



**MOSTI**

**STANDARDS**  
MALAYSIA

**DEPARTMENT OF STANDARDS MALAYSIA  
ACCREDITATION OF CONFORMITY ASSESSMENT BODIES**

**CAB 4**

**Issue 2, 25 September 2007**

**SUSPENSION AND  
WITHDRAWAL OF ACCREDITATION**

**Authority to Issue**

**Director General  
Department of Standards Malaysia**

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## **1.0 PURPOSE OF DOCUMENT**

- 1.1 This document sets forth the procedure for suspension and withdrawal of accreditation for which the Department of Standards Malaysia (STANDARDS MALAYSIA) shall observe and operate under as part of the process of establishing and maintaining the competence and integrity of the national accreditation system, hereinafter referred to as the Accreditation System.
- 1.2 This document is applicable to all accreditation schemes operated by STANDARDS MALAYSIA and their related terms and conditions.
- 1.3 Suspension due to the operation of SAMM Policy 10/MIBAS Policy 3 requires specific treatment as described in section 5.9 of this document.

## **2. REFERENCES**

- 2.1 Standards of Malaysia Act 1996, (Act 549)
- 2.2 RoP MSAC: Rules of procedures for the Malaysian Standards and Accreditation Council
- 2.3 SAMM Policy 1: Terms and conditions governing the SAMM scheme
- 2.4 SAMM Policy 10: Policy on Grading of non-conformities
- 2.5 ACB 1: Terms and Conditions governing the Scheme for the Accreditation of Certification Bodies
- 2.6 ACB 7: The Conduct of Accreditation Assessments
- 2.7 MIBAS Policy 1: Terms and conditions governing the Malaysia Inspection Bodies Accreditation Scheme.
- 2.8 MIBAS Policy 3: Policy on Grading on non-conformities
- 2.9 CAB 3: Appeals

## **3. DEFINITIONS**

- 3.1 For the purpose of this document, definitions in the relevant ISO standards and the relevant ISO/IEC Guides shall apply. The following definitions and abbreviations shall also apply:

**Accreditation:** Third party attestation related to a conformity assessment body conveying formal demonstration of its competence to carry out specific conformity assessment tasks

**Accreditation system:** A system that has its own rules of procedure and management for the conduct of assessment and for granting of accreditation.

**Accredited Conformity Assessment Body:** A body that has been accredited by STANDARDS MALAYSIA in accordance with specific criteria, procedures and requirements to operate, on a continuing basis, as a conformity assessment body.

**Accreditation Panel:** A Panel i.e Laboratory Accreditation Evaluation Panel (LAEP), Accreditation Review Panel (ARP) or Inspection Accreditation Evaluation Panel (IAEP) with appropriate members drawn from a pool of experienced individuals in the relevant accreditation scheme i.e SAMM, ACB or MIBAS, to perform an independent and impartial evaluation and make appropriate recommendations to the Director General on the acceptability of conformity assessment bodies for accreditation.

**Conformity Assessment Body (hereinafter referred to as CAB):** Body that performs conformity assessment services and that can be the object of accreditation

**Director General :** The Chief Executive Officer of the Department of Standards Malaysia appointed in accordance with Section 9 of the Standards of Malaysia Act 1996 and for the purpose of carrying out the duties and functions detailed in Subsection 10 of the same Act.

#### **4.0 GENERAL**

The terms and conditions in SAMM Policy 1, ACB 1 and MP1 governing the respective accreditation schemes prescribe the rights and responsibilities of STANDARDS MALAYSIA in operating and administrating accreditation schemes. This includes the right to suspend or withdraw certificate of accreditation by the Director General of STANDARDS MALAYSIA if any terms and conditions of the respective accreditation scheme has been breached.

#### **5.0 PROCEDURE FOR SUSPENSION**

5.1 Circumstances that may lead to suspension are as described in the terms and conditions of the respective accreditation scheme. In addition, the following circumstances may also lead for suspension;

- i) outcome of any assessment;
- ii) failure to complete the total number of witness audits for one cycle of accreditation (for the ACB scheme only);
- iii) failure to submit the evidence of corrective action within the agreed time frame;
- iv) result of investigation into a complaint.

5.2 If a recommendation for suspension is received from assessment team, the Category 1 non compliance recommendation will be first reviewed by an accreditation officer designated to review the circumstances leading to recommendation for suspension. The designated officer shall prepare a report

for suspension. In case of SAMM/MIBAS assessment is issued, see 5.3. The following 5.4-5.7 is not applicable to SAMM/MIBAS.

