



**STANDARDS**  
MALAYSIA

**MALAYSIA INSPECTION BODIES ACCREDITATION SCHEME  
(MIBAS)**

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**MIBAS INFORMATION 1 (MI 1)**

**AN INTRODUCTION OF MIBAS TO INSPECTION BODIES**

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**MS ISO/IEC 17020**

**JABATAN STANDARD MALAYSIA  
Department of Standards Malaysia**

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## 1. INTRODUCTION

Malaysia Inspection Bodies Accreditation Scheme (MIBAS) is a national inspection body accreditation scheme by the Department of Standards Malaysia (Standards Malaysia). MIBAS accreditation system is based on MS ISO/IEC 17020 “Conformity assessment- Requirements for the operation of various types of bodies performing inspection”.

The scheme is accessible to all inspection bodies in Malaysia, performing type A, B and C inspection activities. These may include inspection bodies from the government agencies, government link company, private sectors, commercial inspection services, in-house inspection facilities or on-site inspection operation. Participation in the scheme is voluntary. However, users of inspection services throughout the world are increasingly demanding that inspection data should be from those complying with MS ISO/IEC 17020 requirements.

This publication provides general information to the inspection bodies seeking accreditation.

## 2. OBJECTIVES OF MIBAS

The objectives of the MIBAS are:-

- a) to grant formal recognition to inspection bodies with proven capability and competence in specific fields of inspection.
- b) to reduce and eliminate the need for multiple assessments on inspection bodies.
- c) to support regulatory enforcement or monitoring activities.
- d) to upgrade the status and standard of inspection bodies in the country.
- e) to promote the acceptance, both in Malaysia and overseas, of inspections performed by MIBAS accredited inspection bodies.
- f) to enhance the quality, acceptability and reputation of Made-in-Malaysia goods in domestic and overseas markets.

## 3. FIELDS OF INSPECTION

The MIBAS covers accreditation of inspection bodies under the following fields:

- Manufactured goods
- Factory audit
- Welding inspection
- Vehicle inspection
- NDT inspection
- Building inspection
- Electrical product inspection
- Amusement park inspection
- Others

#### 4. ACCREDITATION CRITERIA AND REQUIREMENTS

The accreditation criteria adopted for the MIBAS scheme is MS ISO/IEC 17020 “Conformity assessment- Requirements for the Operation of Various Types of Bodies Performing Inspection” and ILAC P15 “Application of ISO/IEC 17020:2012 for the Accreditation of inspection Bodies”. This is supplemented by other published MIBAS accreditation requirements i.e. MIBAS policies (MP) series and MIBAS Technical Requirements (MTR).

This document should be read in conjunction with MS ISO/IEC 17020, ILAC P15 and MIBAS accreditation requirements.

#### 5. INITIAL PREPARATION FOR APPLICATION

- 5.1 The inspection body shall/ should prepare itself for application for accreditation by some of the following means:

Utilise internal resources to train inspection body personnel in the understanding and implementation of the management system consistent with MS ISO/IEC 17020 and MIBAS policy requirements. In the absence of the above, the inspection body concerned may encourage its personnel to attend public or in-house training courses offered by training bodies or professional organisations, who are well versed with MS ISO/IEC 17020, ILAC P15 and MIBAS policy requirements.

- 5.2 The inspection body should give priority in documenting its Management System and formalising it in a **Quality Manual**. However, if a Quality Manual is already available, the inspection body should draw up or employ a suitable checklist to identify and remedy any element or item lacking in the Quality Manual.
- 5.3 The inspection body should also get on to prepare:
- a) its Procedure Manual to address procedures or arrangements required or specified under MS ISO/IEC 17020;
  - b) inspection procedure manual relevant to the scope of accreditation sought.
- 5.4 No application will be accepted without the application form being accompanied with:
- a) The Inspection Body Quality Manual,
  - b) Standard Operating Procedure (SOP),
  - c) Inspection method/specification/regulation and,
  - d) The scope of accreditation sought and CV of nominated signatory(ies).
- 5.5 In advancing the preparatory phase from documentation to actual implementation of the intended or proposed management system, the inspection body concerned should also prepare to employ trained staff to carry out **internal audits** on the progress and effectiveness of the inspection body management system. The inspection body should have a documented procedure for the conduct of internal audits.
- 5.6 Results of internal audits, feedback and the corrective actions taken to improve and to prevent future recurrence of nonconformities are important and useful inputs for the conduct of management review. The inspection body should have a documented procedure for the conduct of management reviews.
- 5.7 The inspection body should have been participating in proficiency testing programmes or similar comparison programmes if available, relevant to their inspection activities or more specifically, relevant to the scope of accreditation sought.

- 5.8 By going through each and every clause of MS ISO/IEC 17020 and ILAC P15, the inspection body management should know what would be expected to be assessed by Standards Malaysia and therefore should make the appropriate preparation for supplying documented evidence, records, performance data and their analysis to Standards Malaysia assessors during their forthcoming assessment.
- 5.9 It is the policy of Standards Malaysia not to consider accreditation if applicant inspection body has not comply with the relevant requirements of MIBAS such as internal audits and management review.

