

**REPORT: SAMM LAB FORUM 2009 (9 June 2009 - Concorde Hotel, Shah Alam)
Chairperson – Pn. Fadilah Baharin (Director General, STANDARDS MALAYSIA)**

No.	Topic (Issues/Suggestion)	(STANDARDS MALAYSIA response)	Action
I.	<p><u>Industrial Concrete Product Berhad</u></p> <p>1. When can all SAMM laboratories use symbol of APLAC, ILAC.</p> <p>2. Is there will be any integration of SP1 – SP10 and MS ISO 17025:2005.</p> <p>Is it possible to combine all to become one single stack of doc.?</p>	<p>APLAC & ILAC MARK</p> <p>(Already featured in SAMM update). STANDARDS MALAYSIA is pending to sign the licensing agreement with ILAC and subsequently all SAMM laboratories will be invited to sign the sub-licensing agreement between laboratory and STANDARDS MALAYSIA. (The licensing agreement with ILAC has been mailed to ILAC on 19 May 2009).</p> <p>On this matter, this is already featured in our SAMM update. We are pending to sign our licensing agreement and lab will be invited to sign sublicensing agreement. Mr. Ridzwan Kasim mentioned introduction on ILAC was done some years back. Before that we need to register with MyIPO. It took 2 years to register and that was the course of the delay. MyIPO has approved the registration of the mark and now STANDARDS MALAYSIA is waiting for the response from ILAC. We will inform laboratories once we receive any response.</p> <p>MS ISO 17025:2005 is an international standard, while SP1-SP10 are the SAMM Policy Documents, both are different level of documents and will be maintained. However, we are in the process of developing of Specific Criteria, which will address some of the SP documents' requirements for specific fields.</p> <p>Mr. Shaharul responded essentially these 2 docs are of 2 different levels. MS ISO/IEC 17025 is the standards criteria. SPs are our policies. Therefore attempt to integrate would be difficult and not viable. For many types of labs to follow the so-called one integrated document is not easy as some may cover only calibration and the other may cover chemical testing only. Not possible at this point of time because certain policies are specifically referring to certain types of laboratories.</p>	<p>STANDARDS MALAYSIA-ILAC Agreement was signed on 25 May 2009 and received by STANDARDS MALAYSIA on 23 July 2009. Application to use the ILAC mark has already been advertised on STANDARDS MALAYSIA website since 18 August 2009.</p> <p>Information</p>

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II.	<p><u>IMCS Specialist Sdn. Bhd.</u></p> <p>3. Memastikan dokumen untuk Interlab comparison lengkap & artifact berkeadaan baik & bateri spare disediakan untuk Interlab seterusnya.</p> <p>4. Menyediakan lebih banyak Interlab Comparison untuk temperature scope terutamanya digital thermometer.</p>	<p>PROFICIENCY TESTING (PT) / INTERLAB COMPARISON</p> <p>Document (protocol) has been sent through email earlier and spare battery (normal battery) has been prepared but missing during circulation of artefact. Labs are advised to inform STANDARDS MALAYSIA or NML SIRIM BERHAD if encounter any problem during the interlab loop.</p> <p>STANDARDS MALAYSIA provides protocol (through e-mail) and spare battery together with the artefact in good condition. Laboratories are advised to inform STANDARDS MALAYSIA immediately if any part e.g. spare battery is found missing.</p> <p>STANDARDS MALAYSIA will identify the suitability of Interlab Comparison programme depending on the number of accredited labs for the specific scope.</p> <p>STANDARDS MALAYSIA will look into possibility and feasibility of providing more ILC. We have identified the respective laboratories but we need to look at sufficient number of participating lab in order to carry out/offer programme for this particular scope. At the moment, STANDARDS MALAYSIA charges lab for a nominal fee for PT.</p>	<p>Information.</p> <p>Information.</p>

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II.	<p><u>Independent Monitoring Consultants (M) Sdn. Bhd.</u></p> <p>5. PT Testing should be conducted by every approved signatory but not only one result per laboratory in order to maintain/check competency of every approved signatory.</p> <p>This suggestion is due to too many users/customers' feedback regarding variant test result from different SAMM accredited laboratory for same sample.</p>	<p>PROFICIENCY TESTING (PT) / INTERLAB COMPARISON (Continue)</p> <p>The purpose of PT is not to check competency of lab personnel but it is to make sure the competency of the laboratory.</p> <p>Prior to approval of nominated signatories, they were interviewed and assessed by SAMM assessment team.</p> <p>Mr. Shaharul explained that the purpose of why STANDARDS MALAYSIA conducts PT is to gauge whether the lab is competent as a whole, to get a snap shot view performance of the laboratory. PT is not meant to evaluate each and everyone of the signatory. If there is a chance for PT, laboratory may ask one of its signatories to do it. There are many ways to check the competency of personnel in which PT can be one of the ways. Assessment team evaluates the competency of the signatory through interview and witnessing which is part and parcel of SP6.</p>	Information

