



**IKRAM QA SERVICES SDN. BHD.**  
(IKRAM QA)

## **IKRAM QA GUIDE 1**

# **GENERAL INFORMATION AND REQUIREMENTS ON PRODUCT CERTIFICATION AND LISTING SCHEME FOR LOCAL PRODUCTS**

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## FOREWORD

IKRAM QA Services Sdn.Bhd., referred hereinafter as IKRAM QA, is an independent Certification Body, referred hereinafter as CB operates a Product Certification Scheme for the construction materials and products.

IKRAM QA was appointed by the Ministry Of Finance, through the *1 Pekeliling Perbendaharaan Punca Kuasa, Prinsip dan Dasar Perolehan Kerajaan (1PP) PK 1/2013* under item 6, for the certification of construction materials and to provide a directory of certified construction materials or products that are to be used in Government projects. All products that are certified by IKRAM QA are automatically listed in that directory. The preparation of the directory is provided under IKRAM QA Product Listing Scheme. Also under the Product Listing Scheme, IKRAM QA permits local manufacturers to apply for the listing of their construction products or materials that are certified by other recognized Certification Bodies. This facility is to provide a comprehensive and easy-to-refer list of certified locally manufactured construction materials for use in the Government projects.

This IKRAM QA Guide 1 provides background information, requirements and procedures pertaining to IKRAM QA Product Certification Scheme and Product Listing Scheme.

This IKRAM QA Guide 1 is in conformity with the requirements of the International Standard ISO/IEC 17065:2012 (Conformity assessment – Requirements for bodies certifying products, processes and services) that requires a Certification Body to provide information to any prospective applicant and also to foster public confidence in IKRAM QA certification service. This Guide 1 emphasizes the commitment of IKRAM QA on the requirement for provision and maintenance of impartiality and confidentiality in delivering the certification services.

This IKRAM QA Guide 1 replaces the IKRAM QA Guide No.1 issue number 2.0 dated on 14 January 2008, which now withdrawn with immediate effect from the date of this IKRAM QA Guide 1.

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# CONTENTS

	<b>Page</b>
Foreword .....	i
Contents .....	ii
<b>SECTION 1 PRELIMINARY</b>	
1.1 Purpose .....	1
1.2 Objectives .....	1
1.3 Scope.....	1
1.4 Certification of Foreign Manufactured Products .....	1
1.5 Use of IKRAM QA Product Certification Mark, The K-MARK .....	2
1.6 References .....	2
1.7 Important Terminologies .....	3
1.8 IKRAM QA's Financing .....	3
1.9 Impartiality & Confidentiality .....	3
1.10 No Conflict of Interest .....	3
1.11 Modification of IKRAM QA Guide 1 .....	3
<b>SECTION 2 INTRODUCTION</b>	
2.1 IKRAM QA Core Business .....	4
2.2 Background on IKRAM QA Product Certification Scheme .....	5
2.2.1 Prior to Privatization .....	5
2.2.2 After Privatization .....	5
2.3 Recognition by the Government of Malaysia .....	6
2.4 Accreditation Body .....	6
<b>SECTION 3 IKRAM QA PRODUCT CERTIFICATION SCHEME</b>	
3.1 Fostering Public Confidence .....	7
3.2 Type of Certification .....	8
3.3 Category of Products .....	8

	<b>Page</b>
3.4 Product Standard .....	9
3.5 Criteria for Award of Certificate of Conformity .....	9
3.6 Impartiality .....	9
3.7 Confidentiality .....	10
3.8 Certification Process .....	10
3.8.1 Application .....	10
3.8.2 Acceptance into IKRAM QA Product Certification Scheme and Termination .....	10
3.8.3 Pre-Certification Assessment .....	11
3.8.4 Conformity Testing .....	11
3.8.5 Factory Assessment .....	12
3.8.6 Evaluation .....	12
3.8.6.1 Witnessing of Evaluation .....	13
3.8.6.2 Re-evaluation .....	13
3.8.7 Certification Decision .....	13
3.8.8 Issuance of Certificate .....	13
3.8.9 Surveillance .....	13
3.8.10 Extension and Reduction of Scope of Certification .....	14
3.8.11 Suspension of the Certificate of Conformity .....	14
3.8.12 Withdrawal of the Certificate of Conformity .....	15
3.8.13 Appeals and Disputes .....	15
3.9 Roles and Responsibilities of the Applicant .....	15
3.10 Roles and Responsibilities of the Certificate Holder .....	16
3.11 Rights of IKRAM QA .....	17
3.12 Change of Certificate Ownership or Change of Name .....	17
3.13 Certification Identification/Certification Mark (K-MARK) .....	18
3.14 Liability and Indemnity .....	18
3.15 Changes to Certification Requirement .....	18
3.15.1 Changes of Product Standard .....	18
3.16 Complaints .....	19
3.17 Certification Fees .....	19

SECTION 4      PRODUCT LISTING SCHEME

4.1	“Senarai Bahan/Barangan Binaan Tempatan”.....	20
4.2	Category of Products .....	20
4.3	Requirement for Product Listing.....	21
4.4	Publication & Circulation .....	21
4.5	Listing Fees .....	21
Annex A	Important Terminologies .....	22
Annex B	Product Certification Scheme Organizational Chart .....	25
Annex C	Table 1: IKRAM QA Product Certification Flowchart .....	26

## **SECTION 1**

### **PRELIMINARY**

#### **1.1. Purpose**

The purpose of this IKRAM QA Guide 1 is to enable the general public and particularly the prospective clients and patrons to have a comprehensive picture and understanding of IKRAM QA Product Certification Scheme, its transparency, impartiality, confidentiality and conformity to the applicable National and International Standards.

#### **1.2. Objectives**

The objectives of this document are:-

- i. To provide a clear picture to any prospective client wishing to obtain IKRAM QA product certification and listing services so as to obviate dispute.
- ii. To foster the confidence of third parties wishing to make use of IKRAM QA Certificate and/or IKRAM QA Certification Mark in their dealings pertaining to the use of certified products or materials.
- iii. To provide comprehensive information on IKRAM QA Certification Scheme for evaluation by the Accrediting Bodies.

#### **1.3. Scope**

This IKRAM QA Guide 1 is applicable to the certification and the listing of locally manufactured construction materials and products.

#### **1.4. Certification of Foreign Manufactured Products**

IKRAM QA also provides certification service for foreign manufactured materials or products particularly for specific materials or products that require importation approval from the relevant Malaysian Authorities.

Further information on this service is published separately in IKRAM QA Guide 2.

### 1.5. Use of IKRAM QA Product Certification Mark, The K-MARK

As part of its service, IKRAM QA had established its own Product Certification Scheme certification mark named **K-MARK**. The use of K-MARK in IKRAM QA Product Certification Scheme is mandatory to all certificate holders.

Further information on the requirement for the application, usage and construction of the K-MARK is published separately in IQAS-S1-04: IKRAM QA Scheme 1 – Terms and Conditions Governing the IKRAM QA Certification Mark (K-MARK)

### 1.6. References

The following referenced documents are indispensable for the application of this document.

