



## UM 6

Issue 1, 17 July 2018

### USER MANUAL FOR CONFORMITY ASSESSMENT BODY (CAB)

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

**Reviewed by:**

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**Date: 9 July 2018**

**Approved by:**

**Director of Accreditation**

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**Date: 17 July 2018**

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E-ACCREDITATION SYSTEM USER MANUAL FOR CONFORMITY ASSESSMENT BODY  
(CAB)

(PRE-ASSESSMENT, COMPLIANCE ASSESSMENT, SURVEILLANCE ASSESSMENT,  
REASSESSMENT AND UNSCHEDULED ASSESSMENT)

(Issue 1, 17 July 2018)

Amendment Record

Page No.	Amd . No	Amendment	Reviewed by	Approved by	Date

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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

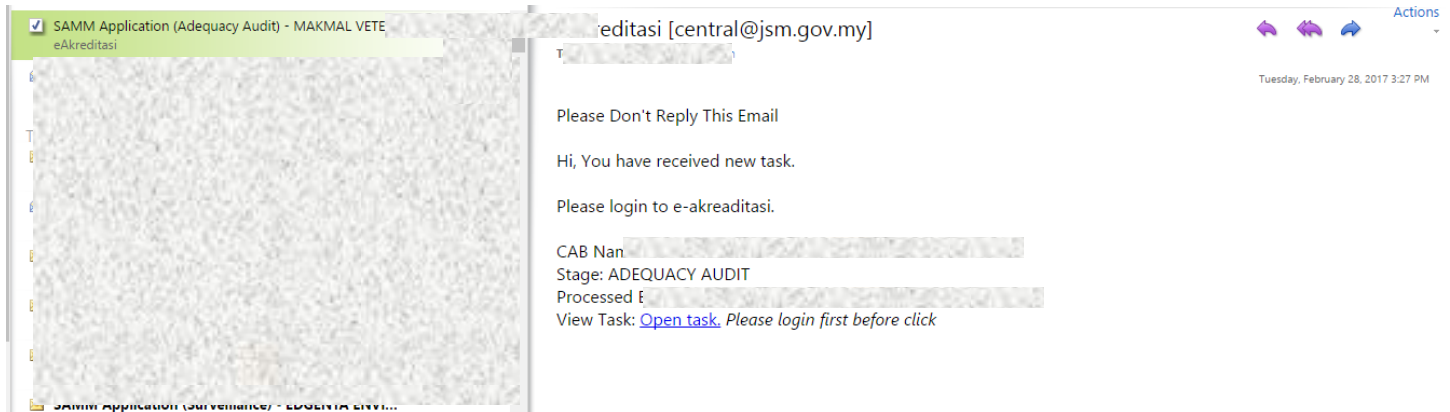


Figure 1: Laboratory will received email

2. LAB needs to login to URL <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

5. Click >> **PENDING ACCEPT ASSESSMENT TEAM BY CAB** to proceed.


LIST OF LABORATORIES FOR SAMM CALIBRATION TESTING				
ID:5407/	NAME OF LABORATORY	ASSESSMENT STAGE	STATUS	FILE REF NO/ASSESSMENT NO
APID:5398	09/03/2017,	ADEQUACY AUDIT LAB X	PENDING ACCEPT ASSESSMENT TEAM BY CAB (X X - x)	JSM/AD-700/01/04/x
				ACCREDITATION NO
				NOT APPLICABLE

Figure 3: List of Task (CAB)





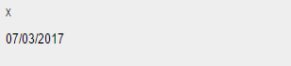
6. Click  button to open Assessment Plan form.

LIST OF ASSESSMENT TEAM				
POSITION	NAME	COMPETENCY SELECTED	ORGANISATION	DATE OF ASSESSMENT
Lead Assessor	KAMAL ARIFIN	management system	UNIVERSITI MALAYA	<a href="#">Session 1</a> 21/03/2017,
TECHNICAL ASSESSOR (TA)	MOHAMAD HAFANIZAM HASSAN	testing	JABATAN STANDARD MALAYSIA	<a href="#">Session 1</a> 21/03/2017

ASSESSMENT NOTICE AND PLAN	
View Assessment Notice And Plan: 	
1) LA_401-1_Assesst_Ntc_spectrum_png_3-4_apr_17.pdf [View] last update: 07/03/2017	
2) LA_401-2_Assmt_plan_Issue_10-1_0417_.pdf [View] last update: 07/03/2017	

ACCEPTANCE OF ASSESSMENT TEAM	
Assessment	: PRE-ASSESSMENT
Acceptance	: 
Comment	:    
Name of Laboratory	: x
Date	: 07/03/2017

