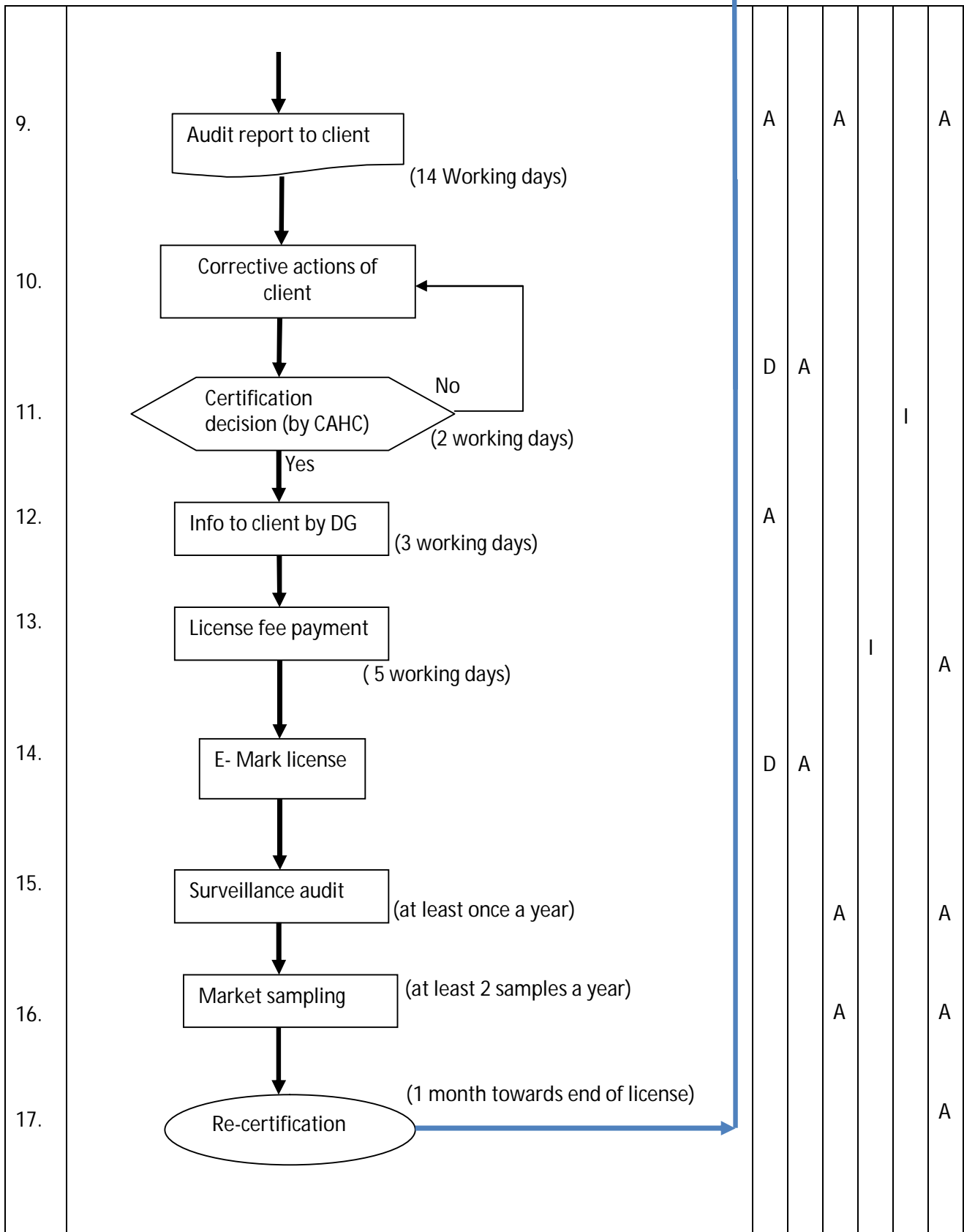


| S/N | CERTIFICATION PROCESS FLOW OF WORK  | Responsible |                  |             |             |        |             |
|-----|---|-------------|------------------|-------------|-------------|--------|-------------|
|     |   | D<br>G      | H<br>Q<br>A<br>U | A<br>U<br>D | L<br>A<br>B | F<br>U | H<br>O<br>C |
| 1.  | <p>Inquiry</p> <p>Information to client (3 working days)</p>                                      |             |                  |             |             |        | A           |
| 2.  | <p>Application &amp; fee payment</p>  |             |                  |             |             | I      | A           |
| 3.  | <p>Application review (4 working days)</p>  | D           |                  |             |             |        | A           |
| 4.  | <p>Decision to proceed (3 days)</p> <p>No → Explain to client reason for rejection</p> <p>Yes</p> |             | A                |             |             |        |             |
| 5.  | <p>Audit fee payment (≤ 7 working days)</p>   |             |                  |             |             | I      |             |
| 6.  | <p>Initial assessment (≤ 7 working days)</p>  |             |                  | A           |             |        |             |
| 7.  | <p>Assessment (audit) &amp; Sample testing</p>  |             |                  | A           | I           |        |             |
| 8.  | <p>Sample submission (2 working days)</p>   |             |                  | A           | I           |        |             |



## 1. Abbreviations used

**A:** Action  
**D:** Decision  
**I:** Informed  
**DG:** Director General  
**HQAU:** Head of Quality Assurance Unit  
**AUD:** Auditor  
**LAB:** Laboratory  
**FU:** Finance Unit  
**HoC:** Head of Certification Section

## 2. Description of the Process Flow in Certification

- 2.1 Contact by the manufacturer for product certification can be made through a phone call, letter or visit to the Bureau.
- 2.2 Upon reception of request, within *3 working days*, the Head of certification gives/sends information to the client on product certification including assessment criteria , fee regulation, certification requirements and certification procedure
- 2.3 The applicant fills the application form and pays the application fee
- 2.4 Within *4 working days*, HoC Section reviews complete application and sends results to the HQAU. The DG shall notify the applicant of the status of his/her application *within 3 working days* following the outcome of the application review. The validity of application is three months. For the rejected application, a letter is sent to the applicant explaining the reasons as to why the firm cannot be considered for certification.
- 2.5 For application that has been considered to certification, an audit fee is paid.
- 2.6 Within *7 working days*, audit team appointed by HoC Section carries out initial assessment of system documentation of the applicant. This initial assessment is not required for S-Mark.
- 2.7 The designated audit team shall visit the company's premises and carry out full audit. For S and E-Mark certification samples are drawn for testing.
- 2.8 Drawn samples are submitted within 2 working days
- 2.9 Within 14 working days, audit report is availed to the applicant.
- 2.10 Upon reception of audit report, the applicant makes corrective actions for the raised non-conformities
- 2.11 Based on audit outcome, the Certification Ad Hoc Committee (CAHC) decide on the certification and sends the outcome to HoC Section.
- 2.12 Within 3 working days , the DG shall submit to the applicant in writing, the certification decision and the reason, where the licence has not been granted.
- 2.13 The applicant who received certification shall pay license fee within 5 working days
- 2.14 A license contract is signed between the DG and the licensee
- 2.15 The HoC section shall organise at minimum one audit within the validity period of the licence to check on compliance as stipulated in the SSC and the report there of shall be maintained.
- 2.16 At least two samples, in a year, shall be drawn from the market for testing to check for continued compliance with specified requirements of the certified product.
- 2.17 A month towards end of license, maintenance of the certification of the client shall be based on demonstration continued compliancy to product specification through the implementation of Scheme of Supervision and Control, effective management system, as well as the client upholding terms and conditions detailed in the licensing