1. *Punca Kuasa, Prinsip dan Dasar Perolehan Kerajaan, 1 Pekeliling Perbendaharaan (1PP) as per Ministry of Finance letter Ref. No. KK/BSKK (S)/10/100-4/2(46) dated 19 June 2014.*
2. **IKRAM QA Guide 2, Issue No. 1.1 dated 8 August 2003;** “Guidelines On Product Certification And Consignment Sampling And Testing Of Imported Products”.
3. **IQAS-S1-03, Issue 2, 4 January 2016;** “IKRAM QA Scheme 1 – Certified Product Marking”
4. **IQAS-S1-04, Issue 2, 4 January 2016;** “IKRAM QA Scheme 1 – Terms and Conditions Governing the IKRAM QA Certification Mark (K-MARK)”
5. **IKRAM QA Guide 5, Issue No. 1.2 dated 15 May 2014;** “Certification Advisory Committee (CAC) – Standard Operating Procedure (SOP) For The Appointment and Function Of CAC Members And Conducts of (CAC) Meetings”.
6. **IKRAM QA Guide 6, Issue No. 1.2 dated 14 January 2011;** Handling of Appeals – Standard Operating Procedure (SOP) For The Handling of Appeals.
7. **IKRAM QA Guide 7, Issue No. 2.0 dated 15 January 2014;** “Product Certification Committee (PCC) – Standard Operating Procedure (SOP) For the Conduct of Product Certification Committee”.
8. **IKRAM QA Guide 8, Issue No. 1.0 dated 28 February 2008;** “Product Certification Assessment – Standard Operating Procedure For Lead Auditor/Auditor”.
9. **IKRAM QA Guide 10, Issue No. 2.0 dated 30 April 2012;** Product Certification Elements Requirements

All the above documents IKRAM QA Guide 1 to 4 are available at IKRAM QA office for public reference except for the IKRAM QA Guide 5, 6, 7 and 8 which are meant for internal use by IKRAM QA only, while document IKRAM QA Guide 10 is for use by IKRAM QA and the applicant.

### **1.7. Important Terminologies**

Important terminologies frequently referred to in this IKRAM QA Guide 1 document are listed in Annex A.

### **1.8. IKRAM QA's Financing**

IKRAM QA is a self-financing organization and generates its own revenue mainly from the certification, listing and testing services. This declaration is made in conformity with the requirement of the ISO/IEC 17065:2012.

### **1.9. Impartiality & Confidentiality**

IKRAM QA observes the requirements for impartiality and confidentiality in its certification service and these requirements shall be extended to the following:-

- i. IKRAM QA Material Testing Laboratory
- ii. All external laboratories undertaking sub-contracting testing for IKRAM QA
- iii. All personnel engaged under contract.

### **1.10. No Conflict of Interest**

IKRAM QA does not allow conflict of interest to influence and prevent the objective and consistent provision of IKRAM QA certification service. All related bodies shall observe this requirement in all its dealing with IKRAM QA.

### **1.11. Modification of IKRAM QA Guide 1**

IKRAM QA reserves the right to modify or made any change that is deemed necessary to this IKRAM QA Guide 1. It is the policy of IKRAM QA to refer and obtain the advice of the IKRAM QA Certification Advisory Committee on any change to ensure impartiality and taking into consideration the customers' interest. Parties that may be affected by such modifications or changes will be notified accordingly and IKRAM QA will endeavor to take steps to minimize inconveniences to its valued customers.



## SECTION 2

### INTRODUCTION

#### 2.1. IKRAM QA Core Business

**IKRAM QA Services Sdn. Bhd**, referred hereinafter as IKRAM QA, is a legal entity incorporated on the 23<sup>rd</sup> March 1999 with the Registrar Of Companies Malaysia, having a registration number 479565 A. The core businesses of IKRAM QA are:

- i. Product Certification,
- ii. Product Listing, and
- iii. Testing Services

For product certification, IKRAM QA undertakes to certify construction materials and products manufactured by the local or foreign manufacturers. This service is provided by IKRAM QA under its **Product Certification Scheme**. The operation of the Product Certification Scheme is benchmarked against the ISO/IEC 17065:2012 Conformity assessment – Requirements, for bodies certifying products, processes and services.

Under this Product Certification Scheme, manufacturers or suppliers whose products meet the stringent quality assessment will be awarded with a certificate known as the “**Sijil Pengesahan Barangan**” (Product Certificate Of Conformity), hereinafter referred to as the **Certificate**, and they shall be subjected to surveillance before the certificate is renewed. The name and address of the Certificate holder and the particulars of their certified product(s) that are manufactured locally are listed in a directory called “*Senarai Bahan/Barangan Binaan Tempatan*”, hereinafter referred to as the **Senarai Bahan**, which is published and issued by IKRAM QA annually.

The publication of the *Senarai Bahan* is called the **Product Listing Scheme**, hereinafter referred to as the **Listing Scheme**. Under this Listing Scheme, the particulars of IKRAM QA certificate holders are listed automatically. However, IKRAM QA also facilitates the listing of local construction materials or products that are manufactured locally which are certified by other body(s) that is/are acceptable to IKRAM QA, which signify openness atmosphere of IKRAM QA in its service to its valued customers in general. For this listing, the manufacturer shall apply separately and must declare that the product(s) is/are produced locally and is subjected to the current Listing Scheme requirements.

For testing services, IKRAM QA operates a material testing laboratory, which is an accredited laboratory under the **Laboratory Accreditation Scheme (SAMB)** with SAMB registration number 347, accredited by the Department of Standards Malaysia. The SAMB scheme is benchmarked against the **International Standard ISO/IEC 17025:2005**. Details regarding testing services are published separately and will not be discussed further hereinafter.

## 2.2. Background on IKRAM QA Product Certification Scheme

### 2.2.1. Prior to Privatization

The Certification Scheme of IKRAM QA is traceable to the Product Certification service of the former *Institut Kerja Raya Malaysia* or **IKRAM**, the acronym for which the Institute was better recognized. As a matter of record, IKRAM was then a research and training centre of the *Jabatan Kerja Raya (JKR)* or (Public Works Department-PWD), Malaysia, until it was privatized in January 1997. The scheme started as a departmental product certification since 1974 with the purpose of controlling the quality of construction materials used in construction works under PWD. The scheme was then conducted under a special committee of JKR with IKRAM as the secretariat. As the secretariat, IKRAM's roles then were to receive the applications, make assessment, and prepare recommendation papers for JKR certification committee's decision. Upon approval by the special committee, the approval certificates were issued to the manufacturers. A list of approved products was then published for departmental circulation.

### 2.2.2. After Privatization

With the privatization of IKRAM, effective from 1<sup>st</sup> January 1997 through a privatization concession agreement signed between the Kumpulan IKRAM Sdn Bhd (**KISB**) and the Government of Malaysia, the certification function of IKRAM was transferred to the KISB which is obliged under the agreement to continue providing the Government Departments and Agencies with "IKRAM Services", encompassing research, training and technical services. Among others, the specific services of testing, assessment, certification and listing of the construction materials for use in government projects formed part of the technical services.

