



STANDARDS
MALAYSIA

SKIM AKREDITASI MAKMAL MALAYSIA (SAMM)
LABORATORY ACCREDITATION SCHEME OF MALAYSIA

**SAMM POLICY 3 (SP3) – POLICY ON THE USE OF
SAMM ACCREDITATION SYMBOL AND COMBINED
ILAC MRA MARK OR REFERENCE TO SAMM
ACCREDITATION**

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JABATAN STANDARD MALAYSIA
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1 Introduction

- 1.1 Accreditation provides formal recognition that a testing or calibration laboratory is capable of meeting certain standards. These are standards of quality, performance, technical expertise and competence.
- 1.2 Accredited laboratories under the *Skim Akreditasi Makmal Malaysia* (SAMM) are encouraged to issue reports or certificates bearing the SAMM accreditation symbol when the tests/calibrations come under the scope of accreditation. Only reports or certificates bearing the SAMM symbol can benefit fully from the recognition that the International Laboratory Accreditation Cooperation (ILAC) Mutual Recognition Arrangement (MRA) and its regional counterparts bring.
- 1.3 Accreditation status can be demonstrated by using symbol or appropriate words in accordance with prescribed procedures and rules. ISO/IEC 17011 clause 4.3 requires accreditation bodies to have a policy on the use of accreditation symbol and claims of accreditation status.
- 1.4 Accredited laboratories have to maintain its laboratories practices to a standard complying with SAMM conditions, accreditation criteria and other requirements prescribed by the Department of Standards Malaysia (Standards Malaysia). The same standard are maintained at all times, no matter whether or not the SAMM symbol is used in the report or certificate covering the results of such activity.
- 1.5 It is the responsibility of accredited laboratories to describe their accredited status in a manner that does not imply accreditation in areas that are outside their actual scope of accreditation or for other testing/calibration facilities not covered under SAMM accreditation.
- 1.6 Accredited laboratories and other parties are encouraged to advise Standards Malaysia if a violation of this policy is discovered.
- 1.7 It is the responsibility of each SAMM accredited laboratories to minimise the risk of the customer/reader being misled as to extent and limitations of its Standards Malaysia accreditation, whether it be in relation to quotations for work, work being undertaken, results being reported, the use of external providers or the advertising of activities or services.
- 1.8 All SAMM accredited laboratories are obliged to meet requirements on the usage of accreditation symbol and claims of accreditation status. Failure to comply may lead to suspension or withdrawal of accreditation.

2 Scope

- 2.1. This document describes the policy of Standards Malaysia for the use of SAMM accreditation symbol (hereafter referred to as SAMM symbol) or reference to SAMM accreditation or ILAC MRA Mark imposed upon SAMM accredited testing or calibration laboratories.

3 Definition

3.1 Accreditation body logo:

Logo used by Standards Malaysia to identify itself.

3.2 SAMM accreditation symbol:

Symbol issued by Standards Malaysia to be used by an accredited laboratory to indicate that they are accredited under the *Skim Akreditasi Makmal Malaysia* (SAMM).

4 References

- 4.1 ISO/IEC 17011 "Conformity assessment - Requirements for accreditation bodies accrediting conformity assessment bodies".
- 4.2 ILAC-P8 "ILAC Mutual Recognition Arrangement (Arrangement): Supplementary Requirements and Guidelines for the Use of Accreditation Symbols and for Claims of Accreditation Status by Accredited Laboratories and Inspection Bodies".
- 4.3 ILAC-R7 "Rules for the Use of the ILAC MRA Mark".

5 General Requirements

- 5.1 The laboratory shall have a policy and procedure for controlling the use of the SAMM symbol or reference to SAMM accreditation.
- 5.2 The SAMM symbol or reference to SAMM accreditation shall not be used by a laboratory that is not SAMM accredited.
- 5.3 The SAMM symbol or reference to SAMM accreditation shall not be used by applicants of SAMM accreditation.
- 5.4 The SAMM symbol or reference to SAMM accreditation shall be used by a SAMM accredited laboratory only under the name in which it holds SAMM accreditation. The SAMM symbol or reference to SAMM accreditation shall be accompanied with a clear indication as to which activity (e.g. testing, calibration, medical testing) the accreditation is related.