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III.	<p><u>TNB Research</u></p> <p>6. How effective is Standards Malaysia in assuring the competency of Technical / lead assessors?</p>	<p>ASSESSOR</p> <p>It is STANDARDS MALAYSIA responsibility to make sure assessments are carried out by a competent assessor as they play a vital part of determining the credibility of the SAMM scheme. Criteria for the selection, training and the maintenance of SAMM assessor are in compliance with the international standard. Technical competency of assessor is evaluated once in every 3 years by STANDARDS MALAYSIA evaluator.</p> <p>STANDARDS MALAYSIA provides training for assessors every year (e.g. local - IKM, assessor's forum etc.) to make sure the technical competency of assessor is maintained.</p> <p>STANDARDS MALAYSIA takes this at our highest priority. Technical competency will be evaluated by STANDARDS MALAYSIA evaluators once in every 3 years. We also have annual dialogues to update and calibrate our assessors.</p> <p>Mr. Ridzwan Kasim mentioned that accreditation is basically about competence. STANDARDS MALAYSIA ensures the competency of its assessors through compliance to our criteria as well as having the related background and experience. He also informed that currently only Mr. Shaharul Sadri Alwi is the Lead Evaluator for APLAC. STANDARDS MALAYSIA is in the process of developing our permanent staff to become Lead Assessors.</p>	Information

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IV.	<p><u>Espek Research & Advisory Services</u></p> <p>7. Measurement uncertainty calculations.</p> <p>8. Method validation.</p> <p><u>ITS Testing Services (M) Sdn. Bhd.</u></p> <p>9. Measurement of uncertainty for calibration and testing.</p> <p>10. Statically Quality Control (SQC).</p>	<p>MEASUREMENT UNCERTAINTY (MU)</p> <p>It is up to the laboratory's initiative to find appropriate reference documents, training, etc if it is not provided by STANDARDS MALAYSIA.</p> <p>There are more documents available, which can guide laboratories with regard to this topic. As in the SAMM updates presented this morning, STANDARDS MALAYSIA is organising training in this area. We are getting more and more info that will assist lab in this aspect. We see the need for this, therefore we would appreciate if laboratory could come back to us if trainings are required. We might charge for a nominal fee. Laboratories are advised to look up into STANDARDS MALAYSIA website for the latest events and trainings.</p> <p>Same as above.</p>	Information

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	<p><u>Makmal Analisis Awetan Kayu (FRIM)</u></p> <p>11. MU in the test report.</p> <p>12. Validation of the test method.</p>	<p>MEASUREMENT UNCERTAINTY (MU) (Continue)</p> <p>Clause 5.10.3.1 (c) of MS ISO 17025:2005 In addition to the requirements listed in 5.10.2, the test report shall, where necessary for the interpretation of the test result, include the following: c) where applicable, a statement on the estimated uncertainty of measurement; information on uncertainty is needed in test reports when it is relevant to the validity or application of the test results, when a customer's instruction so requires, or when the uncertainty affects compliance to a specification limit;</p> <p>It is up to the laboratory's initiative to find appropriate reference documents, training, etc if it is not provided by STANDARDS MALAYSIA.</p> <p>As in initial response.</p>	<p>Information</p>

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V.	<p><u>Independent Monitoring Consultants (M) Sdn. Bhd.</u></p> <p>13. Competency of chemist or non-microbiologist as approve signatory to conduct microb testing.</p>	<p>APPROVED SIGNATORY / SP6</p> <p>As mentioned in Specific Criteria Microbiology (S.C 1.3) clause 5.1.5. (Briefing will be conducted on 9 June 2009, morning)</p> <p>Approved signatory shall have qualification and experience as follows:</p> <ul style="list-style-type: none"> -Degree in microbiology, biotechnology, food science and technology or relevant discipline with at least six months relevant working experience in relevant fields; or -Diploma in microbiology, biotechnology, food science and technology or relevant discipline, with at least 3 years working experience in relevant fields; <p>As presented by Ms. Norizan Jaafar this morning, experience and qualification in the relevant fields, all those are fair regulations for microbiology field. STANDARDS MALAYSIA requirements cannot go any lower than that or we might put the quality of results in jeopardy. The assessment team will have to make a judgment. Simple test, for example, presence or absence of certain strains in air effluent, can be considered for non-microbiologist. Enumeration for certain microbes, we don't think we can allow that to happen.</p>	Information

