	<b>CERTIBUILD PRODUCT CERTIFICATION SCHEME</b>	<b>CBM/PC/SD/02</b>
		Certibuild (M) Sdn Bhd (1436507-X) E3-05-08, Tamarind Square Persiaran Multimedia, Cyber 10 63000 Cyberjaya, Selangor Website: <a href="http://www.certibuild.com.my">www.certibuild.com.my</a>
		Issue 1, 1 November 2021 Revision 3, 1 September 2023

## 1. INTRODUCTION

### 1.1. Applicability

- 1.1.1. Product certification is used widely to provide confidence that products, processes, and services fulfil specified requirements.
- 1.1.2. A manufacturer or a company may apply for product certification against the requirements of a recognized standard. For example, products manufactured according to Malaysian Standards, Construction Industry Standards (CIS) published by CIDB Malaysia, International Standards or foreign National Standards are eligible for the CERTIBUILD Product Certification Scheme.
- 1.1.3. Participation in this Scheme is voluntary; however, any agency with a regulatory role or function may require participation in the Product Certification Scheme as a mandatory process.

### 1.2. Type of Certification

- 1.2.1. The CERTIBUILD Product Certification Scheme is a type 5 product certification scheme based on the ISO/IEC 17067.
- 1.2.2. The certification is based on qualification testing and surveillance (if applicable) by CERTIBUILD and on factory production control by the manufacturer. Qualification and surveillance (if applicable) audits shall be performed at each manufacturing location listed in the certificate.
- 1.2.3. Qualification testing shall be conducted whenever there is a change in material properties, geometry, or manufacturing technology.
- 1.2.4. CERTIBUILD gives formal recognition through a Certificate of Conformity to the applicant or manufacturer that has been independently assessed and found to comply with the criteria and requirements specified in the applicable standard. Certification is granted for the specific product of an applicant or manufacturer. The Certificate Holder is always responsible for its product's conformity with the relevant product standard and all certification requirements.
- 1.2.5. Certificate Holder under this Scheme is entitled to apply the CERTIBUILD Certification Mark on the product to denote compliance with the standard.

### 1.3. Advantages of Certification

- 1.3.1. Product Certification provides the following advantages:
- (a) Comply with Fourth Schedule Act 520, CIDB (Amendment 2021) by meeting the Regulatory, National, and International Product Standards.
  - (b) It is an independent assurance that the product is manufactured under an effective testing, supervision, and control system.
  - (c) Purchasers or consumers need not conduct further tests, as the products are already certified to comply with the standards.
  - (d) Certified products provide user safety, reliability, and confidence among business partners and end-users.
  - (e) Certified products enjoy the benefits of protection against competition from substandard products and misrepresentation.
  - (f) Products bearing certification Mark enhances the manufacturer's reputation and thus extends market acceptability, facilitating trade and consumer acceptance of products at the National and International levels.

	<b>CERTIBUILD PRODUCT CERTIFICATION SCHEME</b>	<b>CBM/PC/SD/02</b>
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		Issue 1, 1 November 2021 Revision 3, 1 September 2023

(g) Boost productivity and reduce defects.

(h) Facilitate trade, market access, fair competition, and consumer acceptance of products on a National and International Level.

## 2. APPLICATION PROCEDURE

2.1. Upon inquiry, CERTIBUILD will provide the client with all necessary documents for application for Product Certification of its specified products, which include the Applicant's/Manufacturer's Information Form (CBM/PC/FR/06). The client must complete and submit the Applicant's/Manufacturer's Information Form (CBM/PC/FR/06) to CERTIBUILD for a quotation to be issued.

2.2. Should the quotation be acceptable to the client, the client shall then submit the following:

- (a) List of Components or Raw Materials Used to Manufacture the Product (CBM/PC/FR/07);
- (b) Process Flow Chart (CBM/PC/FR/08);
- (c) Process Quality Control Checking Schedule (CBM/PC/FR/09);
- (d) Product Test Equipment List and Calibration Schedule (CBM/PC/FR/10);
- (e) Main Equipment List (Manufacturing) (CBM/PC/FR/11);
- (f) Declaration of Approval from the Relevant Authority (CBM/PC/FR/12);
- (g) Declaration of Approval for Trademark/Brand Name (CBM/PC/FR/13);
- (h) Manufacturer's Declaration of Commitment and Undertaking form – Agent (CBM/PC/FR/14);
- (i) Manufacturer's Declaration of Commitment and Undertaking form for OEM (CBM/PC/FR/15);
- (j) Application for Product Certification (CBM/PC/FR/16);
- (k) payment for the amount to be remitted upon application;
- (l) the full specifications of the product, including dimensioned drawings, materials, components, photographs, finishes, performance characteristics, labels used, and installation instructions; and
- (m) relevant test reports of the product, if available.

