

# *Management System Certification*

## *Terms and Conditions*

### **1.0 INTRODUCTION**

This document provides outline the terms and conditions to any organization that is interested in obtaining ISO management system certification (Ex. QMS ISO 9001, EMS ISO 14001, OHS ISO 45001, FSMS ISO 22000, GMP MS 1514, HACCP MS 1480 etc.). It is based on the requirements specified in International Standards for Conformity Assessment Bodies and related documents issued by the accreditation bodies.

### **2.0 CERTIFICATION PROCESS**

The management system certification services provided by Synergy Certification (SC) are carried out in accordance to the policies and procedures established by SC based on the requirements of the accreditation standards. The generic certification process is as follows:

<b>Application</b>	Client shall provide the information required for application as per application for assessment form
<b>Application Review</b>	Upon review of application, SC shall issue quotation to client. Client shall sign the quotation and contract with SC. In case of rejected application (may be due to impartiality), SC will provide the reason for rejection.
<b>Stage 1 Audit</b>	Upon receiving the application fees, stage 1 audit is carried out to determine the adequacy of the client's management system documentation and readiness to proceed to the Stage 2 audit.
<b>Stage 2 Audit</b>	After the findings from the Stage 1 audit have been resolved, the client is to notify SC on the readiness to proceed to the Stage 2 audit. The purpose of the Stage 2 audit is to evaluate the implementation, including effectiveness, of the client's management system.
<b>Recommendation</b>	On satisfactory completion of the Stage 2 audit and verification of any non-conformity(ies) raised, the Audit Team Leader will prepare a recommendation report to the Certification Manager for approval.
<b>Approval of Certification</b>	The Certification Panel reviews and approves the recommendation for certification.
<b>Issue of certificate</b>	The certificate will be issued upon payment of all fees due. The certificate is valid for 3 years from the date of approval.
<b>Surveillance Audit/ Recertification</b>	All certified organizations will be subjected to annual surveillance audit. The first surveillance will be carried out 11 months from the last day of the Stage 2 audit. Renewal of certification is subject to a satisfactory Recertification audit carry out before the expiry of the certificate.

### 3.0 CERTIFICATION FEES AND PAYMENT TERMS

- 3.1 The certification fees as per in the quotation
- 3.2 The quotation only valid for 30 days from the date of issues.
- 3.3 Application fees shall be payable prior to signing of Acceptance of Quotation & Agreement for Certification service.
- 3.4 The outstanding initial assessment fees shall be payable 4 weeks before commencing On-Site Assessment. Crossed cheque shall be made payable to "SYNERGY CERTIFICATION SDN BHD"

### 4.0 CERTIFICATION REQUIREMENTS

#### 4.1 Eligibility criteria for certification

Client intending to seek certification shall ensure that they meet eligibility criteria for certification specific to each of the schemes. Details of the criteria may be obtained from SC.

#### 4.2 Site of audit and multiple site certification

The client shall identify the site(s) to be covered under scope of certification. This site(s) shall generally be permanent location(s) at which the client carries out its operations.

For certain types of activities such as construction, client shall also identify the temporary sites at which activities are carried out. These sites will be subjected to audit on sampling basis. However, the sites will not be included in the certificate.

A multiple site organization is an organization having an identified central function (normally referred as central office) at which certain activities are planned, controlled or managed and a network of local offices or branches (sites) at which such activities are fully or partially carried out. The organization shall identify in advance the sites that it wants to include in the certificate. These sites will be subjected to audit on a sampling basis.

#### 4.3 Scope of certification

The client shall clearly define the activities to be included under the scope of certification. The client should ensure that it does not omit important elements of its operations from the scope of certification.

#### 4.4 Audit criteria

In order to be certified, an organization has to demonstrate that the relevant management system is functioning and the various control mechanisms are properly implemented. In practice, this means in particular that:

- a. The management system has been operational for a sufficient period of time to be able to demonstrate adequately the effective implementation of the entire system.
- b. The **Internal Audit and Management Review** have been conducted **before** the Stage 1 audit. For multiple site organizations, the internal audit shall cover all sites to be included in the certificate.

### 5.0 SCOPE OF ACCREDITATION

Synergy Certification operations are conducted in accordance with the ISO 17021 requirement, and we are complying with competency, impartiality and confidentiality. Synergy Certification accredited by Standard Malaysia and the management system certification services is recognized by International Accreditation Forum (IAF).