Submit to Accreditation Officer or Lead Assessor

Figure 4: Acceptance of Assessment Team by LA


INFORMATION	ASSESSMENT PROGRAMME	ASSESSMENT DETAIL
DEPARTMENT OF STANDARDS MALAYSIA (Accreditation Division) SKIM AKREDITASI MAKMAL MALAYSIA (SAMM) ASSESSMENT PLAN		
<b>1. LABORATORY DETAILS</b>		
Name of Laboratory	: MAKMAL FORENSIK MAMPU SDN BHD	
File Ref No	: JSM/AD-700/01/04/0539	
Contact Person	: DR. JEFFRY ISKANDAR	
Tel No	: 6034045 4325	
Fax No	: 6034045 5325	
Assessment Stage	: PRE-ASSESSMENT	
Field(s) of calibration/testing	: 	
<b>2. AIM &amp; PURPOSE OF ASSESSMENT</b>		
<div>2.1 To ensure that the applicant / accredited laboratory continues to comply with MS ISO / IEC 17025 : 2005 and SAMM requirement 2.2 To monitor and evaluate laboratory's technical competency 2.3 To verify effective implementation of corrective action on non-conformities raised in the last assessment. 2.4 Others (e.g.: extension of scope, verification of signatory etc)</div>		

Figure 5: Assessment Plan – Information Tab

INFORMATION	ASSESSMENT PROGRAMME	ASSESSMENT DETAIL
DEPARTMENT OF STANDARDS MALAYSIA (Accreditation Division) SKIM AKREDITASI MAKMAL MALAYSIA (SAMM) ASSESSMENT PLAN		
<b>ASSESSMENT PROGRAMME</b>		
Day 1, Date : 06/05/2013 09:00am : Arrival of assessment team Opening meeting with laboratory Management - Introduction of assessment team - Confirm : a. Scope of tests b. Applicable standard/criteria/requirement c. Review of assessment plan including witnessing of test d. Assessment of method/standard/procedure e. Auditee's applicable documents and their status f. Interview of personnel and suitability of signatory 09:45am : Briefing by auditee on change in the organisation/management system 10:00am : Commencement of assessment ( Verification of effectiveness of corrective action Update of management system ) 10:00am-01:00pm : Assessment of the laboratory including examination of documents/record, interview of staff and witnessing of tests 01:00pm-02:00pm : Lunch break		