- 5.5 An accredited laboratory may include results of tests/calibrations provided by external providers in its endorsed reports or certificates under these circumstances:
- (a) The accredited laboratory takes full responsibility for the externally provided tests/calibrations and has advised the customer of the specific tests/calibrations to be performed by the external provider and has obtained the customer's approval;
 - (b) The laboratory is required to give clear identification when such results are from external providers; and
 - (c) The external provider is itself accredited by Standards Malaysia (or accreditation bodies that are signatories to the Mutual Recognition Arrangement) for the specific tests or calibrations concerned and the results have been included in the external provider laboratory's endorsed report or certificate. The accreditation symbol of the accreditation body accrediting the external provider cannot be used by the laboratory or on the endorsed reports or certificates.
- 5.6 If results from non-accredited an external provider is included in endorsed reports/certificates, the requirements of Clause 8.2 (b) in this document are to be met.
- 5.7 When promoting or providing proof of accreditation, SAMM accredited laboratories shall use the scope of accreditation as this document details the specific tests or calibrations, which are accredited. The certificate can be used for display purposes and may also accompany the scope.
- 5.8 It is the responsibility of the laboratory to communicate this policy and its requirements to the necessary corporate/marketing representatives to ensure all the requirements are met.
- 5.9 Any use of Standards Malaysia accreditation symbol that might contravene the conditions laid down in this document shall be referred to Standards Malaysia.

6 SAMM Accreditation Symbol

- 6.1 The SAMM symbol shall be displayed only in the appropriate form, size and colour as detailed below:
- (a) The word "TESTING" or "CALIBRATION" or "MEDICAL TESTING", the laboratory's accreditation number(s) and the standard which the laboratory is accredited to (i.e. MS ISO/IEC 17025 for testing and/or calibration laboratories and MS ISO 15189 for medical testing laboratories) are

displayed beneath SAMM symbol at all times as shown in **Figure 1** and **Figure 2**.

- (b) The words accompanying the SAMM symbol as per the above are in Arial font and bold. The size of the words are proportionate to the size of SAMM symbol.
- (c) The SAMM symbol is to be displayed in colour as shown in **Figure 3** or in black and white as in **Figure 4**.
- (d) Any enlargements or reductions are proportionate to the original SAMM symbol. Examples of proportions are as shown in **Figure 1** and **Figure 2**.
- (e) When the SAMM symbol is used on calibration certificates the symbol is used as described in this document and is consistent with requirements described in Clause 7.8.2 and 7.8.4 of MS ISO/IEC 17025.
- (f) On any individual unfolded portion of the sheet of stationery the SAMM symbol can be displayed:
 - (i) only if the logo of the laboratory or title of the laboratory concerned is also shown;
 - (ii) with no more prominence than the logo or title of the laboratory concerned; and
 - (iii) no more than once for each SAMM accreditation for calibration or testing.
- (g) The symbol may be reproduced in the form of embossed, relief or die-stamped. The symbol cannot be reproduced in the form of watermark.
- (h) Electronic reproduction of the symbol is permitted provided that the requirements of this document are met and:
 - (i) only if the logo of the laboratory or title of the laboratory concerned is also shown;
 - (ii) the word "TESTING" or "CALIBRATION" or "MEDICAL TESTING", the laboratory accreditation number and standard which the laboratory is accredited to (i.e. for testing and/or calibration MS ISO/IEC 17025 or for medical testing laboratory MS ISO 15189) is printed under the symbol;

- (iii) While there are no restrictions on the size of the SAMM symbol reproduction, the symbol must maintain its form;
- (iv) Degradation and/or distortion of the mark graphic is avoided; and
- (v) Computer files of the symbol are prepared from symbol masters obtained from Standards Malaysia. Redrawn approximations cannot be used.

6.2 Reproductions from SAMM symbol Masters

The Masters can be obtained from Standards Malaysia. The utmost care must be taken to ensure that reproduction is accurate.

