



IKRAM QA SERVICES SDN BHD

IKRAM QA Scheme 1 Product Certification Scheme





PRODUCT CERTIFICATION SCHEME (IKRAM QA SCHEME 1)

IKRAM QA SERVICES SDN. BHD.

INTRODUCTION

IKRAM QA Services Sdn. Bhd. (IKRAM QA) is an independent Certification Body for product certification scheme type 5 based on the standard ISO/IEC 17067 that being accredited by Department of Standards Malaysia (Standards Malaysia) since 2009 with Accreditation No. ACB PC 03 compliance to ISO/IEC 17065. The product certification scheme offered is recognised by Ministry of Finance Malaysia (MOF), Construction Industry Development Board Malaysia (CIDB), National Water Services Commission (SPAN), Malaysian Public Works Department (JKR) and other local regulatory bodies.

IKRAM QA does not allow conflict of interest to influence the objective and consistent provision of the certification services and undertakes to maintain confidentiality of information gained in the course of the certification activities.

PRODUCT CERTIFICATION SCHEME

The product certification scheme type 5 includes testing of products and assessment of the quality system involved in manufacturing of a product. Surveillance of the quality system is conducted and samples of the product may be taken from the point of production or market, or both, and are assessed for ongoing conformity.

Application procedure

- Information on certification is made available upon enquiry where it may address by e-mail at ikramqa@ikram.com.my or contact the person in charge at telephone no. +603-8738 3212/3211.
- Submission of application form IQAS-F-83 which available in the website www.ikramqa.com.my with remitted payment for the application process.
- Registration of the application upon meeting the criteria pertaining to standard/specification for certification and applicant will be notified officially through official letter.
- The application is placed at the pre-certification stage for a period of not more than 2 years to comply with the certification criteria.

Evaluation (Documentation, product conformity, production facility and capability)

- IKRAM QA's Auditor is to conduct audit on-site to evaluate 3 aspects as follows:
 - o to make detail check and evaluation of the client's and manufacturer's documents such as business registration, brand/trade mark ownership and premise registration;
 - o to evaluate manufacturer's facilities and capabilities including the production personnel, production line, plants and equipment, raw materials, quality control processes, handling of non-conformance material or products, storage, records and handling of complaints; and
 - o to perform sampling and conformity tests on materials or products against product standard.

Criteria for Award of Certificate of Conformity

- For the award of the Certificate of Conformity (certificate), the applicant shall have complied fully the requirements as follows:
 - o the applicant/manufacturer is a legal entity and operating legally;
 - o the applicant has authority over the product trade mark or brand;
 - o the product must comply with all requirements of the product standard;
 - o the manufacturer must have competent management, personnel;
 - o the manufacturer must have adequate and acceptable manufacturing facilities and equipment;
 - o the manufacturer must have and implement acceptable and effective quality control system; and
 - o all non-conformities raised during evaluation have been satisfactorily closed.

Details on the certification criteria as described in IQAS-S1-02.

Issuance of certificate

- Notification to successful applicant to collect certificate where the certificate will only be released upon full settlement of certification fees.
- Upon approval of certificate, the use of certification mark, K-MARK on the certified product is mandatory to all certificate holder and details on the certified product marking as described in IQAS-S1-03.

Surveillance

- IKRAM QA is to conduct surveillance audit minimum once for each annual renewal period to ensure continuous compliance of the manufacturing product and certification requirement.
- Issuance of renewal certificate and notification for collection of certificate will be made accordingly.

CERTIFICATION MARK (K-MARK)

- The K-MARK is to be applied directly on each certified product, except where the physical characteristics of the product do not permit to do so, then the K-MARK is to be applied to the smallest package in which the unit is delivered to the customer.



SENARAI BAHAN/BARANGAN BINAAN TEMPATAN

- Certificate holders of local material or product that are certified by IKRAM QA are automatically qualified to be listed in Senarai Bahan/Barangan Binaan Tempatan. This directory, which IKRAM QA is authorized to publish, is a requirement of the 1 Pekeliling Perbendaharaan Punca Kuasa, Prinsip dan Dasar Perolehan Kerajaan (1PP) PK 1/2013 under item 6(i).

NOTIFICATION OF CHANGES (Amendment of scope of certification)

- The certificate holder is responsible to notify IKRAM QA on the amendment of the scope of certification whenever the following changes arise:
 - o name of the certificate holder/manufacturer;
 - o address of the certificate holder/manufacturer;
 - o trade mark/brand;
 - o addition or deletion of model, type or size of product;
 - o certificate ownership; and
 - o any other important changes affecting the identity and quality of the product.