**Figure 6: Assessment Plan – Assessment Programme Tab**

INFORMATION	ASSESSMENT PROGRAMME	ASSESSMENT DETAIL																		
DEPARTMENT OF STANDARDS MALAYSIA (Accreditation Division) SKIM AKREDITASI MAKMAL MALAYSIA (SAMM) ASSESSMENT PLAN																				
<b>DETAILS OF ASSESSMENT : MS ISO/IEC 17025:2005 REQUIREMENTS</b>																				
<u>Tick all checkboxes</u> <b>A. Management Requirements</b>																				
<table border="1"> <thead> <tr> <th>Clause No.</th> <th></th> </tr> </thead> <tbody> <tr> <td><input checked="" type="checkbox"/> 4.1 - Organisation</td> <td><input checked="" type="checkbox"/> 4.9 - Control of non-conforming testing and/or calibration work</td> </tr> <tr> <td><input checked="" type="checkbox"/> 4.2 - Management System</td> <td><input checked="" type="checkbox"/> 4.10 - Improvement</td> </tr> <tr> <td><input checked="" type="checkbox"/> 4.3 - Document Control</td> <td><input checked="" type="checkbox"/> 4.11 - Corrective action</td> </tr> <tr> <td><input checked="" type="checkbox"/> 4.4 - Review of requests, tenders and contracts</td> <td><input checked="" type="checkbox"/> 4.12 - Preventive action</td> </tr> <tr> <td><input checked="" type="checkbox"/> 4.5 - Sub-contrating of tests and calibrations</td> <td><input checked="" type="checkbox"/> 4.13 - Control of records</td> </tr> <tr> <td><input checked="" type="checkbox"/> 4.6 - Management System</td> <td><input checked="" type="checkbox"/> 4.14 - Internal audits</td> </tr> <tr> <td><input checked="" type="checkbox"/> 4.7 - Service to the customer</td> <td><input checked="" type="checkbox"/> 4.15 - Management reviews</td> </tr> <tr> <td><input checked="" type="checkbox"/> 4.8 - Complaints</td> <td></td> </tr> </tbody> </table>			Clause No.		<input checked="" type="checkbox"/> 4.1 - Organisation	<input checked="" type="checkbox"/> 4.9 - Control of non-conforming testing and/or calibration work	<input checked="" type="checkbox"/> 4.2 - Management System	<input checked="" type="checkbox"/> 4.10 - Improvement	<input checked="" type="checkbox"/> 4.3 - Document Control	<input checked="" type="checkbox"/> 4.11 - Corrective action	<input checked="" type="checkbox"/> 4.4 - Review of requests, tenders and contracts	<input checked="" type="checkbox"/> 4.12 - Preventive action	<input checked="" type="checkbox"/> 4.5 - Sub-contrating of tests and calibrations	<input checked="" type="checkbox"/> 4.13 - Control of records	<input checked="" type="checkbox"/> 4.6 - Management System	<input checked="" type="checkbox"/> 4.14 - Internal audits	<input checked="" type="checkbox"/> 4.7 - Service to the customer	<input checked="" type="checkbox"/> 4.15 - Management reviews	<input checked="" type="checkbox"/> 4.8 - Complaints	
Clause No.																				
<input checked="" type="checkbox"/> 4.1 - Organisation	<input checked="" type="checkbox"/> 4.9 - Control of non-conforming testing and/or calibration work																			
<input checked="" type="checkbox"/> 4.2 - Management System	<input checked="" type="checkbox"/> 4.10 - Improvement																			
<input checked="" type="checkbox"/> 4.3 - Document Control	<input checked="" type="checkbox"/> 4.11 - Corrective action																			
<input checked="" type="checkbox"/> 4.4 - Review of requests, tenders and contracts	<input checked="" type="checkbox"/> 4.12 - Preventive action																			
<input checked="" type="checkbox"/> 4.5 - Sub-contrating of tests and calibrations	<input checked="" type="checkbox"/> 4.13 - Control of records																			
<input checked="" type="checkbox"/> 4.6 - Management System	<input checked="" type="checkbox"/> 4.14 - Internal audits																			
<input checked="" type="checkbox"/> 4.7 - Service to the customer	<input checked="" type="checkbox"/> 4.15 - Management reviews																			
<input checked="" type="checkbox"/> 4.8 - Complaints																				
<b>B. Technical Requirements</b>																				

**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

Assessment : PRE-ASSESSMENT

Acceptance : [ Select ]

Comment : [ Select ]

Name of Laboratory : X

Date : 07/03/2017

Submit to Accreditation Officer or Lead Assessor

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?

OK Cancel

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

Figure 10: Notification Message for next task

## B) DURING ASSESSEMENT: 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.

Figure 11: Pre-Assessment Report

LIST OF NON CONFORMITY REPORT <a href="#">Add New NCR / Observation</a>					
REPORT NO.	NCR CATEGORIES	ASSESSOR	VIEW NCR	UPLOAD SCANNED NCR	STATUS
1 of 2	2 (Quite significant) ▼ PRE-ASSESSMENT	MOHAMAD HAFANIZAM HASSAN testing	not addressed ... [ view ] Clause: 5.1	<a href="#">Click here to upload file</a>	PENDING ACKNOWLEDGEMENT BY CAB Last updated:2017-03-07 09:04:31
2 of 2	2 (Quite significant) ▼ PRE-ASSESSMENT	KAMAL ARIFIN management system	not addressed. ... [ view ] Clause: 4.1	<a href="#">Click here to upload file</a>	PENDING ACKNOWLEDGEMENT BY CAB Last updated:2017-03-07 08:42:21

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)

Report No: 1 of 2

NON-CONFORMITY REPORT (NCR)

DETAILS

Name of CAB	: X	Assessment	: PRE-ASSESSMENT
File ref. no.	: JSM/AD-700/01/04/x	NCR for:	PRE-ASSESSMENT ▼
SAMM No.	:	Assessment Date:	21/03/2017 ▼
		Assessor's Name	: MOHAMAD HAFANIZAM HASSAN

ASSESSMENT STANDARD: MS ISO / IEC 17025 : 2005, RELEVANT TECHNICAL CRITERIA AND SAMM REQUIREMENTS

1. Assessment findings (refer to location, tests, equipment and relevant documentation)

not addressed

2. Allocation of non-conformity

ADD ALLOCATION NCR(CLAUSE)

Requirement	Clause	Delete
MS ISO/IEC 17025:2005	5.1	

NCR Categories: 2 ▼ 1=Very Serious, 2=Quite significant, 3=Minor, 4=Observation

PRINT

ACKNOWLEDGEMENT BY CAB

Assessment findings stated above have been explained in full and have been agreed upon. YES ▼

CAB representative: nameX|

Submit to Acknowledge

NOTE: It must be emphasized that because the assessment did not cover every aspect of the CAB's work/activities, it does not follow that no non-conformity exist in areas where none have been reported.