7 Use of SAMM Symbol or Reference to SAMM Accreditation

- 7.1 An accredited laboratory is required to use wherever possible the SAMM endorsement on test reports or calibration certificates that contain accredited tests and/or calibration.
- 7.2 An accredited laboratory may use SAMM symbol or make reference to SAMM accreditation on sheets of its stationery (e.g. letter head, testing or calibration quotations, calibration labels, brochures, banners, signboards) or other items relevant to the laboratories accredited activity subject to the conditions set out in this document. Its parents, subsidiaries or sister companies may incorporate in publicity and/or advertising material, statements concerning the laboratory's accreditation.
- 7.3 Where the SAMM symbol is used on a test report or calibration certificate, it shall always be accompanied by the SAMM certificate number(s).
- 7.4 Where a laboratory wishes to make reference to its SAMM accreditation instead of using SAMM symbol or in addition to the symbol it shall use the phrase "a SAMM TESTING Laboratory No." or "a SAMM CALIBRATION Laboratory No." or " a SAMM MEDICAL TESTING Laboratory No." or SAMM TESTING Laboratory No. (Name of specified test) "SAMM Accredited Laboratory as per Certificate No". Approval for use of other variation of phrase from the above shall be obtained from Standards Malaysia.
- 7.5 The SAMM symbol shall not be used on certificates and reports if none of the results presented are from the tests or calibrations included in the SAMM scope (s) of the accreditation.

- 7.6 An organisation having several accredited testing or several accredited calibration laboratories under its control may choose to display only one symbol as in paragraphs 6.1 (a) above accompanied by one or more of the appropriate accreditation numbers.
- 7.7 The SAMM symbol or reference to SAMM accreditation claim shall not be affixed to an item sample or product (or part of it) or used to imply that an item or product has been certified.
- 7.8 The accreditation claim shall be related only to the testing or calibration that is covered under the SAMM scope of accreditation, and not with any other activities in which the laboratory or its parent or sister laboratories are involved.
- 7.9 SAMM symbol or reference to SAMM accreditation shall not be misused, including false claims as to SAMM accreditation and false use of SAMM accreditation symbol by an accredited laboratory, applicant and non-accredited laboratory.
- 7.10 Standards Malaysia has the right to take action in terms of misused, false claims and false use of SAMM symbol or reference to SAMM accreditation. Such actions include corrective action, suspension or withdrawal of certificate, and publication of transgression for accredited laboratories. For applicants, such transgression include immediate discontinuation of their applications. Legal action, if necessary, can also be taken against accredited and non-accredited laboratories as stipulated in Section 18 (1) of Act 549, Standards of Malaysia Act 1996.

8 Policy on Disclaimers

A SAMM symbol or reference to SAMM accreditation may also be used on test reports or calibration certificates that contain test results from both accredited and non-accredited tests/calibration, opinions, interpretations, or material relating to investigational activities, provided that the relevant disclaimer(s) described below are incorporated into the tests reports or calibration certificates.

A SAMM symbol, or reference to SAMM accreditation, shall not be incorporated into a test report or calibration certificate that does not contain any results from accredited tests or calibration.

- 8.1 Disclaimer for non-accredited test/calibration(s)
- (a) test reports or calibration certificates incorporating SAMM symbol, or reference to SAMM accreditation, and contains results from both accredited and non-accredited tests/calibration shall contain the following disclaimer:
- 'Tests/calibrations marked "**Not SAMM Accredited**" in this report/certificate

are not included in the SAMM Accreditation Schedule of our laboratory '.

Wherever non-accredited tests/calibrations appear they shall be marked **"Not SAMM Accredited"**.

8.2 Disclaimer for externally provided test/calibration(s)

- (a) where the test report/calibration certificate incorporating SAMM symbol includes externally provided test/calibration results from SAMM accredited laboratory having the specified test/calibration in its scope of accreditation, the disclaimer shall read:

'Tests marked **"Externally provided and accredited"** '

- (b) where the test report/calibration certificate incorporating SAMM symbol includes externally provided test/calibration results from SAMM accredited laboratory **not** having the specified test/calibration in its scope of accreditation, the disclaimer shall read:

'Tests marked **"Externally provided but not accredited"**'

8.3 Disclaimer for opinions, interpretations etc.

When a laboratory issues test reports or calibration certificates incorporating a SAMM symbol, or reference to SAMM accreditation, containing opinions, interpretations, or other material relating to investigational activities, the following disclaimer shall be incorporated:

'Opinions and interpretations expressed herein are outside the scope of SAMM accreditation'

8.4 Location of disclaimer

When a laboratory issues test reports or calibration certificates incorporating a SAMM symbol or reference to SAMM accreditation and any of the above disclaimers, the disclaimers shall be included on the relevant page(s) of each report or certificate.