To enable it to continue providing the certification and listing services obligation, KISB first formed a department called IKRAM Quality & Certification Institute (**IQCI**) which provided the product certification and listing of certified construction materials immediately after the privatization.

Since its inception, KISB has embarked on a series of carefully considered reorganization and has not only strengthened its traditional activities but also expanded into new areas; as a provider of tertiary education and project-management consultancy services through the formation of various subsidiaries. The formation of subsidiary companies is to ensure that their core business remains focused, enabling the subsidiaries to provide better services to the customer.

It was for this reason that IKRAM QA Services Sdn Bhd was incorporated on 23<sup>rd</sup> March 1999, as a fully owned subsidiary of KISB, mainly to focus on product certification and listing services. With its formation, the certification function of IQCI was entrusted by KISB to IKRAM QA Services Sdn Bhd.

Since its inception, and with a long history and track record with JKR, IKRAM QA, indeed, has come a long way with the vast tradition of providing material testing, certification and listing services that were among the established activities, in fact a forte, of the former IKRAM.

### **2.3. Recognition by the Government of Malaysia**

The Certification and Listing Scheme of IKRAM QA is recognized by the Government of Malaysia. This recognition was made through the *1 Pekeliling Perbendaharaan Punca Kuasa, Prinsip dan Dasar Perolehan Kerajaan (1PP) PK 1/2013* under item 6, issued by Ministry of Finance (MOF), Malaysia. In this 1PP, all construction materials or products includes mechanical/electrical shall use locally manufactured materials or products as at listed in a directory called ‘Senarai Bahan/Barangan Binaan Tempatan’ issued by IKRAM QA Services for recognition and certified. The contractors shall mandatory use locally manufactured construction materials or products as referring this “*Senarai Bahan/Barangan Binaan Tempatan*”.

### **2.4. Accreditation Body**

The Department of Standards Malaysia (Standards Malaysia) is the National Accrediting Body (AB) for Certification Bodies. IKRAM QA has taken steps for its product certification scheme to be accredited by the Department of Standards Malaysia.

## SECTION 3

### IKRAM QA PRODUCT CERTIFICATION SCHEME

#### 3.1. Fostering Public Confidence

IKRAM QA is determined to continue the tradition of excellence in serving its valued customers, in general and in particular the Malaysian manufacturers, even better by benchmarking the Certification Scheme to the ISO/IEC 17065:2012 Requirements for bodies certifying products, processes and services.

Based on that Standard and with the publication of this IKRAM QA Guide 1, IKRAM QA aims to foster public confidence in IKRAM QA's product certification scheme and its certificates.

IKRAM QA also ensures and safeguards impartiality in all its certification operations at three levels:

- i. Strategy and Policy
- ii. Decisions on Certification
- iii. Evaluation

This is achieved by establishing two-tiers of committee distinct from the Evaluation Unit as shown in the Product Certification Scheme Organizational Chart in Annex B. These committees are; the Certification Advisory Committee, hereinafter referred to as CAC, which is established by the Board of Directors of IKRAM QA Services Sdn Bhd, and the Product Certification Committee, hereinafter referred to as PCC.

- 3.1.1. The CAC acts as independent committee and it is also responsible for establishing the Appeal Panel, which is an ad-hoc panel, to deal with appeal, if any arises. The appointment of members and functions of CAC are documented in IKRAM QA Guide 5 and the operation of Appeal Panel is covered by IKRAM QA Guide 6.
- 3.1.2. The PCC makes decision on certification. The members of this committee comprised of personnel from IKRAM QA. This is to ensure that the decision on certification is the full responsibility of IKRAM QA. It is worthy to state that, the decisions made by PCC members are independent of the personnel that make the assessment on the applicant and the materials or products. The function of this PCC is documented in IKRAM QA Guide 7.
- 3.1.3. The Evaluation Unit performs the assessment on the applicant, the products or materials and the factories independently. Its operation is covered under IKRAM QA Guide 8.

3.1.4. The Certification Admin Unit of IKRAM QA acts as the secretariat, which undertakes the following responsibilities:

- i. Receiving and registration of application.
- ii. Receiving and registration of certification recommendation papers from the Evaluation Unit.
- iii. Preparation of certification documents for certification decision by the PCC.
- iv. Preparation, issuance of certificates and controls of registers and records.
- v. Acting as the secretariat for CAC and PCC meetings and the ad-hoc Appeal Panel.

The subsequent clauses, herein under, describe the fundamental principles of IKRAM QA Product Certification Scheme and its operations.

### 3.2. Type of Certification

IKRAM QA Product Certification Scheme is based on the **International Standard ISO/IEC 17067:2013 product certification Scheme Type 5**. 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.

### 3.3. Category of Products

Under the IKRAM QA Product Certification Scheme, any manufacturer produced construction materials or products may apply to IKRAM QA to have their products certified to the requirements of a recognized **product standard**.

The construction materials or products, which are currently covered by IKRAM QA Product Certification Scheme, are grouped as follows:

- Building materials
- Piles
- Steel Materials
- Water works materials
- Sanitary Installation
- Materials
- Rubber based materials
- Drainage & Sewerage materials
- Road works materials

However, this group of materials or products will be extended to cover other materials as well, whenever there are requests from the manufacturers, provided the materials or products have certifiable product standard.

A material or product is considered as local material or product if it is produced by a manufacturer whose manufacturing activities complied with the definitions in the 1 Pekeliling Perbendaharaan Punca Kuasa, Prinsip dan Dasar Perolehan Kerajaan (1 PP).

The texts on the definition, in Bahasa Malaysia, as extracted from the 1PP are:-

*“Pengilang” adalah bermaksud sesuatu syarikat yang berdaftar di bawah Akta Syarikat 1965 (Akta 125) yang mengambil bahagian dan/atau menjalankan aktiviti pengilangannya di dalam Malaysia dan bertanggungjawab ke atas kualiti bahan/barangan yang berkenaan; dan*

*“Aktiviti Pengilang” adalah bermaksud membuat dan/atau mengeluarkan apa-apa bahan/barangan berdasarkan kepada penggunaan dan termasuklah memasang bahagian-bahagian melalui proses pengilangan.*

### **3.4. Product Standard**

A material or product is considered ‘certifiable’ only if it has a product standard such as the Malaysian Standards (MS). If a product does not have a suitable MS, it may also be certified to a Government or its Agency Departmental Specification or may suitable International Standard/Foreign National Standard.