2.3. Once the client submits the application, CERTIBUILD checks that the information is clear and sufficient. If not, CERTIBUILD will request the necessary clarification or additional information from the client.

2.4. Annex A shows the flow chart of the procedure for obtaining the Certificate of Conformity.

## 3. PRE-CERTIFICATION PERIOD

CERTIBUILD will review all the information provided by the client. If it is clear and sufficient, the applicant will be given two (2) years to comply with the requirements. During this period, the product is tested for compliance against the applicable standard, and the quality system practised in the factory is monitored. An application is considered terminated if the applicant cannot meet these requirements within the specified time. However, a reapplication may be submitted.

	<p style="text-align: center;"><b>CERTIBUILD PRODUCT CERTIFICATION SCHEME</b></p>	CBM/PC/SD/02
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		Issue 1, 1 November 2021 Revision 3, 1 September 2023

#### 4. SAMPLING

- 4.1. Sampling for Type Tests is to be conducted by CERTIBUILD personnel based on the rules stipulated in the applicable product standard or additional product-specific information. If not specified, the sampling shall follow Table 1 and 2-A of ISO 2859-1:1999+A1:2011, respectively. Determination of the acceptance and rejection of the sample lot shall be based on General Inspection Level II and a 10% Acceptance Quality Limit (AQL) per 100 items.
- 4.2. Sample(s) need to be:
- (a) representative of products to be certified;
  - (b) made using components and sub-assemblies approved for use in production;
  - (c) made using production tools and assembled using methods established for the products to be certified.
- 4.3. Where evaluation is performed on prototype samples, further evaluation of subsequent production sample(s) is necessary.
- 4.4. The applicant shall be responsible for delivering samples to the agreed test laboratory. Samples shall be preserved and packaged to prevent damage or deterioration in transit.

#### 5. CRITERIA FOR AWARD OF CERTIFICATE OF CONFORMITY

Granting of Certificate of Conformity shall be based on the following criteria:


- (a) The applicant and factory are operating legally;
- (b) the appropriate production equipment, working and storage area, testing and quality control facilities, and related support services are adequate, in good condition, and well maintained;
- (c) the applicant must have sufficient and experienced personnel;
- (d) the manufacturing of the product is under an effective production control system;
- (e) the product must fully comply with the applicable requirements of the standard;
- (f) the applicant has taken action to close all nonconformities raised during the evaluation;
- (g) the applicant has fulfilled all financial and procedural obligations to CERTIBUILD under this certification scheme;
- (h) the decision to grant or extend the scope of certification has been made;
- (i) the certification requirement has been fulfilled, and
- (j) the certification agreement has been completed/signed.

#### 6. SURVEILLANCE (IF APPLICABLE)

- 6.1. After the Certificate of Conformity grant, the Certificate Holder is placed under an annual surveillance program to ensure the ongoing validity of the demonstration of fulfilment of product requirements. CERTIBUILD will conduct at least one (1) surveillance audit for each annual renewal period. CERTIBUILD reserves the right to amend surveillance frequency based on Product Standards or Product Certification Requirements or if the situation warrants it. Based on the Certification Report, the product and quality system will be re-evaluated during the audits.

	<p style="text-align: center;"><b>CERTIBUILD PRODUCT CERTIFICATION SCHEME</b></p>	CBM/PC/SD/02
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		Issue 1, 1 November 2021 Revision 3, 1 September 2023

