**USER MANUAL FOR**

**CONFORMITY ASSESSMENT BODY (CAB)**

(Pre-Assessment, Compliance Assessment, Surveillance Assessment, Reassessment and Unscheduled Assessment)

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<td>SAMM Manager</td>
<td>Director of Accreditation</td>
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<tr>
<td>Date: 9 July 2018</td>
<td>Date: 17 July 2018</td>
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Amendment Record

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A) BEFORE ASSESSMENT: PRE-ASSESSMENT / COMPLIANCE / SURVEILLANCE / REASSESSMENT / EXTENSION OF SCOPE/ UNSCHEDULED ASSESSMENT

1. Officer In-Charge finished task then CAB will received email for new task, CAB need to log in the e-accreditation system.

![Figure 1: Laboratory will received email](image1)

2. LAB needs to login to URL [https://www.accreditation.gov.my](https://www.accreditation.gov.my).

3. Login as CAB by using username and password that had been given.

4. Go to **My Task**, click **SAMM CT ASSESSMENT** to view task list.

![Figure 2: CAB / Laboratory Menu](image2)

5. Click **PENDING ACCEPT ASSESSMENT TEAM BY CAB** to proceed.
6. Click button to open Assessment Plan form.

Figure 3: List of Task (CAB)

Figure 4: Acceptance of Assessment Team by LA

Figure 5: Assessment Plan – Information Tab
Figure 6: Assessment Plan – Assessment Programme Tab

Figure 7: Assessment Plan – Assessment Detail Tab
7. Fill in comment or remarks in **Comment** text area. This field is compulsory if **LAB** choose to >> **Not Accept** the assessment team or audit plan.

![Acceptance of Assessment Team](image)

**Figure 8: Acceptance acknowledgement**

8. Select Acceptance either >> **Accept** or >> **Not Accept**

9. If **Accept** is selected, task will send to **LA** to proceed with conducting Adequacy Audit activity.

10. If **Not Accept** is selected, **LAB** required giving a valid reason, and task will send to **OIC** to verify the reasons.

11. If the Laboratory Reason by Accreditation Officer for continuing process if Lab >> **NOT ACCEPT** assessment team is selected, task will return back to Accreditation Officer to re-select team member.

12. Click **Submit to Accreditation Officer or Lead Assessor** to submit for next process.

![Are you sure?](image)

**Figure 9: Confirmation Message for next task**

13. Click **OK** to confirm submission.

14. Click **Cancel** to cancel submission and back to acceptance form again.

15. Notification message will display for the next process.

![Successfully sent to Lead Assessor](image)

**Figure 10: Notification Message for next task**
B) DURING ASSESSMENT: ACKNOWLEDGEMENT OF NON CONFORMITY REPORT (NCR) BY CAB / LABORATORY

1. Login as CAB / Laboratory (Lab). Go to My Task, click SAMM CT ASSESSMENT to view task list.

2. Click PENDING CONDUCT PRE-ASSESSMENT to proceed.

3. Click OPEN link in LA 4.2 to open Proficiency Test (PT) form.

4. Keep in PT programme. Click here to upload file to upload the PT PlanClick view link to open Non Conformity Report (NCR)

3. Go to ACKNOWLEDGE BY CAB section
4. Fill in name of Laboratory representative.

5. Click **Submit to Acknowledge** button to acknowledge the NCR report.

6. After Lab acknowledge, NCR report status will be updated to REPORT COMPLETED

7. Repeat step 4 to step 7 to acknowledge all the NCR report.
C) ACKNOWLEDGEMENT SUMMARY REPORT BY CAB / LABORATORY

1. Login as CAB / Laboratory (Lab). Go to My Task, click **SAMM CT ASSESSMENT** to view task list.

2. Click **PENDING CONDUCT PRE-ASSESSMENT** to proceed.

![Figure 15: Pre-Assessment Report](image)

3. Click **Open** link to open LA 4.1 S (Summary Report) to acknowledge
4. Go to **Acknowledgment by Head of Laboratory** section
5. Fill in name of **Head of Laboratory**
6. Select date of acknowledgement from the pop-up calendar.
7. Click **Acknowledge and Submit** button to acknowledge the Summary report.
8. After Lab acknowledge, Summary report status will be updated to **REPORT COMPLETED**
D) AFTER ASSESSMENT: CAB/LAB SEND CORRECTIVE ACTION

1. Login as CAB / Laboratory (Lab). Go to **My Task**, click **SAMM CT ASSESSMENT** to view task list.
2. Click **PENDING CORRECTIVE ACTION BY CAB** to proceed.

![Figure 18: List of NCR Report](image)

3. Click **view** link to open Non Conformity Report (NCR)
4. Go to **ACKNOWLEDGEMENT BY CAB** section

![Figure 19: Non-Conformity Report (NCR) – CAB Acknowledgment](image)

5. Fill in **description of corrective action** taken
6. Lab also can upload any related files as evidence regarding corrective action taken. **Click to Upload Evidence.**
7. Fill in **Name of Lab Representative**

8. Click **Submit Corrective Action by CAB** button to submit corrective action plan.

9. Repeat step 5 to step 9 for other remaining NCR report.

10. After all NCR report has been replied, click **Notify LA Corrective Action Updated** button to submit the reports to Lead Assessor for verification.

11. Notification message will display for the next process.

![Successfully Notify LA](image)

**Figure 20: Notification Message for next task**