### **3.5. Criteria for Award of Certificate of Conformity**

The criteria used by IKRAM QA in assessing the applicant is based on the Product Certification Criteria – Certification Elements as published in IKRAM QA Guide 10. For the award of the Certificate of Conformity the applicant shall have complied fully with the requirements of the following elements:

- The applicant is a legal entity and operating legally.
- The applicant has authority over the material/product brand name or trade mark.
- The material/product must comply with all requirements of the material/product standard.
- The applicant must have competent management, personnel and organization.
- The applicant must have adequate and acceptable manufacturing facilities & equipment’s.
- The applicant must have and implement acceptable maintenance system.
- The applicant must have and implement an effective quality control system.
- The applicant must have and implement acceptable quality control plan.
- All non-conformities raised during assessment have been satisfactorily closed.
- All financial obligation of the applicant to IKRAM QA pertaining to the application, testing, inspection and certification have been fulfilled.

### **3.6. Impartiality**

Impartiality is ensured by IKRAM QA through having **separate Certification Advisory Committee (CAC)** and the **Product Certification Committee (PCC)** which operate independently and impartially. In addition, the certification decision is made by the PCC whose members are different from those who conduct the assessment.

### **3.7. Confidentiality**

IKRAM QA undertakes to maintain confidentiality of information gained in the course of the certification activities and will not disclose to a third party without the written consent of the manufacturer. Where a regulation or law requires information to be disclosed to a third party, the manufacturer will be informed of the information provided as permitted by the regulation.

### **3.8. Certification Process**

The flow chart showing the procedure for obtaining IKRAM QA's Product Certificate is as shown in Table 1 in Annex C.

#### **3.8.1. Application**

Application shall be made directly to IKRAM QA using standard application form IQAS-F-83 which is available at IKRAM QA office or IKRAM QA website which shall be submitted together with the registration and/or product application fees.

The registration fee is a single payment for a first time applicant and this fee is not refundable.

The application fee is payable on a product by product basis and is not refundable after a pre-certification acceptance letter, as in 3.8.2, has been issued. It is also not refundable if the application is terminated either at the request of the applicant or terminated by IKRAM QA, as in 3.8.2.3.

Information on established standard fee chargeable under the certification scheme is available upon request made to the IKRAM QA office.

#### **3.8.2. Acceptance into IKRAM QA Product Certification Scheme and Termination**

3.8.2.1. Upon receiving an application, IKRAM QA will review the standard for conformity certification as requested by the applicant. If the standard is certifiable and the appropriate registration and/or application fee is also submitted, the application will be accepted into Product Certification Scheme. The application will be given a registration number and an acceptance letter will be issued to the applicant. With this acceptance letter, the applicant and the product is now placed at the Pre-Certification stage and is given a grace period of not more than 2 years to comply with the criteria for certification as in 3.5.

3.8.2.2. Together with the acceptance letter is a set of questionnaires on the manufacturer's information (form IQAS-F-101), which the applicant shall answer and provide the necessary information that are requested for. The answers and the information provided by the applicant shall become the basis for assessment by IKRAM QA auditor(s). This information shall be correct and updated to reflect the current state of the factory. Notwithstanding this information, the applicant shall on request by IKRAM QA auditor(s), provide additional information for assessment to IKRAM QA, when necessary.

The objectives of the pre-certification emplacement are:

- To obtain additional information or document in support of the documents submitted/not submitted during the application.
- To verify that the products are manufactured in compliance with the conforming standard and to allow time for the applicant to improve the product if its quality is not up to the standard requirement.
- To established that the applicant has adequate production facilities and provides quality control management to enable continuous compliance to the product standard.
- To give the applicant sufficient time to prepare itself to comply fully with the product certification criteria.

3.8.2.3. An application is deemed terminated either, if it is unable to comply with the certification requirement within the pre-certification period or if the product fail comply with the conformity tests, as in clause 3.8.4, on three consecutive testing, whichever comes first.

However, a reapplication may be made under a normal procedure.

### **3.8.3. Pre-certification Assessment**

The pre-certification evaluations constitute the 'initial assessment' prior to certification. During the initial assessment, the applicant and the product will undergo four (4) aspects of evaluation as follow:

- i. To make a detailed check & evaluation of the applicant's documents.
- ii. To perform type testing conformity tests on materials or products against the requirements of the materials/products standard.
- iii. To evaluate the production facilities and capabilities including the production line, plants and equipment, raw materials, quality control processes, defects corrective actions, storage, records and handling of complaints.
- iv. To evaluate applicant's organization, production personnel, management, maintenance and documentation.

### **3.8.4. Conformity Testing**

The objective of the conformity testing is to carry out type testing on sample(s) selected randomly by IKRAM QA in order to establish its quality against the product standard requirements. The tests may be conducted at the factory if suitable facilities are available, or at a recognized laboratory. The material or product must pass the type tests before it could be considered for certification.

A material or product is considered to have met the type test requirement if it has passed all the relevant tests as required in the standard specification on the first round of testing, unless specified otherwise for specific material or product, on a case to case basis. Where any particular test failed on the first round, a second round of test will be conducted on new sample selected by IKRAM QA. If the second test passed, it is considered to have met the type test requirement.



In the event this second test fails, a third type test will be carried out at a suitable prescribed time. However, the third test may be carried out immediately upon request by the applicant on new sample selected by IKRAM QA. Nevertheless, if possible, the applicant is strongly advised to take notice and must agree that if this third test also fails (i.e consecutive failures on three type tests), the product shall be deemed as not ready for certification and the application shall be terminated forthwith.

Alternatively, the third test could be deferred to a later date after the applicant has undertaken the necessary corrective actions and is confident that the product has attained the quality required by the product standard.

### 3.8.5. Factory Assessment

All the initial assessments, other than the testing of the materials or products for compliance to the standard, will be referred to as the 'Factory Assessment'. The findings during the factory assessment/audit will be scored against a rating of 1 to 5 in ascending order as follows:

Poor	1	Non-existence of documented procedures
Bad	2	Non-existence of records for documentary evidences on the performance of activities for documented procedures
Satisfactory	3	Procedures and records are available and adequate, and are properly documented, managed & maintained
Good	4	Satisfactory in all aspects of the certification requirements
Excellent	5	The processes comply with/have been certified under ISO 9001 Standard

The rating criteria above are used for guides only and are not exhaustive.

### 3.8.6. Evaluation

Evaluation on the applicant and the material or product is conducted by IKRAM QA auditor(s). Prior to the audit, an **Audit Program** shall be prepared by the Lead Auditor which shall be given to the applicant prior to the audit.

The evaluation is carried out in accordance to the full requirements of the Certification Elements. In case of any non compliance to any of the requirements, the auditor(s) shall raise a Non Conformity Report(s) (NCR). All NCR raised shall be satisfactorily closed before a decision for certification could be considered.

After completion of the audit and the assessment, the Lead Auditor shall prepare a complete product conformity report (PCR) and factory assessment report (FAR) and made the appropriate recommendation. This complete report is submitted by the Lead Auditor to the Certification Unit of IKRAM QA which shall register and prepare the certification document to be tabled at the IKRAM QA Product Certification Committee (PCC) meeting for certification decision.

