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|  | <b>CERTIBUILD PRODUCT<br/>CERTIFICATION<br/>REQUIREMENT</b> | CBM/PC/SD/03  |
|   |   | Certibuild (M) Sdn Bhd (1436507-X)<br>E3-05-08, Tamarind Square<br>Persiaran Multimedia, Cyber 10<br>63000 Cyberjaya, Selangor<br>Website: <a href="http://www.certibuild.com.my">www.certibuild.com.my</a> |
|   |   | Issue 1, 1 November 2021<br>Revision 1, 1 September 2023  |

## 1. QUALITY SYSTEM

### 1.1. General

- 1.1.1. This document defines the responsibilities and obligations of the Certificate Holder regarding management system requirements, inspection, testing, and record-keeping during the manufacturing process to ensure maintenance of quality control and product compliance against the specified Standards and procedures, including relevant regulatory provisions.
- 1.1.2. This document shall be read with the Product Certification Agreement and applicable Certification Report.
- 1.1.3. During the period of the Agreement, the Certificate Holder shall not vary any conditions under which the Certification was issued unless written approval is obtained from Certibuild (M) Sdn. Bhd.

### 1.2. Definitions

- 1.2.1. **Batch** refers to a portion of the total production, manufactured under uniform conditions, of such size that the finished product can be identified with particular raw/constituent materials and components or processes used in its manufacture and can be segregated if required.
- 1.2.2. **Management Representative** refers to the person responsible for the quality function of the organisation, as referred to in Clause 2.1 below.
- 1.2.3. **Product Description** may include whole or one of the following documents:
- (a) product design drawing;
  - (b) product specification;
  - (c) product formulation;
  - (d) component or part list;
  - (e) method statement.
- 1.2.4. **Product Certification Committee** is an impartial committee duly set up by CERTIBUILD. Their role and function are to review and make the certification decision based on all information and results related to the evaluation.
- 1.2.5. **Certification Report** refers to a document issued by CERTIBUILD describing the certified product(s), recording, and stipulating specified product certification requirements.
- ### 1.3. Certificate Holder's Top Management Commitment
- 1.3.1. The top management shall demonstrate its commitment to the development and implementation of the quality control system and its effectiveness by;
- (a) communicating to the personnel the importance of compliance with the standard, statutory and regulatory requirements;
  - (b) maintaining the integrity of management and quality control system;
  - (c) defining and communicating the responsibilities and authorities to relevant personnel and

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(d) ensuring the availability of resources.

1.3.2. If the Certificate Holder chooses to outsource any production and inspection process that affects product conformity with standard requirements, the Certificate Holder shall ensure control over such processes. Control of such outsourced processes shall be defined within the quality control system.

## 2. PRODUCTION SITE

### 2.1. Management Representative

2.1.1. The Certificate Holder shall appoint a member of management who, irrespective of other responsibilities, shall have the responsibility and authority to ensure the quality control system, including the premise where the product is produced, is implemented and maintained consistent with the Certification Report.

2.1.2. The Certificate Holder shall also appoint another member of management who shall have similar responsibility and authority in the absence of the Management Representative. Any changes to the above-said appointee shall be notified to CERTIBUILD.

### 2.2. Provision for Production

2.2.1. The Management Representative shall have a copy of the approved quality control plan for the applicable product description.

2.2.2. The Certificate Holder shall plan and carry out the production process under controlled conditions, which shall include: -

- (a) availability of information that describes the product characteristics;
- (b) availability of procedures, process flow chart, design drawing, specification, formulation and work instructions, as necessary;
- (c) availability, maintenance, and calibration of suitable production equipment and testing equipment.
- (d) compliance with specified Standards, relevant procedures, and regulations, and Certification Report; and
- (e) monitoring and control of suitable production process parameters and product characteristics.

2.2.3. The Certificate Holder shall ensure product traceability by identifying the individual product or batches using suitable means during all stages of production and delivery.

2.2.4. Records of production process parameters, changes and product traceability shall be established and maintained.

## 3. QUALITY CONTROL

3.1. Incoming Inspection on Components or Raw Materials Used to Produce the Product

3.1.1. The Certificate Holder shall establish and implement a process to ensure the quality of all purchased components or raw materials used to produce the product by utilising one or more of the following methods:

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- (a) receipt of and evaluation of statistical data by the organisation;
- (b) receiving inspection and testing such as sampling based on performance;
- (c) second or third-party assessments or audits of the approved supplier sites, when coupled with records of acceptable delivered product quality;
- (d) evaluation by testing at the designated laboratory;
- (e) any other method agreed by CERTIBUILD.

3.1.2. Any purchased components or raw materials changes shall be verified and approved before usage. The verification shall include evaluating the effect of the purchased component/ material changes on the delivered product.

