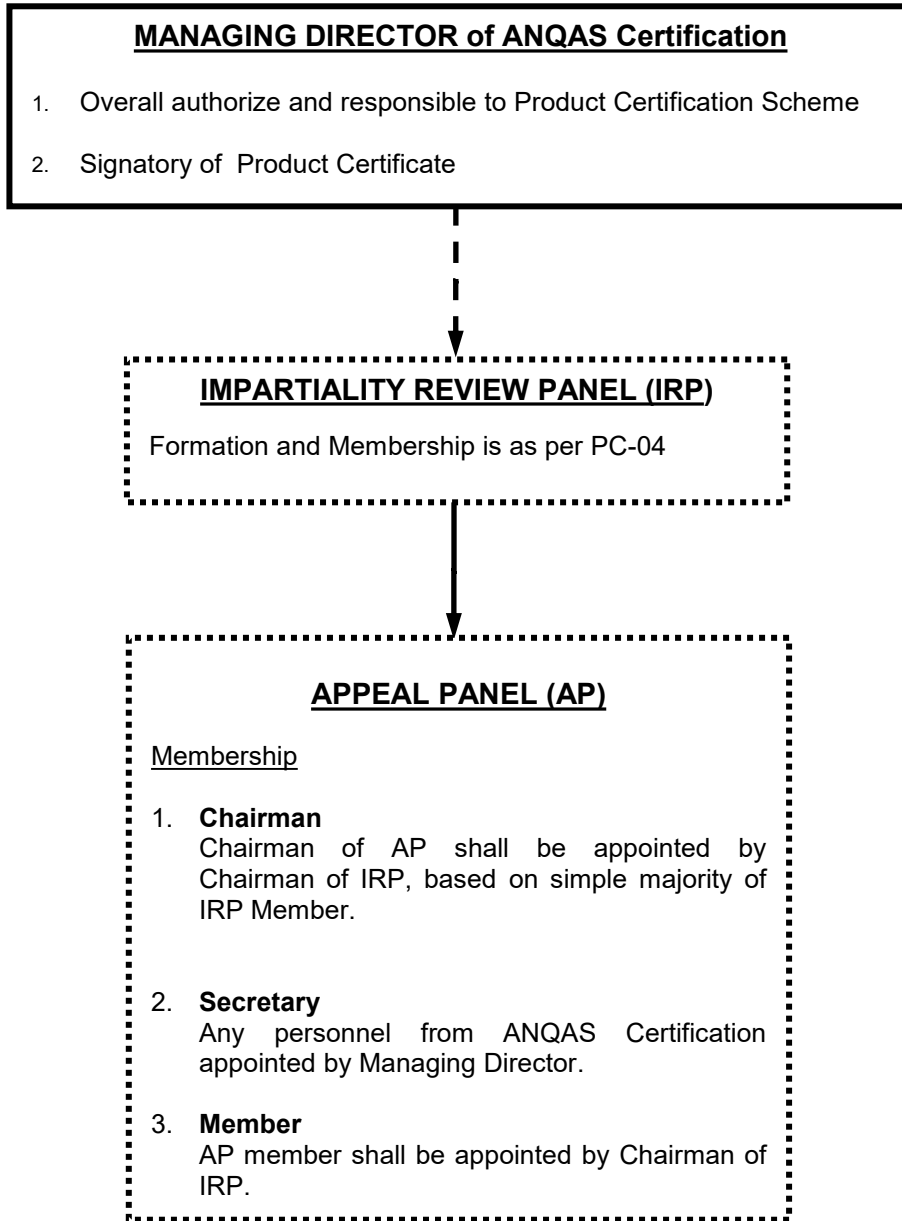
6.8.1 AP members shall be entitled to honorarium allowance as stated in the appointment letter.

7. 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 Approval Panel (AP), 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.

8. MODIFICATION OF PC-05

ANQAS Certification reserves the right to modify or made any changes that is deemed necessary to this PC-05. 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.



APPEAL PANEL (AP) PROCESS FLOW

