



IKRAM QA SERVICES SDN. BHD.

Appeal

(IQAS-S0-04)

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Prepared and Issued by:

Mohamad Akhir bin Abdullah
Director

FOREWORD

IKRAM QA offers **Product Certification Scheme** as an independent Certification Body (CB). The general information and requirements on product certification scheme is as described in **IKRAM QA Product Certification Scheme**.

IKRAM QA is an accredited Certification Body for **Product Certification Scheme Type 5** as described in (**IKRAM QA Scheme 1**) and has been successfully accredited by the Department of Standards Malaysia (Standards Malaysia) since 2009 with Accreditation No. **ACB PC 03**. This product certification scheme is accredited against the ISO/IEC 17065: 2012 (Conformity assessment– Requirements for bodies certifying products, processes and services).

In conformity with the requirements of ISO/IEC 17065: 2012 that requires a Certification Body to have mechanism for safeguarding its impartiality. IKRAM QA has established an independent advisory committee called the Certification Advisory Committee (CAC) which forms part of the Organizational Structure of IKRAM QA Product Certification Scheme.

This document IQAS-S0-04 describes the standard operation procedure for the establishment of the Appeal Panel and the appointment of Appeal Panel chairman and members and also defined the functions of Appeal Panel and the conduct of Appeal Panel meetings.

This document IQAS-S0-04 is an **internal document** for reference by the certification personnel, CAC members, Appeal Panel members and relevant officers/representatives of the Accrediting Body. Further clarification on IQAS-S0-04 can be obtained from the Director of IKRAM QA at the following address:

Director,
IKRAM QA Services Sdn. Bhd.,
Block 5, Level 1, Unipark Suria,
Jalan Ikram - Uniten,
43000 Kajang, Selangor Darul Ehsan,
Malaysia

Telephone No. : +603-8738 3397 / 3212
Facsimile No. : +603-8736 7254
Email : mohdakhir@ikram.com.my or ikramqa@ikram.com.my
Website : www.ikramqa.com.my

CONTENTS

	Page
Foreword	i
Contents	ii
1.0 Purpose.....	1
2.0 Objectives.....	1
3.0 Scope	1
4.0 References	1
5.0 Important Terminologies.....	1
6.0 Handling of Appeals	2
6.1 Status and Structure of Appeal Panel	2
6.2 Roles of Appeal Panel	2
6.3 Membership	3
6.3.1 Composition	3
6.3.2 Appointment of Chairman and Member of Appeal Panel	3
6.3.3 Secretary of Appeal Panel	3
6.3.4 Honorarium allowance	3
6.3.5 Confidentiality and impartiality	3
6.4 Appeal Panel meeting	3
6.4.1 Secretariat.....	3
6.4.2 Frequency of meeting.....	3
6.4.3 Agenda	4
6.4.4 Notice of meeting and meeting documents.....	4
6.4.5 Quorum	4
6.4.6 Voting.....	4
6.5 Appeal process.....	4
7.0 Amendment of IQAS-S0-04	5
Annex A Product certification organizational structure	6
Annex B Flowchart of appeal process	7

1.0 Purpose

The purpose of this document is to enable the general public and particularly the prospective clients and patrons to have a comprehensive picture and understanding of handling of appeals, its requirements, processes, transparency, impartiality, confidentiality and conformity to the applicable National and International Standards.

2.0 Objectives

The objectives of this document are:

- i) to ensure and safeguard the impartiality of operation of IKRAM QA product certification scheme at three levels:
 - a) strategy and policy
 - b) decision on certification
 - c) evaluation
- ii) to ensure commercial or other final considerations do not prevent the consistent and objective provision of IKRAM QA certification service.
- iii) appeal request is properly handle, transparent and impartial.

3.0 Scope

This IQAS-S0-04 is applicable to operations of IKRAM QA Product Certification Scheme as described in IQAS-S1-02 and IQAS-S2-01.

4.0 References

The following referenced documents are indispensable for the application of this document.

- **ISO/IEC 17065: 2012:** Conformity assessment – Requirements for bodies certifying products, processes and services.
- **IQAS-S1-02:** IKRAM QA Scheme 1 - Product Certification Scheme.
- **IQAS-S2-01:** Product Consignment.