- 6.2. If surveillance is not able to be conducted due to a circumstance beyond the control of the organization, commonly referred to as "Force Majeure" or "act of God" (examples are war, strike, riot, political instability, geopolitical tension, terrorism, crime, pandemic, flooding, earthquake, malicious computer hacking, other natural or human-made disasters), the surveillance shall be delayed to earliest possible date, as advised or directed by the authority as safe.
- 6.3. If the surveillance is not conducted within three (3) months after the certificate expires, except for the certificate's suspension as in 8.1, the certificate shall be deemed terminated. However, a new application may be made under a normal procedure subject to current terms and conditions.
- 6.4. However, Clause 6.1 - 6.3 is not applicable for products under Fourth Schedule Act 520 CIDB as it is compulsory (requested by CIDB) for the certification to be valid for a maximum of 1 year. The audit cycle for certification shall be based on the date of the initial certification decision by CERTIBUILD. The interval between initial certification and recertification, as well as between recertifications, shall be one year. No surveillance audit is required. After initial certification or recertification, recertification audits typically occur within 3-month before the anniversary date.
- 7. RECERTIFICATION**
- 7.1. The recertification process is designed to ensure the ongoing compliance of the product. The recertification audit is an on-site audit. It must be meticulously planned and executed to assess the sustained fulfilment of all stipulated requirements outlined in the relevant product standard or other pertinent normative documents. This meticulous planning and execution should be carried out promptly to guarantee renewal before the certificate expires.
- 7.2. Previous audit reports will be assessed as part of the recertification process.
- 7.3. The recertification audit may cover all processes included in the initial certification audit if significant changes have occurred to the management system, manufacturer, or product.
- 7.4. If any nonconformities or lack of evidence of conformity are identified during the recertification audit, CERTIBUILD specifies a time limit for the Certificate Holder to implement correction and corrective actions before the expiration of certification.
- 7.5. Decisions on renewing certification are based on the results of the recertification audit, following the requirements outlined in section 5.19.
- 7.6. When recertification activities are completed before the expiry date of the existing certification, the expiry date of the new certification will be based on the expiry date of the current certification. The issue date on a new certificate shall be on or after the recertification decision.
- 7.7. If CERTIBUILD has not completed the recertification audit or is unable to verify the implementation of corrections and corrective actions for any major nonconformity before the expiry date of the certification, the recertification shall not be recommended, and the validity of the certificate shall not be extended. The client shall be informed, and the consequences shall be explained.
- 7.8. Following the certification's expiration, CERTIBUILD can restore certification within six (6) months, provided the outstanding recertification activities are completed. Otherwise, at least a stage 2 shall be conducted. The effective date on the certificate shall be on or after the recertification decision, and the expiry date shall be based on the prior certification cycle.

	<b>CERTIBUILD PRODUCT CERTIFICATION SCHEME</b>	<b>CBM/PC/SD/02</b>
		Certibuild (M) Sdn Bhd (1436507-X) E3-05-08, Tamarind Square Persiaran Multimedia, Cyber 10 63000 Cyberjaya, Selangor Website: <a href="http://www.certibuild.com.my">www.certibuild.com.my</a>
		Issue 1, 1 November 2021 Revision 3, 1 September 2023

## 8. CHANGES AFFECTING CERTIFICATION

- 8.1. CERTIBUILD retains the right to modify or make any changes that are deemed necessary to this document from time to time. CERTIBUILD will notify all the parties affected by such modifications or amendments accordingly, and CERTIBUILD will endeavour to minimize inconveniences to affected parties. CERTIBUILD will verify the implementation of the clients' changes and shall take the actions required by the scheme.
- 8.2. The client is responsible for notifying CERTIBUILD immediately of any intended changes to its:
- (a) company name;
  - (b) address/production site (premises);
  - (c) brand name;
  - (d) addition/deletion of model/sizes/types etc.;
  - (e) company ownership;
  - (f) marking of the Certification Mark;
  - (g) the organization, top management, and key personnel; and
  - (h) any other changes to the details of the Certification Report.
- 8.3. The actions to implement changes affecting certification will include, if required, the following:
- (a) evaluation;
  - (b) review;
  - (c) decision;
  - (d) issuance of revised Certificate of Conformity to extend or reduce the scope of certification;
  - (e) issuance of Certificate of Conformity of revised surveillance activities (if applicable).

## 9. SUSPENSION / REVOCATION / WITHDRAWAL / REDUCTION

### 9.1. Suspension

CERTIBUILD may suspend the certification of the product under the Product Certification Scheme for a limited period if any of the following situations arises:

- (a) If the surveillance (if applicable) or retest or otherwise indicates nonconformity with the certification requirements of such a nature that immediate revocation is not necessary;
- (b) if a case of improper use of the Certificate of Conformity or the Certification Mark, e.g., misleading prints or advertisement, is not solved by suitable retractions and appropriate remedial measures by the Certificate Holder ;
- (c) if there has been any other contravention to the Product Certification Agreement or the applicable product standard(s);
- (d) if the Certificate Holder fails to comply with the due settlement of his financial obligation or
- (e) a voluntary suspension after mutual agreement between CERTIBUILD due to non-production of the certified product for more than two (2) years or other reasons.