SUSPENSION AND WITHDRAWAL OF CERTIFICATE

Suspension

- The certificate may be suspended for a limited period, if any of the following situations arise:
 - o there is major non-conformance against the requirements discovered during surveillance audit or retest of such nature that immediate withdrawal of certificate is not necessary;
 - o there is improper use of certificate, e.g. misleading advertisement, whereby the certificate holder fails to retract such advertisement or institute remedial measures;
 - o there has been contravention to the applicable product standard;
 - o the certificate holder duly fails to settle any of its financial obligations pertaining to the certification fees; and
 - o there has been a breach of Certification Declaration signed by the certificate holder.
- The certificate holder may request for a voluntarily suspension due to non-production of certified product or other acceptable reasons subject to approval by IKRAM QA.
- Voluntary suspension will be given for a limited period not more than 18 months from the expiry date of the certificate or the date officially requested by the certificate holder.
- When a certificate is under suspension, the certificate holder shall not use or make reference to the certificate on their products which are manufactured while the certificate is under suspension.

Withdrawal

The certificate may be withdrawn, if any of the following situations arise:

- there is non-compliance of a serious nature discovered during surveillance audit;
- the certificate holder continued failure to settle its financial obligation pertaining to the certification fees after notification by IKRAM QA;
- measures taken by the certificate holder are inadequate in the case of a suspension of certificate;
- the certificate holder either unwilling or unable to comply with the new requirements that have been changed/amended;
- the certificate holder goes out of business;
- the certificate holder does not wish to continue with the product certification scheme;
- the product is banned from used in the country; and
- the Product Certification Committee decided and deemed it fit for withdrawal of the certificate on any specific reason.

COMPLAINT, APPEAL AND DISPUTE

Complaint

All complaints on IKRAM QA's services shall be made officially and directed to Director of IKRAM QA.

Appeal

Appeal on suspension termination or rejection of any application shall be made within 30 days from the date of notification. However, no appeal will be allowed for termination of application due to three consecutive failures of the type test.

Dispute

Disputes are confined to dissatisfaction of applicant/certificate holder on the decisions of IKRAM QA's auditor during evaluation which shall be resolved between applicant/certificate holder and the auditor. In cases where the applicant/certificate holder is still disputing the findings and wants to make complaints, he/she shall make an official complaint to the Director of IKRAM QA.

PROCESS FLOWCHART

The process flowchart for certification procedure is as shown in **Annex A**.

CONTACT US

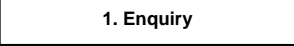

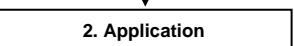


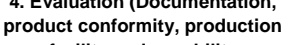
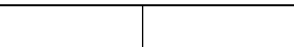
For further information on IKRAM QA product certification scheme, please contact or write to IKRAM QA at the following address:

Director,
IKRAM QA Services Sdn. Bhd.,
Block 5, Level 1, Unipark Suria,
Jalan Ikram - Uniten,
43000 Kajang, Selangor Darul Ehsan,
Malaysia

Telephone No. : +603-8738 3397 / 3212
Facsimile No. : +603-8736 7254
Email : ikramqa@ikram.com.my
Website : www.ikramqa.com.my

Annex A

FLOWCHART FOR IKRAM QA PRODUCT CERTIFICATION SCHEME 1

Process	Activities	Action
	1. Client may make enquiry directly to IKRAM QA office or IKRAM QA official website (www.ikramqa.com.my) Client shall apply for certification using standard application form which also available in the official website.	IKRAM QA
	2. The application form shall be submitted together with the registration and /or product application fees.	Applicant and IKRAM QA
	3. Application that meets the criteria pertaining to the standard/specification for certification will be accepted for registration. The application is placed at the pre-certification stage and given a grace period of not more than 2 years to comply with the certification criteria.	IKRAM QA
	4. Applicant will undergo evaluation on 3 aspects as follows:	
	a) to make detail check and evaluation of the client's and manufacturer's documents such as business registration, brand/trade mark ownership and premise registration.	
	b) to evaluate the production facilities and capabilities including the production personnel, production line, plants and equipment, raw materials, quality control processes, handling of non-conforming material or product, storage, records and handling of complaints.	Applicant and IKRAM QA
	c) to perform sampling and conformity tests on materials or products against the requirements of the materials or products standard.	
	5. Notification on collection of certificate will be sent to the client. Certificate may only be collected after all certification fees are duly paid.	IKRAM QA
	6. Surveillance audit will be conducted to ensure consistent and continuous compliance with the standard and certification criteria.	Certificate holder and IKRAM QA
	7. Subject to satisfactory surveillance audit report, renewal of certificate will be granted.	IKRAM QA