



ISU-ISU FORUM

Accreditation Requirements

1	SAMM requirements on calibration intervals	Laboratories are encouraged to refer to ILAC G 24: Guideline for Determination of Calibration Intervals of Measuring Instruments, which can be downloaded from Standards Malaysia website under SAMM publication.
2	All accredited lab shall use the latest issue specification when performing testing or calibration.	Please refer Clause 5.4.2 , MS ISO/IEC 17025: - Selection of methods. " The laboratory shall ensure that it uses the latest valid edition of a standard unless it is not appropriate or possible to do so".
3	SP 5 - Policy on Measurement Uncertainty Requirements for SAMM Testing Laboratories.	**Requires further elaboration For issue pertaining MU, please refer to SAMM Policy 5.
4	Non resident signatory issues	**Requires further elaboration For issue pertaining approved signatory, please refer to SAMM Policy 6.

Accreditation Requirements

5	Further discuss on amended SAMM policy.	To be further explained during briefing SAMM Updates.
6	Is there any latest revision of current ISO/IEC 17025 after use for 9 years.	To be further explained during briefing on SAMM Updates.
7	Proficiency Testing participation.	Berkenaan dengan isu Proficiency Testing, pihak makmal boleh merujuk kepada SAMM Policy 4.
8	Penggunaan logo SAMM selepas tempoh akreditasi makmal tamat.	Merujuk kepada SAMM Policy 3 dan Akta Standard 549, mana-mana makmal yang tempoh akreditasinya telah tamat, makmal tersebut tidak dibenarkan menggunakan simbol SAMM.

Accreditation Requirements

9 I also highlighted during the forum last year on the requirement for analysis signatory to be IKM registered. This is very difficult for us as we are not analyzing chemicals but only use chemicals for sample preparation step and do not report any chemical info. Can u pls confirm what is the decision now as we do not have enough chemist in the lab to be the signatory (in fact, we don need chemist but our needs are engineers).

The Chemist Act is under Institut Kimia Malaysia purview and Standards Malaysia has no authority to exempt any requirements stated in the Act. Please refer to SAMM Policy 6 " These requirements shall be read in conjunction with any other legal requirements relating to the signatory of test report or calibration certificate. Granting of SAMM 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.

Assessment Process

10	It is encourage for DSM not to allocate same auditor for same lab continuously for 2 consecutive years.	Standards Malaysia has noted on the sugesstion and will further improve in the future. However, assignment of assessment teams are depends on the laboratory's scope and the technical competency of assessors.
11	Mengekalkan kumpulan auditor yang sama untuk semua proses audit yang terlibat dalam akreditasi.	Standards Malaysia akan mengekalkan kumpulan penilai yang sama terutamanya semasa tempoh proses permohonan. Namun begitu, pihak Standards Malaysia mempunyai hak untuk menukar pasukan penilaian atas sebab-sebab yang munasabah.
12	1. Maklumbalas kepada makmal mengenai proses audit perlu diberi lebih awal. 2. Penyerahan sijil akreditasi perlu disegerakan. Sekarang mengambil masa berbulan-bulan.	Perkara ini biasanya terjadi bagi makmal yang mempunyai banyak cawangan dan Standards Malaysia mengambil tindakan sewajarnya di atas cadangan yang diberikan.

Assessment Process

14	Menyediakan garis panduan TOR bagi penilai bersama checklist agar penilaian dijalankan lebih sistematik.	Standards Malaysia telah menyediakan SOP berkaitan garis panduan dan Kod Etika bagi menjalankan penilaian. Semua penilai perlu mematuhi garis panduan ini.
15	Cadangan jadual untuk 'reassessment' @ 're-evaluation' ditetapkan tarikh oleh DSM.	Standards Malaysia akan mengeluarkan forward plan kepada setiap makmal di mana dalam forward plan itu terdapat tarikh-tarikh penilaian akan datang bagi tempoh 3 tahun.
16	Cadangan evaluator untuk berikan skop audit sebelum 'evaluation' dilaksanakan.	Tugas setiap penilai telah ditetapkan sebelum penilaian dijalankan dan tugas ini terdapat dalam assessment plan yang dihantar kepada makmal.
17	Cadangan tempoh untuk memberi respon kepada auditor selepas audit diberi sekurang-kurangnya dalam tempoh 3 bulan.	Respon terhadap ketidakpatuhan hendaklah mengikut garis panduan dalam SAMM Policy 10.