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V	<p><u>Eralab Sdn. Bhd.</u></p> <p>14. Latest issue on approved signatory</p>	<p>APPROVED SIGNATORY / SP6 (Continue)</p> <p>Current SP6: Issue 4, 30th August 2008. The effective implementation date for the revised SP 6 is 1st June 2009.</p> <p>A letter has been issued to all SAMM Laboratories and Assessors on 25 November 2008. All SAMM accredited laboratories are given transition period until 31 May 2009 to implement the new policies of this document into its documentations. A Non-Conformity Report will be raised after 31 May 2009 if the laboratory's documentations and implementation do not reflect the updated SP 6.</p> <p>As in initial response.</p>	Information

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V.	<p><u>Hock Hin(M)</u> <u>Rubber Co. Sdn.</u> <u>Bhd.</u></p> <p>15. The requirements for SMM Approved and Alternate Signatories differ from the criterion set by regulatory authorities.</p> <p>Exp:</p> <p>SMM REQUIREMENTS</p> <p>i. Signatory approval may also be granted to personnel registered under the regulatory organization providing recognition (exp: BEM, IKM, etc)</p> <p>ii. Can be part-time</p> <p>iii. Shall attend Measurement Uncertainty training before</p>	<p>APPROVED SIGNATORY / SP6 (continue)</p> <p>As mentioned in SP 6:</p> <p>Clause 4.1: These requirements shall be read in conjunction with any other requirements relating to the signatory of test report or calibration certificate. Granting of SMM signatory does not absolve the signatory and laboratory from complying with legal requirements relating to the signatory of test report or calibration certificate. Compliance with legal requirements shall be the sole responsibility of the signatory and laboratory.</p> <p>and</p> <p>Clause 4.2: SMM laboratories shall provide necessary information and documentary evidence to STANDARDS MALAYSIA for compliance with the necessary legal requirements.</p> <p>Mr. Shaharul explained SMM does not require approved signatories to attend MU training but it is one of the options. Our policy only states that approved signatory to be knowledgeable in the respective areas. The regulatory requirements are always higher than STANDARDS MALAYSIA requirements. If it contradicts STANDARDS MALAYSIA, laboratories are required to follow regulatory requirements. In this case, the regulation says signatory cannot be a part timer but in other areas it is allowed.</p>	Information

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	<p>get the approval</p> <p>OTHER REQUIREMENTS</p> <p>i. Not compulsory to be registered under the above regulatory organizations, depending on years experience working in the relevant field.</p> <p>ii. Can't be part-time</p> <p>iii. Training Measurement Uncertainty is not compulsory before approval is given.</p> <p>Regarding those requirements, accredited laboratory will face confusions if incumbent approved signatories suddenly resign, because we shall comply with both requirements.</p>		

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VI.	<p><u>Vet Food Agro Diagnostics (M) Sdn. Bhd.</u></p> <p>16. Requirements for competency in Medical Laboratories</p> <p>17. Requirements for competency in Chemical and Microbiology Laboratories</p> <p><u>Pantai Premier Pathology</u></p> <p>18. To reduce the application fees and annual/renewal fees for small lab.</p>	<p>MISCELLANEOUS</p> <p><u>Medical Testing Requirements</u> MS ISO 15189, Specific Criteria for Medical Testing (SC 2.0), relevant SP & STR documents.</p> <p><u>Chemical & Microbiology</u> MS ISO/IEC 17025, Specific Criteria for Chemical (SC 1.2), Specific Criteria for Microbiology (SC 1.3), relevant SP & STR documents.</p> <p>Please refer to List of Publication in the Website http://www.standardsmalaysia.gov.my.</p> <p>As in initial response. Specific set can be downloaded from website.</p> <p>STANDARDS MALAYSIA takes note on this issue. A task group has been formed to initiate discussion on this issue.</p> <p>As in initial response</p>	<p>Information</p> <p>Information</p>