### **3.8.6.1. Witnessing of Evaluation**

While auditing and testing activities are being carried out by the IKRAM QA auditor(s), in compliance with IKRAM QA system's requirement, other personnel from IKRAM QA, accrediting bodies, purchasing agencies or approving authorities, may be present as witness during their conduct of such activities.

### **3.8.6.2. Re-evaluation**

Re-evaluation will be conducted for the following:-

- i. Changes in product's design or specification, or
- ii. Changes in the standards to which compliance of the product is certified, or
- iii. Changes in the ownership, structure, or management of certificate holder, or
- iv. In the 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.

### **3.8.7. Certification Decision**

All decisions on certification are made by PCC and such decisions are not delegable to others. This ensures there is impartiality in the decision making vis a vis the recommendations by the assessment personnel.

Certification decision by the PCC includes granting, suspending, withdrawing, terminating, renewing of certificate of conformity and changes to the scope of certification.

The outcome/decision of the PCC will be notified officially to the applicant by the Director of IKRAM QA.

### **3.8.8. Issuance of Certificate**

For any successful application, a "*Sijil Pengesahan Barangan*", which is the product certificate of conformity, will be prepared by IKRAM QA and the successful applicant will be notified officially to collect the certificate. All fees due to IKRAM QA shall be settled prior to collecting the certificate. A successful applicant awarded with the certificate of conformity is referred to after this as the Certificate Holder. A Certificate Holder shall also sign a Certification Declaration whereby the certificate holder shall undertake to comply fully with the Terms and Conditions of Certification (*Peraturan dan Syarat-Syarat Pensijilan*).

### **3.8.9. Surveillance**

After the award of certificate of conformity, the certificate holder is placed under an annual surveillance program.

This surveillance is carried out before renewal of the certificate. During this surveillance, product and quality system are re-evaluated to ensure consistent and continuous compliance with the standard.

At least one surveillance inspection is carried out for each annual renewal period. However, the frequency may be increased on the need basis or if the situation warrants.

In cases of complaints on product, verification inspection will be carried out and the certificate holder shall bear the inspection cost.

### **3.8.10. Extension and Reduction of Scope of Certification**

Extension and reduction of scope is possible subject to proper request and it will be subjected to evaluation and verification as and when necessary. These extension and reduction includes changes on the particulars in a certificate including addition or deletion of a certain size, class, model and etc.

To change the scope of certification, the certificate holder shall make official application using form IQAS-F-26 which is available at IKRAM QA office or IKRAM QA website.

### **3.8.11 Suspension of the Certificate of Conformity**

The Certificate of Conformity may be suspended for a limited period, if any of the following situations arises:

- There is major non-conformance against the requirements discovered during surveillance or retest of such nature that immediate withdrawal is not necessary.
- There is improper use of the certificate, e.g. misleading advertisement, whereby the certificate holder fails to retract such advertisement or institute remedial measures.
- There has been contravention to the applicable product standard.
- The certificate holder duly fails to settle any of its financial obligations pertaining to the certification fees.
- There has been a breach of the Terms and Conditions of Certification.

**3.8.11.1.** A certificate holder may also request for a voluntarily suspension due to non-production of the certified product or other acceptable reasons subject to the agreement of IKRAM QA 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. In the event of a voluntary suspension, a minimal maintenance fee may be chargeable to the certificate holder. The benefits of voluntary suspension are; a fresh application is not required and the normal application fee is waived, upon restoration of the certificate within the allowable period.

**3.8.11.2.** When a certificate is under suspension, the certificate holder shall not use or make reference to the certificate on their materials or products which are manufactured while the certificate is under suspension.

### **3.8.12. Withdrawal of the Certificate of Conformity**

The Certificate of Conformity may be withdrawn if any of the following situations arises:

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

### **3.8.13. Appeals and Disputes**

IKRAM QA has a procedure on appeals which is covered by IKRAM QA Guide 6. Appeal on suspension, termination and rejection of any application shall be made within 30 days from the date of the notification. However, no appeal will be allowed for termination of application due to three consecutive failures of the type test. Procedure for handling appeals is covered under IKRAM QA Guide 6.

Disputes are confined to dissatisfaction of the applicant on the decisions of the IKRAM QA auditors during assessment which shall be resolved between the applicant and the auditors. In cases where the applicant is still disputing the findings and wants to make complaints, he shall make an official complaint to the Director as in 3.16.

## **3.9. Roles & Responsibilities of the Applicant**

- 3.9.1. The applicant shall be responsible for providing and ensuring a safe access to the production premise for the purpose of factory assessment/audit, product sampling, testing and evaluation to the IKRAM QA's staff or its representative. The production premise includes the factory and stores owned/rented by the applicant and also those of the applicant subcontractors where applicable.
- 3.9.2. The applicant shall provide the equipment and facilities necessary for testing. All the necessary type tests and/or product conformity testing shall be carried out on samples selected by IKRAM QA or its appointed representatives. The testing could be done jointly between IKRAM QA's staff and the applicant or solely by IKRAM QA's staff using the applicant facilities or other facilities agreeable to IKRAM QA and the applicant. The tests could also be carried out by the applicant's staff but under witness and supervision of IKRAM QA's representative(s). Whichever mode of testing chosen, it shall be agreeable and approved by IKRAM QA.
- 3.9.3. The applicant shall allow IKRAM QA's staff or its representatives to have access to the appropriate documents and/or to obtain duplicate copy/copies of the documents and use the information for the purpose of certification.

- 3.9.4. The applicant shall also allow and assist IKRAM QA's staff or its representatives to take sample(s) for the purpose of testing at IKRAM QA's premise or for testing to be carried out by a third party agreeable to IKRAM QA and the applicant.
- 3.9.5. The applicant shall also extend the provision of items 3.9.1 to 3.9.4 above to be staffs and/or auditors/assessors of IKRAM QA's accrediting body.
- 3.9.6. The applicant shall agree to the requirements of clause 3.14 on liability and indemnity.

### **3.10. Roles & Responsibilities of the Certificate Holder**

- 3.10.1. The certificate holder shall keep all the information submitted under clause 3.8.2 and shall update them to reflect the current situation. These information are subjected to surveillance audit for the purpose of renewing the Certificate of Conformity.
- 3.10.2. The certificate holder shall comply and adhere to the Terms and Condition of Certification and its amendments, if any.
- 3.10.3. The certificate holder shall be responsible for ensuring that the necessary quality controls (QCs) and the Defect Actions (DCAs) are carried out under its full control and supervision and take full responsibility. The certificate holder shall take full responsibility in ensuring that the products, at all times, are manufactured to the product standard.
- 3.10.4. The certificate holder shall be responsible to notify IKRAM QA, if there is any change to the following:
- Factory's address
  - Company's name
  - Brand name
  - Company's ownership
  - Addition/deletion of model, class, type, size etc.
  - Changes to key personnel
  - Changes to plants and equipment
  - Any other important changes affecting the identity & quality of the product.
- 3.10.5. The certificate holder shall not use or make reference to the certificate on their materials or products when the certificate is under suspension as in 3.8.11.2.
- 3.10.6. The certificate holder shall agree to the same roles and responsibilities requirements of clause 3.8.