8.5 Disclaimer for non-accredited test/calibration in documents other than test reports /calibration certificates.

- (a) All testing/calibration quotations that contain the SAMM symbol or make reference to SAMM accreditation shall distinguish clearly activities or

tests/calibrations that are covered under SAMM scope of accreditation from those that are not covered.

- (b) Wherever non-accredited activities appear in any form of documents or media bearing SAMM symbol or reference to SAMM accreditation it shall be disclaimed as not SAMM accredited.

9 Other Restrictions on Use of SAMM Symbol or Reference to SAMM Accreditation

- 9.1 The SAMM symbol or reference to SAMM accreditation claim is not used in any manner which gives the impression that the Standards Malaysia accepts responsibility for test or calibration results or approves a tested or calibrated product or item.
- 9.2 Subject to conditions stated in this document, the use of SAMM symbol or reference to SAMM accreditation on items other than sheets of stationery is not discouraged, but shall be subject to agreement by the Standards Malaysia.
- 9.3 The SAMM symbol shall only be used by an accredited organisation under the name to which accreditation is granted. Any parent companies, subsidiaries, branches and sister companies may incorporate in publicity and/or advertising material, statements concerning the laboratory's accreditation provided that approval is obtained from Standards Malaysia. The accreditation status of these organisations appearing on the accredited organisation documents shall be clearly indicated.
- 9.4 Approval for the use of SAMM symbol or reference to SAMM accreditation in publicity material relating to a product must be obtained from Standards Malaysia.
- 9.5 It is the responsibility of the accredited and applicants laboratory not to misinterpret their accredited status under any circumstances.
- 9.6 The laboratory should submit intended uses of the symbol, draft advertisements, and/or any other reference to SAMM accreditation for advanced review.
- 9.7 An accredited laboratory upon suspension of SAMM accreditation, or whose accreditation has been made inoperative shall immediately cease to issue test reports, calibration certificates, testing and calibration quotations or calibration labels displaying SAMM symbol or containing references to SAMM accreditation.

10 Calibration Labels

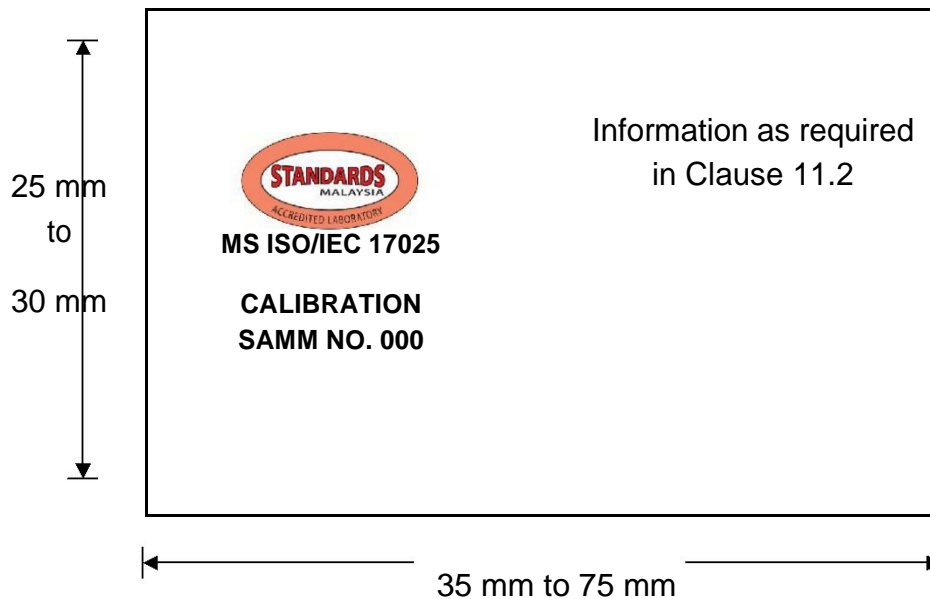
A calibration laboratory should, wherever practical, use a label of approved design only on a measuring instrument for which a SAMM calibration certificate has been issued subject to the following conditions:

- 10.1 the laboratory has issued a SAMM calibration certificate for the calibration of the instrument referred to on the label;
- 10.2 the laboratory uses the label containing the SAMM symbol to equipment that has been calibrated using calibration methods covered by its scope of accreditation;
- 10.3 the label relates only to the calibration carried out on the date given on the label;
- 10.4 the label does not of itself imply compliance with a specification, approval of quality or permanence of calibration;
- 10.5 labels containing the accreditation symbol should not give the impression that Standards Malaysia approved or calibrated the equipment;
- 10.6 the previous label should be removed and replaced by a new label relating to the latest calibration upon recalibration of the instrument;
- 10.7 the label conforms with the design, colour and permanence requirements given in **Clause 11** of this document; and
- 10.8 the label is controlled and used in the manner described in **Clause 12** of this document.

11 Calibration Label Design

- 11.1 Only labels of approved design shall be used. A standard design is shown in paragraph 11.3 below.
- 11.2 At least the following information is to be indelibly marked on the label:
 - (a) SAMM symbol and accreditation number
 - (b) Name of accredited calibration laboratory
 - (c) Instrument identification
 - (d) Date of calibration
 - (e) Certificate number

11.3 The standard label design is illustrated below. Recommended dimensions are shown.



11.4 Where the permanence of calibration (e.g. of volumetric glassware) warrants, the etching or engraving of an approved design on the equipment may be authorised. Full details shall be submitted to the Standards Malaysia for prior approval.

12 Control and Use of Calibration Labels

12.1 The head of SAMM accredited calibration laboratory is responsible for the storage and use of labels. A running serial number shall be used on calibration labels and the series of number shall be controlled by the SAMM accredited laboratory.

12.2 Laboratory documentation shall contain documented procedure on the laboratory management's control on the reproduction, printing, storage, distribution, use and disposal, when appropriate, of all calibration labels such that there is no abuse of SAMM calibration labels.

12.3 With the agreement of the customer, the label should be affixed to the calibrated instrument by the laboratory that has carried out the calibration. Where it is not practical to affix the label to the instrument (e.g. gauge blocks), the label may be fixed to the container. The label should be placed in a position where it can readily be seen when the instrument is in use. The label design, material, and method of fixing shall be such that it does not affect the performance of the instrument and can be replaced by a new label when the instrument is recalibrated.

13 Use of Accredited Laboratory Combined ILAC MRA Mark

- 13.1 Standards Malaysia has entered into a license agreement with ILAC for the use of the Combined ILAC MRA Mark. Standards Malaysia accredited laboratories are entitled to use the Combined ILAC MRA Mark together with the certificate number of the accredited laboratory, hereinafter “Accredited Laboratory Combined MRA Mark.” The mark is displayed as shown in **Figure 5**.
- 13.2 Accredited laboratories wishing to use the Accredited Laboratory Combined ILAC MRA Mark shall obtain approval and agree to the rules for the use of the mark by Standards Malaysia. Accredited laboratories shall submit an example of the Accredited Laboratory Combined ILAC MRA Mark to Standards Malaysia, and shall not use it until written approval is received from Standards Malaysia.
- 13.3 Accredited laboratories may use the Accredited Laboratory Combined ILAC MRA Mark in order to demonstrate accreditation by Standards Malaysia, which is a signatory to the ILAC Arrangement, as follows:
- (i) Accreditation documents such as accreditation scopes and certificates of accreditation.
 - (ii) Reports and certificates issued by accredited CABs.
 - (iii) Communication tools (presentation slides, press release, brochures and advertisements).
 - (iv) Corporate stationery (promotional gifts, calendars, document folders, notebooks, letterheads, business cards, compliment slips, faxes, invoices and quotations for work).
 - (v) Event materials and displays (pop-up banners and stand displays, signage and posters).
 - (vi) Communication media/tools or online applications (websites, newsletters and email signatures).
- 13.4 The Accredited Laboratory Combined ILAC MRA Mark shall be used according to the examples shown in **Figure 5**, using the same proportions.
- 13.5 The use of accreditation symbols of mutual recognition partners on endorsed reports or certificates is not permitted unless Standards Malaysia has specific one-to-one agreement with its partner(s) on whose accreditation symbols are to be used.
- 13.6 Accredited laboratories may claim Standards Malaysia's mutual recognition arrangement with other accreditation bodies on their reports or certificates in word subject to approval by Standards Malaysia.