	<b>CERTIBUILD PRODUCT CERTIFICATION SCHEME</b>	<b>CBM/PC/SD/02</b>
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		Issue 1, 1 November 2021 Revision 3, 1 September 2023

## 9.2. Revocation

CERTIBUILD may revoke the certification of the product under the Product Certification Scheme if any of the following situations arises:

- (a) if, at the end of the suspension period, inadequate measures are taken by the Certificate Holder to fulfil conditions for the lifting of suspension;
- (b) if during surveillance (if applicable), it was found that the non-conformance is serious;
- (c) if Certificate Holder fails to comply with the due settlement of his financial obligation. If the fees remained unpaid after six (6) months of the expiry date of the Certificate of Conformity, a recommendation might be made to revoke the Certificate of Conformity;
- (d) if there has been any other major contravention to the Product Certification Agreement or the applicable product standard(s) of such a nature that immediate revocation is necessary;
- (e) if the product is banned from use by relevant regulatory authorities;
- (f) if the standard or rules have been changed/amended and the Certificate Holder is either unwilling or unable to comply with the new requirements;
- (g) if the product is no longer available, i.e., there has been no production of the certified product or its similar product in the past three (3) years;
- (h) if Certificate Holder goes out of business; or
- (i) if there is a consolidation of the Certificate of Conformities.

## 9.3. Withdrawal

The Certificate Holder may also withdraw a Certificate of Conformity in either of the following cases:


- (a) If the Certificate Holder does not wish to continue with the certification,
- (b) if the standard or rules have been changed/amended and the Certificate Holder is either unwilling or unable to comply with the new requirements or
- (c) if the product is no longer available or the Certificate Holder goes out of business;

## 9.4. Reduction or Addition of Certification Scope

Reduction or addition of certification scope is subject to proper request. It shall be evaluated and verified as and when necessary, and the certificate holder shall make an official request to CERTIBUILD.

## 10. COMPLAINTS

- 10.1. The Certificate Holder shall keep records of all complaints relating to the certified product's compliance with certification requirements and make these records available to CERTIBUILD when requested. The Certificate Holder shall take appropriate action concerning such complaints and record the actions taken.
- 10.2. Any complaints against certified products or services provided by CERTIBUILD may be directed to the Chief Executive Officer of Certibuild (M) Sdn Bhd. In addition, complaint procedures may be made available upon request.

	<b>CERTIBUILD PRODUCT CERTIFICATION SCHEME</b>	CBM/PC/SD/02
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		Issue 1, 1 November 2021 Revision 3, 1 September 2023

**11. APPEALS AND DISPUTES**

- 11.1. Appeal/Dispute on suspension, termination, and rejection of any application shall be made within 30 days after having been officially informed of the decision of CERTIBUILD. All appeals/disputes shall be made in writing directly to the Chief Executive Officer of CERTIBUILD.
- 11.2. When such an appeal is received, CERTIBUILD will consider the explanations given and provide the Certificate Holder with an opportunity to be heard. Appeals are handled within the certification system impartially and independently. Accordingly, CERTIBUILD's decision shall stand, pending any further consideration by the CERTIBUILD Appeal Panel (AP), if necessary.
- 11.3. Appeals and dispute procedures may be made available upon request.

**12. CERTIBUILD CERTIFICATION MARKS**

The Certificate Holder shall comply with any requirements prescribed in this document and CERTIBUILD Product Certification Requirement relating to the use of marks of conformity and information on the product. Below is an example of the CERTIBUILD Certification Mark used on products complying with National, International, or Foreign National Standards.



CERTIBUILD Certification Mark


Used on products certified to a national standard, International Standard or Foreign National Standard by CERTIBUILD

**13. DISCLAIMER**

The certificate holder shall be fully responsible for the product quality stated in the certificate. CERTIBUILD, its staff, Board of Directors, representatives, members of the Certification Impartiality Committee (CIC), members of the Product Certification Committee (PCC), approving authorities, including representatives of CERTIBUILD'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.

**14. MODIFICATION/AMENDMENT**


- 14.1. This document is the property of Certibuild (M) Sdn Bhd. It shall not be published, reproduced, copied, or used without permission from CERTIBUILD.
- 14.2. CERTIBUILD retains the right to modify or make any changes that are deemed necessary to this document from time to time. CERTIBUILD will notify all the parties affected by such modifications or amendments accordingly. CERTIBUILD will endeavour to minimize inconveniences to affected parties.