### **3.11. Rights of IKRAM QA**

IKRAM QA shall have, and the applicant/certificate holder shall grant to IKRAM QA the following rights:-

- 3.11.1. To request for and inspect any documents those are necessary for certification.
- 3.11.2. To visit and inspect the premises where the products, components, source of raw materials are being manufactured, stored or delivered.
- 3.11.3. To take samples of the product randomly at the factory, store, shop, construction site or other places for the purpose of initial assessment, surveillance, verification or investigation.
- 3.11.4. To carry out or request the manufacturer to perform any test those are required for conformity, type or verification testing.
- 3.11.5. To request the manufacturer to carry out the necessary corrective action on any non conformity detected during surveillance audit or received from a third party complainant. Any failure to carry out the corrective action within an agreed time frame may lead to the suspension or termination of the certificate.
- 3.11.6. To issue, suspend, withdraw, terminate or not to issue any certificate when IKRAM QA deems it appropriate or necessary.
- 3.11.7. To reject or bar any application for new or renewal or reinstatement of certification, be it permanently or temporarily, from any applicant or certificate holder or to suspend or to terminate any certificate due to unacceptable act/behavior such as; knowingly supplying defective or sub-standard products; cheating or falsifying information pertaining to product certification; or deliberate disregard towards or litigation against IKRAM QA.
- 3.11.8. To publish the name with or without the address of the certificate holder and the particulars of their certified product in IKRAM QA official/authorized publication(s) and/or other official/public journals/magazines/mass media.
- 3.11.9. To provide non confidential information to authorities, upon request, but IKRAM QA shall keep the applicant's confidential information and shall not disclose it to unauthorized third party.

### **3.12. Change of Certificate Ownership or Change of Name**

If the company's ownership of a certificate holder is taken over by another company or it has legally changed its company's name, the certificate is deemed to have been terminated automatically. However, IKRAM QA has provision for change of certificate ownership or change of name provided the manufacturing activities are still in operations, subject to official application by the new owner or certificate holder. The decision for transfer or change of name of the certificate holder is subjected to approval of the Product Certification Committee of IKRAM QA upon fulfillment of certification requirement and verification as and where necessary.

Request for change of ownership or name shall be made officially using for IQAS-F-83 which is available at IKRAM QA office or IKRAM QA website.

### 3.13. Certification Identification/Certification Mark (K-MARK)

Certified manufacturer shall use provision in **IQAS-S1-03 Certified Product Marking** for identification of their certified products.

The use of K-MARK in IKRAM QA Scheme 1 is mandatory to all certificate holders as described in **IQAS-S-04 Terms and Conditions Governing the IKRAM QA Certification Mark (K-MARK)**.

### 3.14. Liability and Indemnity

3.14.1. **The applicant/certificate holder shall agree that IKRAM QA neither assumes nor accepts any responsibility** for any injury or damage to the applicant's 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 or IKRAM QA, except when such injury or damage results solely from the negligence on the part of IKRAM QA or its representatives.

3.14.2. **The applicant/certificate holder shall agree to defend, indemnify and hold harmless** IKRAM QA 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 the Certificate(s) and/or Certification Mark(s) or directory of material issued by IKRAM QA.

3.14.3. The **applicant/certificate holder** shall agree to extend to all the directors, officers, staffs and representatives of IKRAM QA and also to the staffs, auditors, assessors, and representative of IKRAM QA's Accrediting Body the same provision of clause 3.14.1 and clause 3.14.2.

### 3.15. Changes to Certification Requirement

IKRAM QA reserves the rights to make amendment(s) or change(s) to the certification requirement as and when necessary. It is the policy of IKRAM QA to refer and obtain the advice of the **Certification Advisory Committee (CAC)** on any changes, and to ensure that impartiality and consideration for the customers' interest are being considered.

#### 3.15.1. Changes of Product Standard

Certificate holder shall ensure that product complies to the current product standard. The time frames for compliance to the latest standard are grouped into four (4) categories:

- Category 1 : Minimal changes to the product standard.
- Category 2 : Significant changes to the technical requirements that require longer time for compliance.
- Category 3 : Major change in the standard that involved new technologies which require the certificate holder to upgrade the facilities and operations.
- Category 4 : Immediate compliance to the new standard is triggered by a certain technical regulation.

- 3.15.2. For category 1, the certificate shall be upgraded to the new standard soonest possible before the expiry date of the certificate or within 6 month from the notification by IKRAM QA to the certificate holder whichever is earlier.
- 3.15.3. For category 2 and 3, the certificate holder shall notify IKRAM QA, the duration it requires to do whatever is necessary for compliance to the new standard. A suitable time frame shall be agreed between IKRAM QA and the certificate holder for the continuation of the certificate.
- 3.15.4. For category 4, the certificate may be terminated immediately or alternatively the certificate holder may request to continue certification for limited time and shall bear the risk that the certificate may not be acceptable to other third parties.

### **3.16. Complaints**

All complaints on IKRAM QA's services shall be made officially and directed to Director of IKRAM QA. All complaints shall be handled in accordance with IKRAM QA Guide 6.

### **3.17. Certification Fees**

The certification services to be charged include registration, application, inspection, testing and annual certification fees transportation and traveling costs. Prospective applicant may take enquiry for details of those standard rates to IKRAM QA office.



## SECTION 4

### PRODUCT LISTING SCHEME

#### 4.1. ***“Senarai Bahan/Barangan Binaan Tempatan”.***

IKRAM QA Product Listing Scheme is a service of listing the name of the manufacturers and the particulars of their products which are certified, in a certified materials/products directory called *“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 as was mentioned earlier in 2.3.

The directory contains the following information:-

- i. Title of The Directory, Edition Number and Date of Publication
- ii. Category of product
- iii. Name and Address of the Manufacturer
- iv. Name and Address of the Factory
- v. Title of Product
- vi. Particulars about the products
- vii. Brand Name
- viii. Conforming Standard Number
- ix. Certificate Number
- x. Validity Date of the Certificate

#### 4.2. **Category of Products**

Current materials listing are categorized into the following applications:

- Building Materials
- Cements
- Piles
- Steel Materials
- Water Works Materials
- Sanitary Materials
- Rubber Based Materials
- Drainage & Sewerage Materials
- Road Materials
- Oil & Gas Materials
- Electrical Materials
- Telecommunication Materials

However, the category of materials will be extended from time to time when necessary.

#### **4.3. Requirement for Product Listing**

To qualify for listing, the material or products must be:

- Local products as defined by *1PP PK 1/2013* under item 6, and have a
- Product Certificate of Conformity issued by IKRAM QA.

IKRAM QA may accept application for listing from manufacturers with other product certification license (for local products only) which is acceptable to IKRAM QA upon request and the manufacturer has to declare that the products are produced locally.