14 Applying for Use of the Accredited Laboratory Combined ILAC MRA Mark

14.1 Accredited laboratories may request to use the Accredited Laboratory Combined ILAC MRA Mark and refer to Standards Malaysia website for application process.

15 Reproduction Rules for Accredited Laboratory Combined ILAC MRA Mark

15.1 The ILAC MRA Mark shall:

- (i) always be used in its original, designed proportions.
- (ii) not be distorted, compressed or stretched in any way.
- (iii) not appear in a size that renders the ILAC MRA words unreadable.
- (iv) maintain similar proportions to the accreditation body's logo (within the Combined ILAC MRA Mark), or the accreditation symbol (within the Accredited CAB Combined ILAC MRA Mark). As a general guideline, one dimension of the accreditation body logo/symbol, preferably the height, should be within approximately 5% of the size of the ILAC MRA Mark.
- (v) only be used in its normal horizontal orientation and not be rotated.
- (vi) not have a "similar" typeface substituted for the letters within the ILAC MRA Mark, as the typeface is custom-designed artwork. The ILAC MRA Mark shall always be used as a complete ILAC MRA Mark as shown in this document for all application requirements.
- (vii) be used on a background that will not impede readability.
- (viii) be based upon the original artwork to ensure high-quality reproduction. Photocopies of logos from other documents shall not be used.

16 Rights and Duties

16.1 The accredited laboratories shall:

- (a) not use the Accredited Laboratory Combined ILAC MRA Mark in any way that would harm the reputation of ILAC and/or Standards Malaysia; and
- (b) allow Standards Malaysia to observe the use of accreditation symbol and/or reference to accreditation and/or Accredited Laboratory Combined ILAC MRA Mark.

Figure 1
SAMM Accreditation Symbol (MS ISO/IEC 17025)



MS ISO/IEC 17025
TESTING
SAMM NO. 000



MS ISO/IEC 17025
CALIBRATION
SAMM NO. 000

SIZE 10 mm X 15 mm



MS ISO/IEC 17025
TESTING
SAMM NO. 000



MS ISO/IEC 17025
CALIBRATION
SAMM NO. 000

SIZE 15 mm X 25 mm



MS ISO/IEC 17025
TESTING
SAMM NO. 000



MS ISO/IEC 17025
CALIBRATION
SAMM NO. 000

SIZE 20 mm X 35 mm

Figure 2
SAMM Accreditation Symbol (MS ISO 15189)