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		Certibuild (M) Sdn Bhd (1436507-X) E3-05-08, Tamarind Square Persiaran Multimedia, Cyber 10 63000 Cyberjaya, Selangor Website: <a href="http://www.certibuild.com.my">www.certibuild.com.my</a>
		Issue 1, 1 November 2021 Revision 3, 1 September 2023

**ANNEX A**

**PRODUCT CERTIFICATION PROCESS FLOWCHART**

Process	Action	Reference
<b>Inquiry</b>	1. An information package is given to the applicant 2. The applicant shall submit the Applicant's/Manufacturer's Information Form to CERTIBUILD. 3. Feasibility for certification is examined concerning standards, testing, and evaluation. 4. A quotation issued to the applicant	CBM/PC/FR/06
<b>Application</b>	1. Should the quotation be acceptable by the applicant, the following documents are required to be submitted to CERTIBUILD: (a) List of Components or Raw Materials Used to Manufacture the Product (b) Process Flow Chart (c) Process Quality Control Checking Schedule (d) Product Test Equipment List and Calibration Schedule (e) Main Equipment List (Manufacturing) (f) Declaration of Approval from Relevant Authority (g) Declaration of Approval for Trademark/Brand Name (h) Manufacturer's Declaration of Commitment and Undertaking form – Agent (If applicable) (i) Manufacturer's Declaration of Commitment and Undertaking form for OEM (If applicable) (j) Application for Product Certification (k) payment for the amount to be remitted upon application (l) the full specifications of the product, including dimensioned drawings, materials, components, photographs, finishes, performance characteristics, labels used, and installation instructions (m) relevant test reports of the product, if available 2. CERTIBUILD will issue an Acceptance into Pre-Certification Stage Letter to the applicant	CBM/PC/FR/07 CBM/PC/FR/08 CBM/PC/FR/09 CBM/PC/FR/10 CBM/PC/FR/11 CBM/PC/FR/12 CBM/PC/FR/13 CBM/PC/FR/14 CBM/PC/FR/15 CBM/PC/FR/16
<b>Document Review</b>	Assessment of the manufacturer's quality system documentation to determine the readiness of the factory audit	
<b>Factory / Plant Audit</b>	1. Confirmation of the date and arrangement of the factory audit at the manufacturer's factory or production site. 2. The activity shall include a review of quality system documentation and record; a visit to the raw material storage, factory/manufacturing plant, finished good storage and testing facilities; witnessing processes and activities; Interviews with manufacturers' personnel responsible for the audited area; and sampling of sample for testing.	

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		Issue 1, 1 November 2021 Revision 3, 1 September 2023

Process	Action	Reference
<b>Product Sampling &amp; Testing</b>	<ol style="list-style-type: none"> <li>Applicants shall send samples to the testing laboratory for testing against the relevant product standards.</li> <li>CERTIBUILD will draw samples of the products for testing at the factory.</li> <li>Testing shall be conducted in testing laboratories either compliant with or accredited to ISO 17025 with the scope of accreditation for ascertaining conformance to specified criteria.</li> <li>The applicant shall despatch the samples so they do not get damaged or contaminated, undergo deterioration, and maintain product integrity.</li> </ol>	
<b>Recommendation</b>	Preparation of Certification Report and Recommendation Paper to the Product Certification Committee (PCC)	
<b>Review &amp; Approval</b>	Review and Certification Decision by Product Certification Committee (PCC)	
<b>Issuance of Certificate</b>	<ol style="list-style-type: none"> <li>Preparation of Certificate of Conformity, signing, and issuing Letter of Award to the successful applicant.</li> <li>The certificate is valid for two (2) years with an annual Surveillance Audit. However, for products under Fourth Schedule Act 520 CIDB, the certificate is valid for 1 year.</li> </ol>	
<b>Surveillance Audit (If applicable)</b>	<ol style="list-style-type: none"> <li>Surveillance audits shall be conducted at least once a year to ensure continued compliance with the certification requirements. During the Surveillance Audit, products will be sampled from the factory, and factory audits will be conducted.</li> <li>Certificate of Conformity is renewable, subject to Surveillance Audit findings and approval by the Product Certification Committee (PCC)</li> </ol>	
<b>Recertification Audit, Additional Scope, Suspension, Withdrawal, Termination</b>	<ol style="list-style-type: none"> <li>For 2 years of validity, the Certificate of Conformity expires at the end of the second year.</li> <li>Recertification Audit shall be conducted before the certificate expiry date for certification renewal.</li> <li>Certificate of Conformity is renewable subject to Recertification Audit findings and approval by the Product Certification Committee (PCC)</li> </ol>	