Figure 12: NCR Report

3. Go to ACKNOWLEDGE BY CAB section



**ACKNOWLEDGEMENT BY CAB**

Assessment findings stated above have been explained in full and have been agreed upon. YES ▼

CAB representative:

**NOTE:** It must be emphasized that because the assessment did not cover every aspect of the CAB's work/activities, it does not follow that no non-conformity exist in areas where none have been reported.

**Figure 13: NCR Report – Pending Acknowledge by CAB**

4. Fill in name of Laboratory representative.
5. Click  button to acknowledge the NCR report.
6. After Lab acknowledge, NCR report status will be updated to REPORT COMPLETED

LIST OF NON CONFORMITY REPORT					
REPORT NO.	NCR CATEGORIES	ASSESSOR	VIEW NCR	UPLOAD SCANNED NCR	STATUS
1 of 2	NCR Category: 2 <i>PRE-ASSESSMENT</i>	MOHAMAD HAFANIZAM HASSAN <i>testing</i>	not addressed ... [ view ] Clause: 5.1 CAB Representative: nameX. (Agree: YES)		<i>REPORT COMPLETED</i> Last updated: 2017-03-07 09:21:24
2 of 2	NCR Category: 2 <i>PRE-ASSESSMENT</i>	KAMAL ARIFIN <i>management system</i>	not addressed ... [ view ] Clause: 4.1		<i>PENDING ACKNOWLEDGEMENT BY CAB</i> Last updated: 2017-03-07 08:42:21

**Figure 14: List of NCR Report**

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.

SKIM AKREDITASI MAKMAL MALAYSIA (SAMM)						
Name of Laboratory	:	MAKMAL FORENSIK MAMPU SDN BHD				
Type of Assessment	:	PRE-ASSESSMENT				
Assessment Date	:	<a href="#">Session 1</a> 06/05/2013, 07/05/2013, <a href="#">Session 2</a> 08/05/2013, 09/05/2013,				
Change Team Member	:					
View Application	:	<a href="#">View Application</a>				
<b>A. CURRENT ASSESSMENT.</b>						
LIST OF NON CONFORMITY REPORT						
REPORT NO.	NCR CATEGORIES	ASSESSOR	VIEW NCR	UPLOAD SCANNED NCR		STATUS
1 to 4	1	MIR. JEFFRY ISKANDAR	<a href="#">view</a>	<a href="#">Choose File</a>	No file chosen	<a href="#">REPORT COMPLETED</a>
2 to 4	2	JAYASILAN AIL SINNATHURAI	<a href="#">view</a>	<a href="#">Choose File</a>	No file chosen	<a href="#">REPORT COMPLETED</a>
3 to 4	3	MD SANI IBRAHIM	<a href="#">view</a>	<a href="#">Choose File</a>	No file chosen	<a href="#">REPORT COMPLETED</a>
4 to 4	4	MOHAMAD RAIZUL ZANALIBDIN	<a href="#">view</a>	<a href="#">Choose File</a>	No file chosen	<a href="#">REPORT COMPLETED</a>
CONDUCT PRE-ASSESSMENT						
FORM NO	FORM NAME	ACTION	UPLOAD		FILE UPLOADED	
LA 4.1 S	Summary Report	<a href="#">Open</a>	<a href="#">PENDING ACKNOWLEDGEMENT BY CAB</a>			
	PT's Form	<a href="#">Open</a>				