## **6. MIBAS ACCREDITATION PROCEDURES**

### **6.1 Submission of application**

The inspection body interested to be accredited shall make application in writing to Standards Malaysia.

Application for accreditation may only be made by application form LA 201 IB.

All applications shall be accompanied by applicant's quality manual and the relevant supporting documentations as specified in Clause 5.4 above.

### **6.2 Processing of Application (Administrative)**

- 6.2.1 Application will be checked for basic requirements and for completeness, i.e. to ensure that all required documentations are attached.
- 6.2.2 Application will be acknowledged. An invoice will be sent requesting the applicant for payment of appropriate application fee (See MIBAS Fees Schedule enclosed with application form).

**Note:** Application fee is non-refundable. An application is considered lapsed if the applicant failed to obtain accreditation **within two years** from the date of acceptance of application. In case of rejection of an application for accreditation, the reasons should be provided.

- 6.2.3 In cases of significant deficiency in basic requirements and incomplete documentation, Standards Malaysia Accreditation staff will normally seek additional information/documentations before application could be accepted. The applicant will then need to resubmit the re-adjusted documentation to ensure its completeness.
- 6.2.4 Once the application is completed, the acceptance letter will be issued as well as username of e-Accreditation system. The applicant is required to complete all the necessary application information in the e-Accreditation system.

**Note:** All types of assessment such as adequacy audit, pre-assessment, compliance, surveillance, re-assessment, extension of scope and etc., will be conducted through e-Accreditation system.

- 6.2.5 The applicant will be asked to respond on the acceptability of members of the assessment team.

### **6.3 Adequacy Audit**

- 6.3.1 Lead Assessor will be assigned to perform adequacy audit on the applicant's quality manual and associated documents. Generally, this involves:-
- (a) assessing the adequacy of applicant's documented management system against accreditation criteria MS ISO/IEC 17020, ILAC P15 and MIBAS requirements.
  - (b) the "Adequacy Audit Report" will document any deficiencies in the documentation which should be addressed before pre-assessment could commence.
- 6.3.2 The applicant shall respond to the written comment by Lead Assessor, make the necessary adjustments and submit the objective evidence to Standards Malaysia.
- 6.3.3 However, if the adequacy audit report indicates that the applicant has adequately addressed all system elements of the MIBAS criteria and requirements, the Lead Assessor will arrange for the conduct of an on-site pre-assessment which is described below. The timing of such assessment would be arranged by way of written request from the inspection body or any subsequent discussion with the applicant to ensure mutual agreement.

### **6.4 Initial Assessment**

#### **6.4.1 Pre-assessment**

Initial assessment of an applicant is divided into two phases, the pre-assessment and the compliance assessment.

The aim of the assessment is to establish whether an applicant can competently perform those inspection and to ensure readiness for which accreditation is sought.

The assessment team is selected from qualified MIBAS assessors list on the basis of their inspection expertise and experience. Their qualifications are also supplemented by knowledge gained from appropriate training in inspection body accreditation.

An assessment may take a day, and may extend to a number of days, depending on the operation, complexity of the accreditation scope sought and size of the inspection body.

An assessment takes the form of detailed discussion between inspection body staff and the assessors, together with an inspection of the premises, record system, internal quality control, the equipment, including an examination of any calibration information and records of internal assessment. The assessors will witness the performance of some routine inspection.

The assessment fee will be invoiced to the applicant IB based on the current fees schedule.

The applicant and Standards Malaysia should confirm the scope of inspection sought and must also resolve all outstanding issues and problems, if any, before compliance assessment could proceed.

## **6.4.2 On-site Compliance Assessment**

6.4.2.1 Compliance assessment will be conducted after the completeness of pre-assessment. The timing of such assessment would be arranged by way of written request from the applicant or any subsequent discussion with the applicant to ensure mutual agreement.

6.4.2.2 Witnessing for inspection may be conducted before/during/after compliance assessment. It is the decision of Standards Malaysia to decide on the number of inspectors and inspections to be witnessed based on consideration in determining the amount of witnessing include but not limited to the following:

- Numbers of fields or inspection activities as in Scope of Accreditation
- The extent to which inspectors are required to exercise professional judgements
- Total number of inspectors
- Frequency of each type of inspection
- Number of branches of the inspection body
- History of performance during previous surveillance/reassessment
- Personnel certification or other formal qualifications held by inspectors
- The training programme of the inspection body
- Effectiveness of internal monitoring of inspectors
- Organisational stability and risk awareness of the inspection body
- Any statutory requirements

6.4.2.3 The purpose of the compliance assessment is to verify, the inspection body's technical competence the effectiveness and maturity of the management system implemented.

For these reasons, the managerial, technical and administrative staff shall be interviewed and inspection records and overall record system, files, training records, investigation and resolution record and other related documentation will be examined by the assessment team.

Nominated signatories of inspection report will also be interviewed, supporting records checked and their technical competence confirmed and verified.