- 5.3 a) Where suspension is recommended by a Lead Assessor because of the issuance of a Category 1 NCR during an assessment under the SAMM/MIBAS, the conditions described in SAMM Policy 10/MIBAS Policy 3 shall apply.
- b) In this case, the summary report together with any relevant documents shall be compiled and submitted to the Director General for review and approval. The Director of Accreditation will notify the affected CAB in writing of the suspension and the condition for lifting of suspension
- 5.4 The report together with the other supporting documents such as the assessor's report will be tabled for deliberation of the independent and impartial Accreditation Panel for the respective accreditation scheme.
- 5.5 After fully satisfied that there is sufficient evidence for breached of any term and condition that necessitate suspension, Accreditation Panel shall recommend the appropriate accreditation decision to the Director General for final decision.
- 5.6 After fully satisfied with the recommendation of the Accreditation Panel for suspension and the ground for suspension, the Director General shall approve the suspension and make the final decision, including the decision on the period of suspension.
- 5.7 On the other hand, if the Accreditation Panel is not satisfied with the report, it will request the Accreditation Division to re-examine the recommendation. If the evidence submitted is weak and not properly substantiated, the recommendation for suspension shall be dropped. The affected CAB shall be notified accordingly.
- 5.8 Accreditation, or in the case of SAMM/MIBAS, may be part of the scope of accreditation will be inoperative during the period of suspension.
- 5.9 The Director of Accreditation shall notify the affected CAB in writing of the suspension and the condition for lifting of suspension.
- 5.10 The period of suspension shall be decided by the Director General based on the types and seriousness of non-conformities or breach to the terms and conditions of accreditation. **Table 1 as in Annex 1** provides some general guidance.
- 5.11 Letter of Notification of Suspension to the CAB shall also inform the body its right to appeal as provided under the Terms and Conditions of the respective scheme.
- 5.12 STANDARDS MALAYSIA will make available information on the suspension of its CAB in its website.
- 5.13 Accreditation officer assigned to take responsibility on suspended CAB shall monitor the performance including corrective and preventive actions of the CAB concerned.

- 5.14 At the end of the suspension period, or when informed by the CAB, STANDARDS MALAYSIA accreditation assessor / officer will carry out a verification assessment and to review the status of suspension. An assessment report shall be prepared and presented to STANDARDS MALAYSIA.
- 5.15 When the accreditation assessor / officer has confirmed that satisfactory corrective and preventive actions have been implemented effectively, then a recommendation for lifting of suspension is prepared and forwarded to the DG of STANDARDS MALAYSIA.
- 5.16 Upon the approval of the Director General, the CAB shall be informed on the lifting of suspension in writing.
- 5.17 If no corrective actions or preventive actions have been implemented by the CAB, should adhere to the procedure of withdrawal.
- 5.18 Any other matters related to suspension actions or that may arise or any inadequacy that become apparent in the course of implementing this shall be referred to Accreditation Panel for the relevant scheme for advise and resolution.

## **6. PROCEDURE FOR WITHDRAWAL**

- 6.1 Circumstances that may lead for withdrawal of accreditation are as follows;
- i) outcome of any assessment;
  - ii) result of investigation into a complaint;
  - iii) suspension is not satisfactorily lifted;
  - iv) lapse of suspension period without any satisfactory action from CABs; and .
  - v) other circumstances for withdrawal are as described in the terms and conditions of the respective accreditation schemes.
- 6.2 If a recommendation for withdrawal of accreditation is received from assessment team, the recommendation will be first reviewed by an accreditation officer designated to review the circumstances leading to recommendation for withdrawal. The designated officer shall prepare a report for withdrawal
- 6.3 The report together with the file of the affected CAB will again be reviewed by the Scheme Manager in charge of that particular scheme and verified by the Director of Accreditation.
- 6.4 The verified report will be tabled for deliberation of the Accreditation Panel of the relevant scheme.
- 6.5 After fully satisfied that there is sufficient evidence for breach of any term and condition that necessitate withdrawal, the Accreditation Panel shall approve the report and forward it to the Director General for final decision.

- 6.6** On the other hand, if the Director General is not satisfied with the report, he/she will request the Accreditation Division to re-examine the recommendation. If the evidence submitted is weak or unsubstantiated, the recommendation for withdrawal shall be dropped. The affected CAB shall be notified accordingly.
- 6.7** The recommendation of the Accreditation Panel shall be clearly and unambiguously recorded in its minutes
- 6.8** a) Where suspension is recommended by a Lead Assessor because of the issuance of a Category 1 NCR during an assessment under the SAMM/MIBAS, the conditions described in SAMM Policy 10/MIBAS Policy 3 shall apply.
- b) In this case, the summary report together with any relevant documents shall be compiled and submitted to the Director General for review and approval. The Director of Accreditation will notify the affected CAB in writing of the suspension and the condition for lifting of suspension
- 6.9** The affected CAB for withdrawal has the right to appeal as provided under the terms and conditions of the respective accreditation scheme..
- 6.10** When accreditation certificate is withdrawn the CAB is to be reminded again its obligation including to return the certificate of accreditation to STANDARDS MALAYSIA and to refrain from making claim in writing or otherwise of its accreditation.
- 6.11** STANDARDS MALAYSIA will make available information on the withdrawal of accreditation of its CAB in its website.

**Table 1: Recommended Period of Suspension (Annex 1)**

<b>Nature of Non-conformities or breach of terms and conditions</b>	<b>Suspension Period</b>
a) Failure to pay any fee	1 month
b) Abuse of sub-contracting	3 month
c) Abuse on the use of STANDARDS MALAYSIA Accreditation Symbol or reference to STANDARDS MALAYSIA accreditation	
d) Failure to submit satisfactory evidence of non-conformity (ies) in agreed time frame.	Upon satisfactory closure of nonconformity (ies)
e) MAJOR non-conformities (applicable to SAMM and MIBAS only)	
f) Significant change of CAB's personnel that seriously affect the competence of the body as an accredited CAB	Upon satisfactory verification
g) Violation of any terms and conditions of respective accreditation scheme	At the discretion of STANDARDS MALAYSIA on case to case basis