5.0 Important Terminologies

- 5.1 Appeal** means any official expression of dissatisfaction about the decision of PCC or IKRAM QA suspension or termination of certification or rejection or termination of any application for certification.
- 5.2 Appeal panel** means ad hoc committee established by CAC to handle appeal request.
- 5.3 Applicant** means any person who submits official application for IKRAM QA product certification.
- 5.4 Bona fide** means an appeal request is legitimate if the request is on the decision of PCC or IKRAM QA on suspension or withdrawal of certification or rejection or termination of any application for certification as define in 5.1.
- 5.5 Certificate holder** means the holder of IKRAM QA Certificate of Conformity whose name appears on the certificate.
- 5.6 Certification Advisory Committee (CAC)** means a committee formed by the Board of Directors of IKRAM QA. This committee consists of internal and external members and its operation is covered in document IQAS-S0-01.
- 5.7 Product Certification Committee (PCC)** means the internal committee of IKRAM QA that makes all the certification decisions.

6.0 Handling of Appeals

6.1 Status and Structure of Appeal Panel

The appeal panel is an impartial committee duly established by the Chairman of CAC and the structure of appeal panel is shown in **Annex A**.

6.2 Roles of Appeal Panel

- 6.2.1** To conduct the appeal panel meeting.
- 6.2.2** To evaluate the applicant/certificate holder appeal request.
- 6.2.3** To review the Appeal Request Paper prepared by the Director of IKRAM QA.
- 6.2.4** To hear the applicant's/certificate holder's appeal.
- 6.2.5** To hear presentation by the secretariat.
- 6.2.6** To make decision on the appeal request.

6.3 Membership

6.3.1 Composition

The composition of Appeal Panel shall consist of three (3) appointed members with the composition as follows:

- a) Chairman
- b) Two (2) members

6.3.2 Appointment of Chairman and Member of the Appeal Panel

The appointment of Appeal Panel chairman and members shall be made by the CAC Chairman. All appointments are on ad hoc basis and the Appeal Panel shall dissolve itself upon completion of the appeal process.

6.3.3 Secretary of Appeal Panel

The secretary shall be the Director of IKRAM QA or other senior staff of IKRAM QA nominated by the Director of IKRAM QA to and acceptable by the Appeal Panel Chairman or alternatively the Appeal Panel Chairman shall appoint the secretary in consultation with and with the agreement of IKRAM QA. The secretary is not a member of the Appeal Panel and has no voting right.

6.3.4 Honorarium allowance

Appointed Appeal Panel members shall entitle to be given an honorarium allowance as stated in the appointment letter.

6.3.5 Confidentiality and impartiality

The Appeal Panel members shall observe the confidentiality and impartiality requirements at all time and are required to sign the Confidentiality and Impartiality Declaration Form (IQAS-F-32D) and Related Body Survey Form (IQAS-F-90).

6.4 Appeal Panel Meeting

6.4.1 Secretariat

The Certification Admin Department of IKRAM QA will be the secretariat and responsible for the preparation and circulation of the meeting documents.

6.4.2 Frequency of meeting

Meeting conducted as per case basis when appeal request arises.

6.4.3 Agenda

Typical agenda for the appeal panel meeting is as follows:

- i. Welcome remarks by Chairman
- ii. Presentation of the Appeal Paper
- iii. Deliberation by the panel
- iv. Decision by the panel

6.4.4 Notice of meeting and meeting documents

The notice of meeting shall be issued not less than seven (7) days and meeting documents shall be submitted to the Appeal Panel not less than seven (7) days prior to the date of meeting.

6.4.5 Quorum

The quorum for the meeting shall be 3.

6.4.6 Voting

Each member is entitled to one (1) vote. Any motion that requires voting shall be passed by a simple majority of the members' present.

6.5 Appeal Process

The overall appeal process is as in flowchart in **Annex B**.