#### **4.4. Publication & Circulation**

The directory is published annually in January of each current year for those with certificates issued on or before 31<sup>st</sup> December of the preceding year. Every company that have their materials or products listed will be given a complementary copy for each materials or products listed while a complementary copy is also given to the relevant government agencies. The directory is also available for purchase at a nominal price as determined by IKRAM QA each year.

#### **4.5. Listing Fees**

Products or materials that are certified by IKRAM QA are automatically qualified to be listed in the directory and no additional fee is charge.

The listing of products or materials accepted for listing based on other recognized Certification Body are chargeable at a current rate. Prospective applicant may make enquiry for details of those standard rates to IKRAM QA office.

### **Important Terminologies**

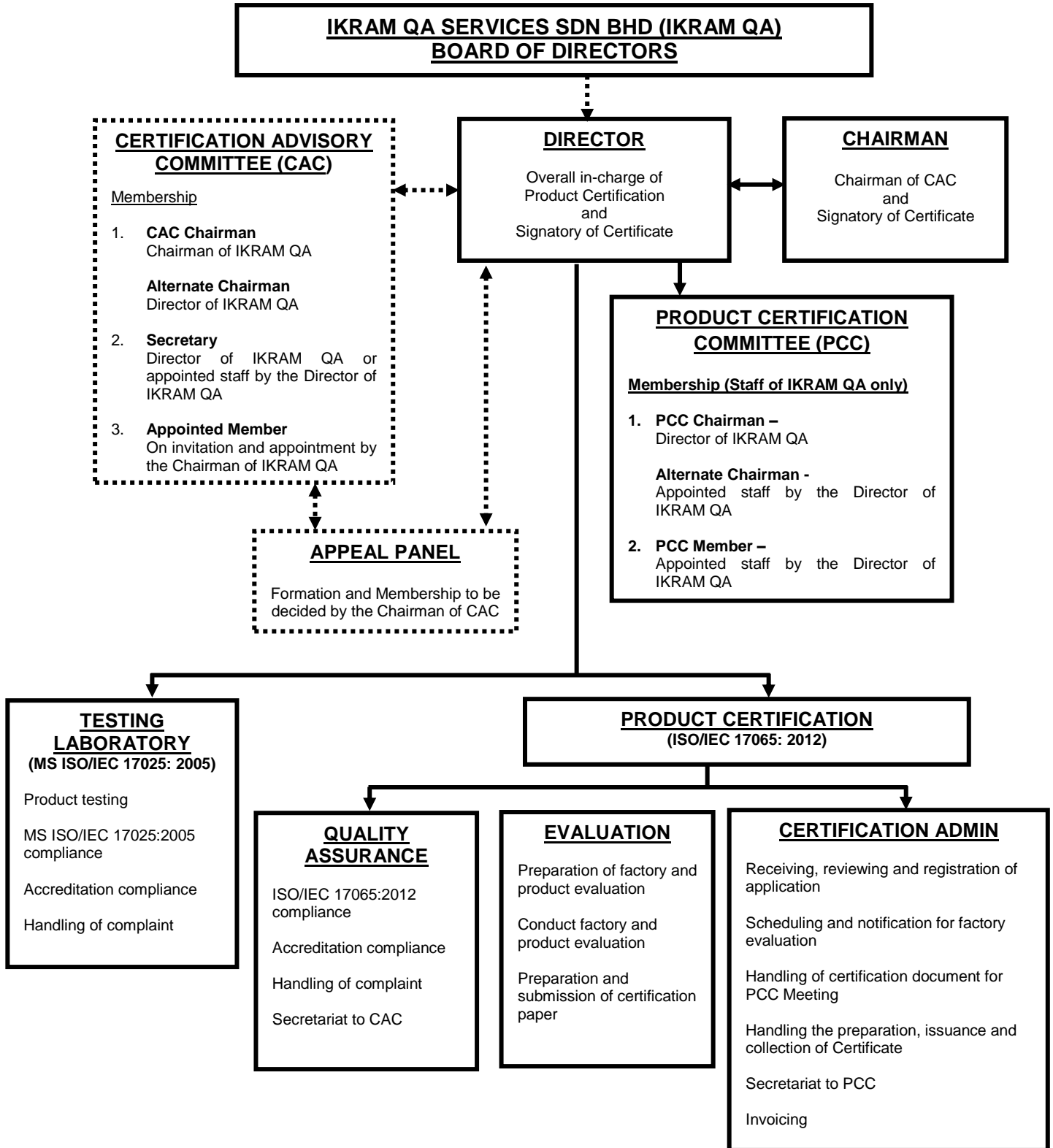
Important terminologies and their definitions that are frequently referred to in this IKRAM QA Guide 1 are listed below.

- A.1 **Accreditation Body (AB)** means the Department of Standards Malaysia (Standards Malaysia)
- A.2 **Amendment to the Scope of Certification** means changes to the particulars in a certificate including addition or deletion of a certain size, class, models and etc.
- A.3 **Appeal** means any official expression of dissatisfaction about the decision of PCC or IKRAM QA suspension or termination of certification or rejection or termination of any application for certification.
- A.4 **Appeal Panel** means ad hoc committee established by CAC to handle appeal request.
- A.5 **Applicant** means any person who submits official application for IKRAM QA product certification.
- A.6 **Application** means submission of a standard application form together with registration and/or application fees.
- A.7 **Audit Program** means a schedule prepared by IKRAM QA auditors stipulating the scope of the audit, testing and sampling activities, time and place where the audit will be conducted and name(s) of auditor(s) doing the audit.
- A.8 **Certification Declaration** means a written agreement between the Certificate Holder and IKRAM QA expressing full commitment of the Certificate Holder to comply fully to the Terms and Conditions of Certification.
- A.9 **Certification and Listing Fees** means the published standard rates for registration, application, inspection, annual certification and listing fee and other chargeable fees.
- A.10 **Certificate Holder** means the holder of IKRAM QA Certificate of Conformity whose name appears on the certificate.
- A.11 **Certificate of Conformity** means a certificate duly signed and issues by IKRAM QA recording the conformance of a particular material or product to the specified product standard(s) and the certificate is given a specific number and date of validity.
- A.12 **Certification Advisory Committee (CAC)** means a committee formed by the Board of Directors of IKRAM QA. This committee consists of internal and external members and its operation is covered by IKRAM QA Guide 5.
- A.13 **Certification Body (CB)** means IKRAM QA that operates the Product Certification Scheme.
- A.14 **Certification Decision** means a decision by the PCC on granting, suspending, withdrawing, terminating, renewing of certificate of conformity and on changes to the scope of certification.