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VI.	<p><u>QAV Technology Sdn. Bhd.</u></p> <p>19. Development of Accreditation for Malaysia in year</p> <p>20. Future plan and strategy progressively take by government</p>	<p>MISCELLANEOUS (Continue)</p> <p>Development of Laboratory Accreditation / SAMM usually will be briefed to all laboratories during SAMM Laboratories Forum which organised annually. Information on updated statistics, new field, new documents, technical working group (TWG), APLAC activities, PT programme etc has covered in SAMM update briefing.</p> <p>Any important / urgent information will be sent to laboratories by email and mail as and when necessary.</p> <p>STANDARDS MALAYSIA has developed a 5-year Strategic Plans 2006-2010 for development of standards and accreditation activities, which will be reviewed soon. A yearly Business Plan was also developed. These 2 plans list down our strategies and action plans which include expansion of scope of activities (new field) offered especially in medical testing, to increase the number of accredited laboratories and the expansion of fields under Mutual Recognition Arrangement (MRA), capacity building, etc.</p> <p>STANDARDS MALAYSIA also monitors and participates in regional and international accreditation activities to ensure STANDARDS MALAYSIA procedures and practices are in line with international practice.</p> <p>STANDARDS MALAYSIA is a midst of preparing ourselves to develop programme needed by the country and also to provide technical trainings and PT. It is part and partial of accreditation requirements.</p>	<p>Information</p>

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		<p>Mr. Ridzwan Kasim mentioned that we keep abreast of the development. STANDARDS MALAYSIA is actively participating at international level and aware of new programmes e.g. RMP and PT. At the same time, we are also aware of who is providing these services. Trainings are available but if there is no taker, trainings are not useful anymore. We do not want to waste money if programme does not work.</p>	

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	<p><u>SGS Laboratory Services (M) Sdn Bhd - Ong Chiang Hock</u></p> <p>1. To establish a standardized approach of determining measurement uncertainty for some common tests in a certain categories of sample say effluent or palm oil.</p> <p>2. Fee exemption – should be more for multiple laboratory accreditation</p>	<p><u>OPEN QUESTION</u></p> <p>En. Shaharul responded that the idea to come out with a standardised way of how to estimate MU in specific areas is quite noble. However, in order to develop it, STANDARDS MALAYSIA may need to consult MPOB/LGM to see whether it is viable or not because they are the expert/owner. Alternatively, many guidelines such as EURACHEM can be referred to. Each laboratory is unique (different number of staff, samples, etc.). “Off-the-shelves” templates might not be viable.</p> <p>Dr. Faridah Hanim (LGM) mentioned that MU can be obtained from PT. The program itself can generate precision statement from component by component approach. This is written clearly in EURACHEM. We have already compared in many ways to obtain MU and the best way is through PT. Urge STANDARDS MALAYSIA to have more PT programmes.</p> <p>Tn. Hj. Yahya (IKRAM) mentioned that he is a bit worried of obtaining MU from PT programme. MU should come out from your source of error e.g. Staff, equipment, temperature etc. MU is how good laboratories’ results are. MU reflects ability and competency of laboratories and identifies errors.</p> <p>As in initial response.</p>	

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	<p><u>IKRAM - Tn. Hj. Yahya</u></p> <p>3. Liberalisation will depend quite a lot on conformity of standards. Standards Act Art. 18: It would be better if there were some kinds of effort to explain the provision clause of the act. Under current situation of liberalization – does this contradict/comply with law?</p> <p>4. Currently there are more than 300 laboratories accredited under SAMM. What is actually the direction of these accredited laboratories? Is STANDARDS MALAYSIA going to promote these laboratories?</p>	<p>The Director General responded that we are in the process of amending the Act to expand our services abroad. At the moment we are only providing our services locally.</p> <p>Mr. Ridzwan Kasim added that we should remove the term “registration” from accreditation vocabulary. We need cooperation from the laboratories to cease using the acronym DSM as we are now promoting ourselves as STANDARDS MALAYSIA.</p> <p><u>CLOSING REMARKS BY MR. RIDZWAN KASIM</u></p> <p>1. Encouraged laboratories to help in promoting services offered by STANDARDS MALAYSIA. Laboratories are to advise their friends to get certification from accredited CBs.</p> <p>2. Laboratories are advised to pay fees.</p> <p>Prepared by: Roslan Alias, Nor Faezah M. Arif & Siti Norehan Ishak</p>	