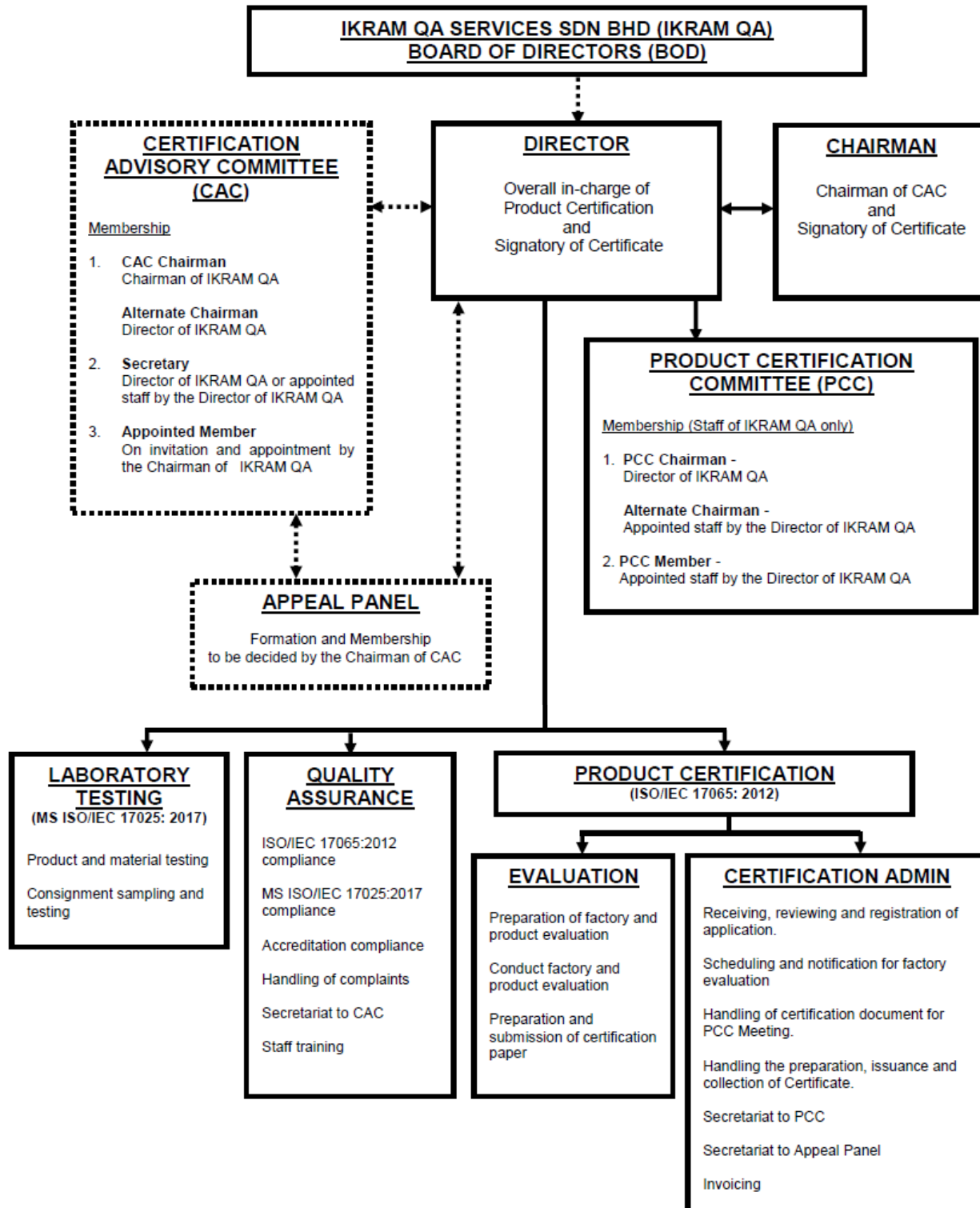
- 6.5.1 Applicant/Certificate holder could put forward any appeal by using official Appeal Form (IQAS-F-22).
- 6.5.2 All Appeal Form shall be reviewed by the Director of IKRAM QA.
- 6.5.3 When appeal is bona fide, the Director of IKRAM QA shall forward the request to the CAC Chairman for the decision on the next course of action for the formation of an Appeal Panel.
- 6.5.4 Subject to the directive by CAC Chairman, and if an Appeal Panel is formed, the Director of IKRAM QA shall prepare the Appeal Request Paper.
- 6.5.5 Upon formation of an Appeal Panel, the secretariat shall make arrangement to convene the Appeal Panel Meeting and all interested parties shall be given the opportunities to present their case.
- 6.5.6 The first presentation shall be made by the appellant followed by the presentation by IKRAM QA representative or vice versa.
- 6.5.7 After presentation by both parties, the Appeal Panel shall deliberate on the appeal. During deliberation the Appeal Panel may request both parties to be on standby, should any further clarification is required.

- 6.5.8** After deliberation, the Appeal Panel shall make a decision promptly. The decision of the Appeal Panel shall be final and shall be made in writing.
- 6.5.9** The Director of IKRAM QA shall inform the decision of the Appeal Panel in writing to the appellant within seven (7) days from the date the official decision is received from the Appeal Panel Chairman.
- 6.5.10** All records and decisions on appeal shall be properly maintained and IKRAM QA shall take appropriate corrective and preventive action in line with the decision of the Appeal Panel.

7.0 Amendment of IQAS-S0-04

IKRAM QA reserves the rights to amend this document whenever deemed necessary.

Product Certification Organizational Structure



Flowchart of Appeal Process