Figure 15: Pre-Assessment Report

3. Click **Open** link to open LA 4.1 S (Summary Report) to acknowledge

SUMMARY REPORT					
<b>Name of laboratory:</b> MAKMAL FORENSIK MAMPU SDN BHD  Lab. ref. no.: JSM/AD-700/01/04/0539 SAMM no.:			PRE-ASSESSMENT Date: 08/07/2013		
Head of lab: Prof Dr Norazimah Othman Assessment standard: MS ISO / IEC 17025 : 2005, relevant technical criteria and SAMM requirements.			Lead Assessor: LUM KON WOON		
Number of non-conformities					
1	Category 1 (Very serious)	1	Category 2 (Quite significant)	1	Category 3 (Minor)
1					
Observation					
<b>1. Background</b> (Assessment team, number of day, scope of assessment, etc) Background (Assessment team, number of day, scope of assessment, etc) <b>2. Overview of the laboratory management system and organisation structure</b> (Strength and weaknesses of the lab system and any change in the personnel and organisation set up, etc.) Overview of the laboratory management system and organisation structure (Strength and weaknesses of the lab system and any change in the personnel and organisation set up, etc.) <b>3. Summary of findings</b> Summary of findings NOTE: It must be emphasized that because the assessment did not cover every aspect of the laboratory's work / activities, it does not follow that no non-conformity exists in areas where none has been reported.					
<b>Proposal by Assessment Team on accreditation (including key personnel)</b>					
Proposal by Assessment Team on accreditation (including key personnel)					
1. Copies of the relevant LA 4.1 (Non-conformities reports) are attached. 2. For Pre-assessment, copy of the assessed scope of accreditation is attached and recommendation for accreditation is NOT applicable. 3. For compliance or other assessments, copy of the assessed scope of accreditation (amended or otherwise) subject to the above proposal is attached. Additional remarks, if any Additional remarks, if any Lead Assessor: LUM KON WOON Assessment progress: (to be filled in by Lead Assessor)					
Assessment commenced	Date:	06/05/2013	Time:	09:30	
Assessment ended on	Date:	09/05/2013	Time:	16:00	
<b>Acknowledgment by Head of Laboratory</b>					
I hereby confirmed that all evidence of corrective action shall be submitted to STANDARDS MALAYSIA for closure of the respective NCRs raised according to the conditions and time frames specified in SAMM Policy SP10.					
Head of laboratory				Date:	
<input type="button" value="Acknowledge and Submit"/> <input type="button" value="Close"/>					

Figure 16: Summary Report

- Go to **Acknowledgment by Head of Laboratory** section
- Fill in name of **Head of Laboratory**
- Select date of acknowledgement from the pop-up calendar.
- Click  button to acknowledge the Summary report.
- After Lab acknowledge, Summary report status will be updated to REPORT COMPLETED

CONDUCT PRE-ASSESSMENT				
FORM NO	FORM NAME	ACTION	UPLOAD	FILE UPLOADED
LA 4.1 S	Summary Report	Open	REPORT COMPLETED	

Figure 17: Updated Summary Report Status

## 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.

LIST OF NON CONFORMITY REPORT (LA 4.1) - CORRECTIVE ACTION								
REPORT NO.	NCR CATEGORIES	ASSESSOR	VIEW NCR	UPLOADED	SCANNED NCR	UPLOAD CORRECTIVE ACTION	NOTE	STATUS
1 of 2	Category 2 <a href="#">PRE-ASSESSMENT</a>	MOHAMAD HAFANIZAM HASSAN <i>testing</i>	not addressed ... [ view ] Clause: 5.1 CAB Representative: nameX. (Agree: YES)			<a href="#">Click here to upload file</a>		Status: Pending Respond by TA/CAB
2 of 2	Category 2 <a href="#">PRE-ASSESSMENT</a>	KAMAL ARIFIN	not addressed ... [ view ] Clause: 4.1 CAB Representative: nameX. (Agree: YES)			<a href="#">Click here to upload file</a>		Status: Pending Respond by LA/CAB

Figure 18: List of NCR Report

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

2. Allocation of non-conformity

ADD ALLOCATION NCR(CLAUSE)

Requirement	Clause	Delete
MS ISO/IEC 17025:2005	5.1	

NCR Categories: 2 1=Very Serious, 2=Quite significant, 3=Minor, 4=Observation

PRINT

ACKNOWLEDGEMENT BY CAB

Assessment findings stated above have been explained in full and have been agreed upon. YES

CAB representative: nameX

NOTE: It must be emphasized that because the assessment did not cover every aspect of the CAB's work/activities, it does not follow that no non-conformity exist in areas where none have been reported.

3. Description of corrective action taken (the CAB is required to state their corrective action taken)

Click to Upload Evidence

SAVE

CAB Representative:

Name:
Position:
Date: 07/03/2017

NOTE: Evidence of corrective action to be submitted to STANDARDS MALAYSIA within the timeframe specified in SP10. Evidence must be submitted for all NCR raised in pre-assessment, compliance and extension of scope prior to granting of accreditation.

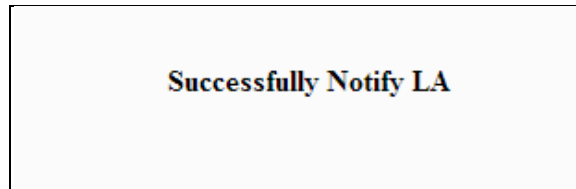
Submit Corrective Action by CAB
Notify JSM Officer Corrective Action Updated

Figure

Figure 19: Non-Conformity Report (NCR) – CAB Acknowledgment

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.



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