Assessment Process

18	Perkembangan terbaru dan terkini SAMM.	Sebarang perkembangan terbaru mengenai SAMM akan dimaklumkan melalui surat, emel dan juga laman sesawang Standards Malaysia.
19	Closing out of cat.3 NCR's before next reassessment to be confirmed earlier / as soon as possible for the purpose of other audits. Customer query on the status, is it closed out?	Standards Malaysia will issue letter of renewal/continuity to laboratory once the assessment report has been closed and approved by Director General.
20	Is There a guideline for number of auditors required for surveillance and reassessment audits. It is by number of accredited parameter, fields or up to lead auditor to propose?	Based on our procedure, the number of assessor is based on number of fields, test and complexity of the scope applied/accredited. Usually, assessment team consist of one lead assessor for management requirements and one or more technical assessor will assess on technical requirements.
21	Memanjangkan tempoh untuk menduduki audit surveillance dari 9 bulan kepada 12 bulan	Prosedur ini ditetapkan bagi memenuhi keperluan ISO/IEC 17011 yang menetapkan surveillance tidak lebih 12 bulan dari tempoh compliance.

Assessment Process

22	Menyediakan lebih banyak training berkenaan ISO17025 terutama berkenaan awareness.	Untuk makluman, Standards Malaysia telah menjalankan taklimat mengenai MS ISO/IEC 17025 kepada makmal pemohon pada 3 November 2014. Selain itu, Standards Malaysia juga bercadang akan mengadakan lebih banyak public training dengan kadar bayaran yang berpatutan.
23	Lab harus diberi kebebasan untuk memilih lead/auditor yang dirasakan sesuai oleh auditee lab.	Any laboratories which request to change the lead assessor need to provide relevant justification in writing to Standards Malaysia. Standards Malaysia will review and decide on the need to change the lead assessor. The selection of team members by the laboratory might result in a conflict of interest situation which is not in accordance with the ISO/IEC 17011 requirement.

Assessment Process

24	Mengapa soalan atau komen dari auditee tidak mendapat jawapan.	Comments received from the laboratory was discussed by an independent panel meeting. The laboratory is required to submit relevant documentation before panel can decide on issues raised. The department is yet to receive the required documentation and will revert on the issue once panel made its decision based on documentation submitted.
25	Perlu ada sistem bagi menjemput dan menguruskan auditor terutama yang datang dari luar.	Sistem yang sama digunakan bagi 17025.
26	All accredited lab shall use the latest issue specification when performing testing or calibration.	Please refer Clause 5.4.2 , MS ISO/IEC 17025: - Selection of methods. " The laboratory shall ensure that it uses the latest valid edition of a standard unless it is not appropriate or possible to do so".

Assessment Process

27	It is encourage for DSM not to allocate same auditor for same lab continuously for 2 consecutive years.	Standards Malaysia has noted on the sugesstion and will further improve in the future. However, assignment of assessment teams are depends on the laboratory's scope and the technical competency of assessors.
28	Mengekalkan kumpulan auditor yang sama untuk semua proses audit yang terlibat dalam akreditasi.	Standards Malaysia akan mengekalkan kumpulan penilai yang sama terutamanya semasa tempoh proses permohonan. Namun begitu, pihak Standards Malaysia mempunyai hak untuk menukar pasukan penilaian atas sebab-sebab yang munasabah.
29	MU procedure, jika kami memilih untuk menggunakan 'approach bottom up' maka kami tidak perlu menggunakan 'approach top down'	Standards Malaysia tidak mempunyai halangan untuk penggunaan sebarang teknik dalam penilaian makmal.

Proficiency Testing

30	Proficiency test lab availability in malaysia/asian region.	It is the laboratories responsibilities to search and participate in relevant PT programme. If there is no suitable PT programme in Malaysia available for relevant scope, laboratories are advised to search for other international PT programme.
31	Proficiency Testing Providing in Malaysia.	

General Issues

32	Last year, Osram has written to SAMM regarding the recognition of SAMM in EPA in order to perform IES LM80-08 accreditation for local lab in particular Osram lab. We did not receive any feedback formally regarding this topic and would like to know whether SAMM will consider this.	Standards Malaysia has responded accordingly through email communication. However, the decision on this issue need to be discussed with Standards Malaysia top management.
33	Proses Pensijilan/penganugerahan sijil ISO hendaklah lebih kemas dan cepat.	Standards Malaysia ambil maklum dan mengambil tindakan sewajarnya di atas cadangan yang diberikan.

General Issues

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1. The technical support for mechanical testing was limited from personnel in this university but not specified and familiar with the accreditation system. Consultant was hired but he/she was very general during course but technically not helping much.
 2. Time was very consuming during the initial part of developing the documents towards the series of audit conducted by DSM. It is not suitable for personnel who is not dedicated for the accreditation lab to manage the system well.
 3. Trained staff moved out or transferred to other department leaving the lab short with competent personnel. Agencies/Department that has most of the personnel that is not permanent yet would need to reconsider going for accreditation.
 4. The technical expert other than universities will charge at high price for training course but technically very helpful.
 5. The conflict in opinion from sources of knowledge in accreditation has been encountered. It is like there is many ways to achieve the accreditation lab.
 6. High amount of funds is needed to develop the lab initially.

Accreditation is voluntary scheme. It is up to the organisation/laboratories to obtain accreditation

SAMM is based on international accreditation practice and requirements as been determined by APLAC/ILAC.