3.1.3. All records of the purchased components shall be maintained.

### **3.2. In-Process Inspection, Final Inspection and Testing**

3.2.1. The Certificate Holder shall undertake, at his own expense, in-process inspection, final inspection and testing to verify that product requirements have been met at appropriate stages of the production process in accordance with the Certification Report.

3.2.2. The Certificate Holder shall undertake tests that cannot be carried out according to the test method specified in the respective product standard at the accredited external laboratories.

3.2.3. Product release shall not proceed until all the requirements in the Certification Report have been satisfactorily complied with unless otherwise approved by the relevant authority and, where applicable, by the customer.

3.2.4. The Certificate Holder shall identify the need for statistical techniques or conformity assessment to control and verify process capability and product characteristics.

3.2.5. Records indicating the product's conformity and production process against acceptance criteria and the person authorising the product's release shall be established and maintained.

### **3.3. Test Equipment**

3.3.1. Inspection, measuring, and test equipment used at the Factory shall be:

- (a) available and suitable for inspection, measuring and testing.
- (b) calibrated or verified or both at specified intervals or before use, against measurement standards traceable to international or national measurement standards; where no such standards exist, the basis used for calibration or verification shall be recorded;
- (c) adjusted or re-adjusted as necessary;
- (d) identified to enable the calibration status to be determined;
- (e) safeguarded from adjustments that would invalidate the measurement result and
- (f) protected from damage and deterioration during handling, maintenance, and storage.

3.3.2. Records of the calibration and verification shall be maintained.

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### 3.4. Control of Non-Conforming Product

- 3.4.1. Products that fail to meet the specified requirements shall not bear the CERTIBUILD Certification Mark.
- 3.4.2. The Certificate Holder shall establish and implement control of the nonconforming product as per the requirement specified in the product standard. In the absence of the requirement, the Certificate Holder shall implement control in one or more of the following ways:
- (a) Repaired and reworked to meet specified requirements;
  - (b) Rejected or scrapped;
  - (c) Returned to the suppliers;
  - (d) Accepted under concession by a relevant authority.
- 3.4.3. Repaired and reworked nonconforming products shall be verified to demonstrate conformity to the product requirements.
- 3.4.4. Nonconforming products, including the affected batches, shall be segregated and identified to avoid unintended use or delivery.
- 3.4.5. The Certificate Holder shall take remedial action when a nonconforming product is detected after delivery or use appropriate to the nonconformity's effects or potential effects.
- 3.4.6. Records of the handling of nonconforming products shall be established and maintained.

### 3.5. Product Preservation

- 3.5.1. The Certificate Holder shall preserve the product during receipt, internal processing, and delivery to the intended destination. This preservation shall include identification, handling, packaging, storage, and protection. Preservation shall also apply to the purchased product, such as components or materials.
- 3.5.2. Records of product preservation shall be established and maintained.

### 3.6. Corrective and Preventive Actions

- 3.6.1. The Certificate Holder shall take corrective action to eliminate the cause of nonconformities, including customer complaints, to prevent a recurrence. Corrective actions shall be appropriate to the effects of the nonconformities encountered.
- 3.6.2. Corrective actions shall include the following steps:
- (a) Investigate the cause of nonconformities;
  - (b) Determine the corrective action to eliminate the cause of nonconformities;
  - (c) Application of control to ensure that corrective action is effective.
- 3.6.3. Preventive action shall be taken to eliminate the causes of potential nonconformities to prevent their occurrence appropriate to the effects of the potential problems.
- 3.6.4. Preventive actions shall include the following steps:

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- (a) Investigate the cause of potential nonconformities;
- (b) Determine the steps needed to eliminate the cause of potential nonconformities;
- (c) Application of control to ensure that preventive action is effective

3.6.5. Records of complaints received, investigation, and corrective and preventive action taken shall be established and maintained.

### 3.7. Records

3.7.1. The Certificate Holder shall establish and maintain records to provide evidence of conformity to requirements and the effective operation of the quality control system. Records shall be legible, identifiable, stored, protected, readily retrievable, and retained for at least three years or a period consistent with the product warranty.

## 4. CHANGES IN STANDARDS AND CERTIFICATION REQUIREMENTS

4.1. CERTIBUILD shall notify the Certificate Holder of any changes in the Standard(s) and Certification Requirements and give reasonable time to adjust the process and related procedures, where necessary.

4.2. In the event of changes in the Standard(s) and Certification Requirements which, in the opinion of CERTIBUILD, warrant tests in addition to or different from those already detailed in the Certification Report, the Certificate Holder will be notified of the additional testing and assessment requirements.