MS ISO 15189
MEDICAL TESTING
SAMM NO. 000

SIZE 10 mm X 15 mm



MS ISO 15189
MEDICAL TESTING
SAMM NO. 000

SIZE 15 mm X 25 mm



MS ISO 15189
MEDICAL TESTING
SAMM NO. 000

SIZE 20 mm X 35 mm

Figure 3
SAMP Accreditation Symbol in Colours

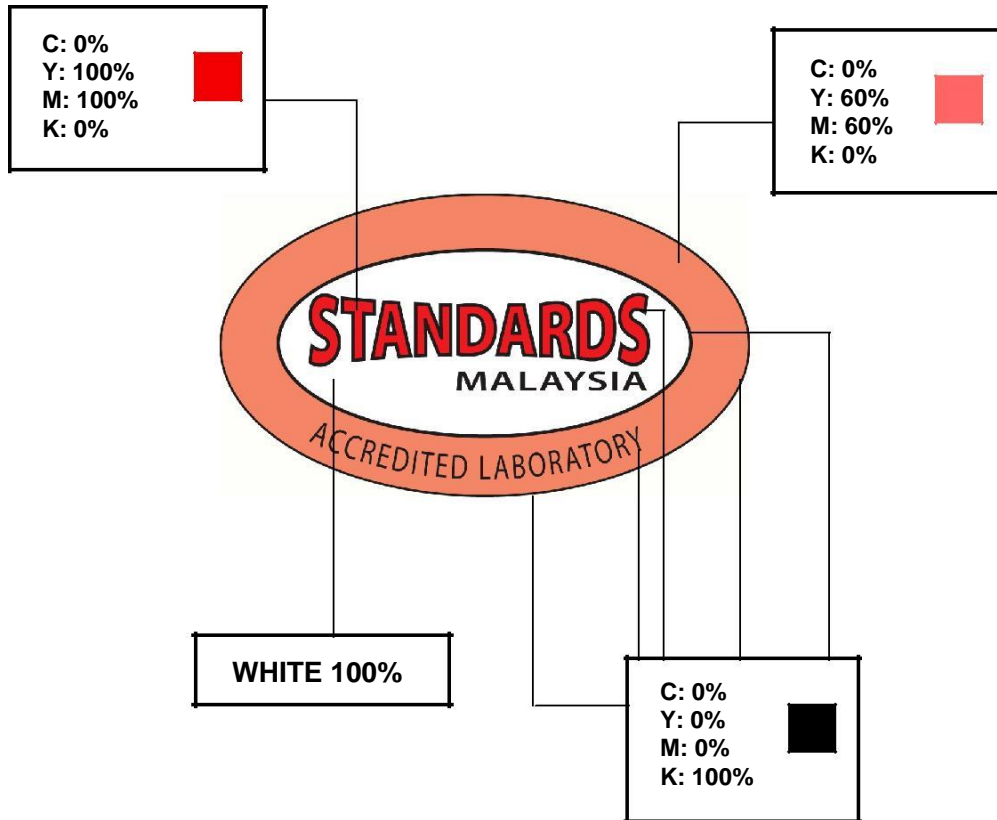


Figure 4
SAMM Accreditation Symbol in Black and White

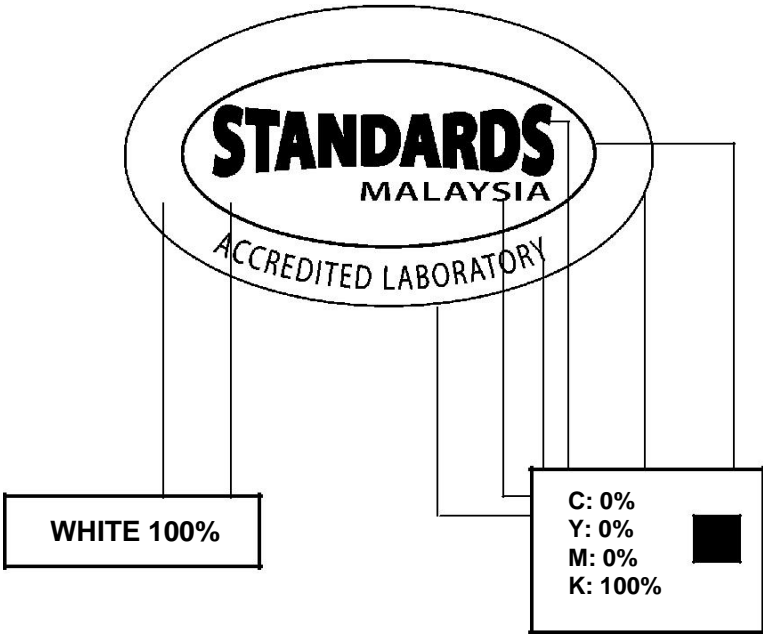


Figure 5
Combined ILAC MRA Mark with SAMP Symbol

The ILAC MRA Mark shall be positioned such that the Standards Malaysia's accreditation symbol may be either above, below or on either side of the ILAC MRA Mark, but shall appear in close proximity to each other. For the colour coding of ILAC MRA Mark, please refer to ILAC R7 document.