- A.15 **Certification Elements** means the elements as described under the Product Certification Criteria as covered in IKRAM QA Guide 10.
- A.16 **Certification Admin Unit** means a department within IKRAM QA that handles the receiving and registration of application and etc.
- A.17 **Certification Scheme** means IKRAM QA Product Certification Scheme.
- A.18 **Conformity Testing** means testing on the materials and products to all the requirements in the applicable product standard(s).
- A.19 **Complaint** means any official expression of dissatisfaction by the applicant, certificate holder and other parties on the conduct of IKRAM QA auditors or the services provided by IKRAM QA or the quality of materials or products certified under IKRAM QA Product Certification Scheme.
- A.20 **Dispute** means any expression of dissatisfaction by the applicant or certificate holder on the decision of the auditors during conformity testing and factory assessment.
- A.21 **Factory Assessment** means a systematic and independent evaluation by IKRAM QA auditor(s) to determine whether a factory has the capacity to manufacture and maintain the quality of the product in respect to man power, equipment, quality control, production premise and legal status of the operation and to do verification of information obtained from manufacturer's information form.
- A.22 **Factory Assessment Report (FAR)** means the report by IKRAM QA auditor as the outcome of factory assessment.
- A.23 **IKRAM QA** means IKRAM QA Services Sdn Bhd with company registration number 479565 A.
- A.24 **Imported Products/Materials** means products/materials manufactured outside Malaysia.
- A.25 **K-MARK** means IKRAM QA Product Certification Mark.
- A.26 **Lead Auditor** means the team leader of IKRAM QA audit team.
- A.27 **Local Product** means materials or products which meet the definition in *1 Pekeliling Perbendaharaan Punca Kuasa, Prinsip dan Dasar Perolehan Kerajaan (1PP) PK 1/2013* under item 6, issued by Ministry of Finance (MOF), Malaysia.
- A.28 **Manufacturer's Information** means information provided and submitted by the applicant through Form IQAS-F-101.
- A.29 **Non Compliance Report (NCR)** means document(s) issued by IKRAM QA auditors describing non compliance to one or more of the specific requirements of the Certification Elements.
- A.30 **Non Certificate Holder** means person and/or company other than the certificate holder, whether such person and/or company are having or not having any linkages or relationship by share ownership or written understanding or contractual agreement.

- A.31 **Pre-Certification Stage** means the stage from the date of acceptance letter to a date a certification decision is made or the application is terminated.
- A.32 **Product Certification Committee (PCC)** means the internal committee of IKRAM QA that makes all the certification decisions.
- A.33 **Product Certification Scheme** means IKRAM QA Product Certification Scheme.
- A.34 **Product Listing Scheme** means IKRAM QA Product Listing Scheme.
- A.35 **Product Conformity Report (PCR)** means a full report on a product after conformity testing was conducted.
- A.36 **Product Standard** means a document that provides requirements, specifications, guidelines or characteristics that can be used consistently to ensure that materials, products, processes and services are fit for their purpose.
- A.37 **Random Sampling** means a process of sampling a material or product for conformity testing by random technique from production line or storage area or at point of delivery.
- A.38 **Related Body** is, (based on interpretation of IAF GD 5:2006 Issue 2 clause G.4.2.22), one which is linked to the certification body by common ownership in whole or part, common directors, contractual arrangement, a common name, informal understanding or other means such that the related body has vested interest in any certification decision or has a potential ability to influence the process.
- A.39 **Sijil Pengesahan Barangan** means Certificate of Conformity issued by IKRAM QA.
- A.40 **Surveillance** means a systematic and independent inspection and examination by IKRAM QA auditor(s) normally once on annual basis or more at a predetermined frequency to determine whether; the agreed and approved quality plan are being implanted and complied with by the certificate holder and whether the materials or the products continue to comply with the requirements of the applicable product standard(s).
- A.41 **Suspension of Certification** means the certificate is temporarily not valid within its official validity date.
- A.42 **Term and Condition of Certification** means term and condition as stipulated on the Certificate of Conformity.
- A.43 **Termination of Certification** means the validity of the certificate is revoked before its official expiry date.
- A.44 **Withdrawal of Certification** means revocation or cancellation of the certificate of conformity.

## PRODUCT CERTIFICATION ORGANIZATIONAL STRUCTURE



Annex C –Table 1 – IKRAM QA PRODUCT CERTIFICATION FLOWCHART

Process	Activities	Action
1. Inquiry	1. Information on certification is made available upon inquiry. IKRAM QA will respond to inquiry made over the phone or through official request. Inquiry can also be made in person at the office of IKRAM QA.	IKRAM QA
2. Application	2. Manufacturers aspiring to get IKRAM QA certification need to get the application form from IKRAM QA. Application shall be made by using standard application form to the Director of Certification.	Applicant & IKRAM QA
3. Registration & Pre-Certification Stage	3. Application that meets the criteria pertaining to the standard/specification for certification will be accepted and a registration number will be given. The applicant will be notified officially on the acceptance for registration and place at Pre-Certification Stage.	IKRAM QA
4. Product Testing	4. Type testing for compliance to product standard/ specification will be carried out. Manufacturers shall arrange the facilities for testing and sampling for type testing shall be conducted by IKRAM QA's Auditor.	Applicant & IKRAM QA
5. Evaluation of Production Process & Quality Control	5. Inspection of production line, production & testing equipment, equipment calibration, production records and documentation, production management and staffing & general working and maintenance condition of the manufacturing premise. In short this is termed as 'Factory Assessment'.	Applicant & IKRAM QA
6. Re-evaluation	6. Re-evaluation shall be conducted when there are changes in product's design or specification, product specification, ownership, structure, management and third party complaint.	IKRAM QA
7. Product conformity assessment & Factory Assessment Report	7. Preparation of Conformity & Factory Assessment Report for certification	IKRAM QA
8. Certification Paper	8. Preparation of certification paper for Product Certification Committee (PCC) decision.	IKRAM QA
9. Decision on Certification	9. Decision by PCC.	PCC
10. Issuance of Certificate	10. Preparation of Certificate and notification to collect the certificate to the approved applicant (note; certificate may only be collected after all certification fees are duly paid).	IKRAM QA
11. K-MARK	11. Upon approval of the certificate of conformity, the use of K-MARK is mandatory to all certificate holders and shall be applied directly on each certified product as described in IQAS-S1-04.	Certificate holder
12. Complaints	12. Certificate holder shall maintain a record of complaints and reports on the response or/and corrective action taken. If any complaint received by IKRAM QA from other parties, the certificate holder shall explain and submit corrective action report to IKRAM QA.	Certificate holder & IKRAM QA
13. Annual Surveillance	13. Factory inspection and testing shall be conducted to monitor continuing compliance.	Certificate holder & IKRAM QA
14. Extension/Reduction of Scope of Certificate	14. Subject to request by the certificate holder and after verification by IKRAM QA extension/reduction of scope shall be tabled to PCC for decision.	Certificate holder & IKRAM QA
15. Renewal of Certification	15. Subject to satisfactory inspection and testing report and payment of certification fees, renewal of certificate shall be granted.	PCC
16. Suspension / Withdraw / Termination	16. If applicable and due to some specific reasons a recommendation may be made to suspend, withdraw or terminate a certificate.	PCC
17. Appeals	17. Certificate holder may appeal against the suspension/termination to the Appeal Panel. Appeal request shall be submitted through Director of IKRAM QA who shall arrange for appeal presentation to the appeal committee.	Appeal Panel