## 5. TERMS OF USAGE AND GUIDELINES FOR CERTIFICATION MARKS

### 5.1. Right to Use the CERTIBUILD Certification Mark

Subject to such limitations or conditions imposed by the CERTIBUILD Product Certification Scheme and requirements of this document, the Certificate Holder is entitled to use the CERTIBUILD Certification Mark or refer to their certification status on all its certified products.

### 5.2. On The Product

5.2.1. All CERTIBUILD Certification Marks are the sole property of Certibuild (M) Sdn. Bhd. and it shall be used according to these guidelines ONLY.

5.2.2. The mark has no minimum size requirement but must be legible and readily identifiable. The size of the Certification Mark may be reduced or enlarged proportionately as required.

5.2.3. The CERTIBUILD Certification Mark should be produced in black on a light background or in reverse on a dark background. The Certification Mark may be printed in any colour, provided it is in one solid colour.

5.2.4. The Certificate Holder shall apply the Certification Mark ONLY to products that are:

- (i) individually listed and covered under the scope of the Certificate of Conformity,
- (ii) complied with the specified Standards and procedures, including relevant regulatory provisions, and
- (iii) fulfilling the markings requirement as stipulated in the approved Certification Report.

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- 5.2.5. When there is a provision stated in their respective product standard, the product standard requirement shall apply.
- 5.2.6. Certificate holder that holds CERTIBUILD certification shall use the CERTIBUILD Certification Mark accompanied by the respective product standard code and certification number beneath the CERTIBUILD Certification Mark, as shown in Figure 1.

Figure 1: CERTIBUILD Certification Mark



Certified to (Standard No.)  
 Certification No: XXXXXX

- 5.2.7. Any deviations to the marking requirements for the CERTIBUILD Certification Mark must be approved by CERTIBUILD.
- 5.2.8. CERTIBUILD Certification Mark shall be directly applied to each product except where the physical characteristics of the products do not permit, in which case, the CERTIBUILD Certification Mark may be applied to the smallest packaging unit or warranty card.
- 5.2.9. The CERTIBUILD Certification Mark shall be applied in a manner that is NOT transferable from one product to another.
- 5.2.10. The use of the CERTIBUILD Certification Mark on the products may not imply a relationship such as a partnership with CERTIBUILD.
- 5.2.11. CERTIBUILD Certification Marks shall not be altered in any way other than to resize the artwork proportionately. Unacceptable uses of the CERTIBUILD Certification Mark include but are not limited to adding/deleting wording or artwork, reducing the artwork to an illegible size, or distortion.

**5.3. On Promotional Material**

- 5.3.1. CERTIBUILD Certification Marks shall be used ONLY on advertising material, articles, catalogues, manuals, booklets, mill certificates, signages, and news releases. Use of CERTIBUILD Certification Marks on such promotional material is not a substitute for using the full CERTIBUILD Certification Mark on certified products and/or product packaging.
- 5.3.2. No CERTIBUILD Certification Mark or aspect thereof shall be incorporated as part of the business name, business stationery, Internet domain name, or brand name/trademark for products/product lines. This includes both design aspects and word aspects.
- 5.3.3. If the Certificate Holder chooses to use the CERTIBUILD Certification Mark in the promotional material, it shall be in accordance with clause 5.2.6.

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5.3.4. If the Certificate Holder chooses to use only wordings in the advertising material to describe the product being certified by CERTIBUILD, the Certificate Holder shall use the following words:

**"CERTIBUILD - CERTIFIED TO (Standard No.) – CERTIFICATION NO.: (Certification No)"**

**5.4. Effect on Misuse of the CERTIBUILD Certification Marks**

- 5.4.1. Any act such as addition and/or omission by the Certificate Holder, with or without intention that has breached the terms and guidelines provided herein shall be considered an act of misuse of the CERTIBUILD Certification Mark.
- 5.4.2. CERTIBUILD shall have the right to investigate, including supporting the enforcement body to raid the premises related to the product without giving notice to the Certificate Holder once CERTIBUILD receives such a complaint.
- 5.4.3. CERTIBUILD shall have the right to terminate the Certificate of Conformity and the Agreement with the Certificate Holder if it is shown there is evidence of misuse of the CERTIBUILD Certification Mark.
- 5.4.4. CERTIBUILD shall have the right to claim from the Certificate Holder for any loss and cost incurred that CERTIBUILD has to suffer due to the misuse, including legal proceedings and public notification costs.
- 5.4.5. CERTIBUILD shall have the right to make a claim through court jurisdiction if the remedy provided by arbitration is insufficient to cover the loss and cost suffered by CERTIBUILD due to the misuse.
- 5.4.6. The Certificate Holder shall inform the public through media that they had misused the CERTIBUILD Certification Mark and recall the product.