6.4.2.4 The applicant will be given the opportunity to correct any area or item identified by the assessment team as not complying with the requirements for accreditation. When an applicant fully complies with the criteria of accreditation and confidence in its technical competence is established, the assessment team will normally recommend accreditation.

6.4.2.5 The above procedure applies both for pre-assessment and compliance assessment.

## **6.5 Review of Assessment Report**

6.5.1 The assessment team will then prepare an assessment report and proposal for accreditation for deliberation by Inspection Accreditation Evaluation Panel (IAEP) selected from a pool of experienced and qualified persons.

6.5.2 The impartial and independent IAEP will review the assessment team's report and make recommendation that will be submitted for the final approval by the Director General.

6.5.3 The final decision of the Director General will be communicated to the applicant in writing.

## **6.6 Award of Accreditation**

6.6.1 Once a favourable decision is taken by the Director General in granting accreditation, the Accreditation Certificate will be awarded. The certificate is valid for three (3) years and shall be renewable subject the terms and conditions governing the operation of the MIBAS scheme.

## **6.7 Flow Chart of Accreditation Process**

A flow chart identifying the foregoing sequence of activities is shown in **Appendix 1**.

## **7. APPEALS**

7.1 There are two types of appeals.

- a) Type 1 Appeal made against the Director General (DG) decision on status of accreditation. An Appeals Panel will be set up to investigate this type of appeal according to the terms and conditions governing the accreditation scheme of Standards Malaysia.
- b) Type 2 Appeal made against decisions relating to Standards Malaysia accreditation process. This type of appeal will be decided by the Director of Accreditation (DA) and appropriate actions should be taken according to the decision.

7.2 An appeal should be lodged in writing to the Director General of Standards Malaysia, no later than thirty (30) days after notification to the Inspection Bodies of the decision or measure made by Standards Malaysia.

7.3 For appeals Type 1, the appellant is required to submit a letter of appeal and will remit a non-refundable appeal fee as per the Accreditation and Standardisation Services Fees - made payable to "Ketua Pengarah Jabatan Standard Malaysia" to cover any costs which might be incurred in respect of the appeal.

7.4 In other cases related to accreditation processes (appeal Type 2), the Director of Accreditation to deal with the case without delay.  
Please refer to CAB 3: Appeals for details information.

## **8. MIBAS ACCREDITATION REGISTER**

A register of accredited inspection bodies is publicly available and maintained in Standards Malaysia website.

## **9. SURVEILLANCE AND RE-ASSESSMENT**

- 9.1 Standards Malaysia will conduct 2 surveillance assessments of the accredited inspection bodies, which are about nine (9) months from the date of granting/renewal and twelve (12) months from the date of surveillance 1 to confirm adherence to the criteria and requirements for accreditation. It is the responsibility of the inspection bodies to advise Standards Malaysia of any change in the organization's policies, procedures, inspection report signatories, key personnel, facilities or change in legal structure, which would affect compliance with the MS ISO/IEC 17020 criteria and requirements for accreditation. Failure to notify Standards Malaysia of any significant change will constitute non-conformity to MIBAS requirements.
- 9.2 Reassessment will be carried out three (3) months before expiry of the accreditation certificate.

## **10. EXTENSION OF SCOPE OF ACCREDITATION**

MIBAS accredited inspection bodies may apply to add new field(s) of inspection and / or to extend the scope of accreditation in the existing accredited field(s). Application may be made to Standards Malaysia on Form LA 202 IB.

The Extension of Scope application will be valid for one (1) year from the date of assessment conducted.

## **11. CONFIDENTIALITY**

It is the policy of Standards Malaysia to require its staff members and its assessors to maintain confidentiality of information and documentation belonging to the applicant / accredited inspection bodies. No assessor would be allowed to carry out any assessment unless he or she has signed an official letter of undertaking of confidentiality. In addition MIBAS assessors are also required to abide by Standards Malaysia code of ethics for assessors.

## **12. MIBAS FEES AND ASSESSMENT CHARGES**

A current MIBAS accreditation fee structure are as per the Accreditation and Standardisation Services Fees. The accreditation fees / charges are however subject to review by Standards Malaysia from time to time.

Failure to pay up fees may result in suspension / withdrawal of accreditation.

## **13. MULTI-LOCATION**

- 13.1 An accredited inspection body shall not issue Standards Malaysia endorsed reports for inspections conducted by its branch/ site unless accreditation has been extended to cover the work performed by its branch/ site.

- 13.2 If an accredited inspection body wishes to seek accreditation for its branch/site, it shall apply formally to Standards Malaysia to request for an extension of the accreditation to the branch/ site using form LA 202 IB.

#### **14 SAFETY**

- 14.1 Safe working conditions are essential to good inspection practice and management. The inspection body shall observe all necessary safety precautions to ensure that its inspections are performed in safe working environment.
- 14.2 Standards Malaysia will not arrange for on-site assessment if it considers the inspection premises to be unsafe.
- 14.3 It is the inspection body's responsibility to comply with relevant health and safety requirements.

**ACCREDITATION PROCEDURE FLOW CHART**