### 6.0 APPEALS PROCEDURE

Client may file an appeal when s/he does not agree with the decision of the Certification Panel. The appeal shall be in writing and addressed to the Certification Manager within 2 weeks of notification of the decision. Decisions of appeal including the grounds of the decision shall be recorded and the appellant shall be notified in writing. Appeal can be directly email to [appeal@synergycertification.com](mailto:appeal@synergycertification.com) or via [www.synergycertification.com](http://www.synergycertification.com)

### 7.0 COMPLAINT PROCEDURE

Any complaint about SC or about organizations certified by SC shall be directed to [complaint@synergycertification.com](mailto:complaint@synergycertification.com) or via [www.synergycertification.com](http://www.synergycertification.com)

Complaints shall be in writing. All complaints received will be verified and validated by the Certification Manager or above. The complainant shall be informed of the receipt of the complaint and will be provided progress report and a report on the outcome of the investigation. The client shall agreed or response to the complaint if the complaint directly or indirectly involve the clients' organization. If the investigation required special visit or short notice visit, the client will be informed in advance in writing and fees will be imposed if the special visit is required.

### 8.0 EXTENSION OF SCOPE

Upon client's request for extending scope, Synergy shall review the availability of scope, auditor competence level and advice for audit, considering the required audit man-days. The audit mandays may be extended after seeing the actual process of the extended part of scope. The certificate will be re-issued

incorporating the new scope. The scope extension may be conducted with surveillance audit or it can be carried out separately through Special Audit.

## **9.0 WITHDRAWAL / SUSPENSION**

### **a. Withdrawal**

The client that wishes to withdraw from certification scheme is required to write to the SC informing of its intention. The Client shall within a reasonable timeframe ensure that all advertising matters that contain any reference to the certificate are discontinued.

### **b. Suspension**

SC shall suspend the certification of the client under the following circumstances;

- i) the certified client's management system has persistently or seriously failed to meet certification requirements, including requirements for the effectiveness of the management systems,
- ii) the certified client does not allow Surveillance or Recertification audits to be conducted at the required frequencies,
- iii) the certified client has voluntarily requested suspension of its certification,
- iv) the certified client fails to take corrective actions for non-conformity(ies) raised within the specified timeframe,
- v) the certified client has incorrectly making references to its certification status or misleading use of certificate, marks or audit reports.
- vi) the certified client infringed the requirements of the certification contract.

The client whose certification is suspended is required to take the necessary corrective action before the end of the suspension period of 90 days. Failure to resolve the issues satisfactorily will result in withdrawal of certification. The client may appeal if it is dissatisfied with the decision to suspend or withdraw the certificate.

## **10.0 INFORMATION ON CERTIFICATION MADE AVAILABLE TO THE PUBLIC**

Upon certification, the client's name, address, contact details and scope of certification will be published in the [www.synergycertification.com](http://www.synergycertification.com). Any change in the status of the certification, e.g. suspension or withdrawal of certificate will also be published in the web site.

## **11.0 CHANGES TO THE INFORMATION IN THE CERTIFICATE**

The client may seek to make changes to details in the certificate. This may include, name of organization, change of address or scope of certification. Request

for such changes shall be made in writing to Synergy Certification via [www.synergycertification.com](http://www.synergycertification.com)

## **12.0 RENEWAL OF CERTIFICATE**

Renewal of certificate shall be carried out upon completion of three (3) year. Clients shall be notified by writing **4 weeks** ahead to ensure timely renewal.

## **13.0 REAUDIT VISIT**

Re-audit is applicable for clients whom FAILED during Document Review, Pre-Assessment, Initial Audit or Surveillance audits and recertification audit. The audit fees shall charge as per current man-day rate and other incidental cost where applicable.

## **14.0 POSTPONEMENT OR CANCELLATION**

Postponement or cancellation of confirmed Applications prior to Audits shall be 14 working days ahead in writing to SC and vice-versa. The entire fees is Non-Refundable if exceed 7 working days.

## **15.0 CONFIDENTIALITY AND LIABILITY**

Whilst every reasonable care is taken by SC to ensure that the service given to the Client is correct, SC shall not be liable or responsible for any loss damage or claim of whatsoever nature including pure economic loss and any consequential loss however arising, occasioned by the implementation of such service. SC takes reasonable care to ensure confidentiality of clients proprietary. If any incidents outside SC capability, SC cannot be held legally in case of loss of confidentiality. Likewise SC will informed in writing the incident if the incident known to SC.

## **16.0 NOTICE OF CHANGES BY SYNERGY**

Synergy shall inform its clients of changes to the certification process including transition plans and time frames for the implementation of such changes and shall subsequently verify that each client complies with this requirement. It shall necessitate a special audit in certain cases.

## **17.0 NOTICE OF CHANGES BY CLIENT**

The client must inform Synergy, without delay, of matters that may affect the capability of the management system to continue to fulfill the requirements of the standard used for certification. These include changes relating to:

- legal, commercial, organizational status or ownership.
- organization and management
- contact address and sites
- scope of operations under the certified management

system

- major changes to the management system and processes

Synergy shall review the changes and accordingly discuss with client for an early verification to ensure that the capability of the management system continues to fulfill the requirements of the applicable standard.

## **18.0 OTHERS**

- The client cannot refuse an Accreditation Body witness audit of SC,
- Access authorization for Accreditation Body representatives or their delegates,
- The client only use the logo type related to the certification scheme as displayed on the certificate issued by SC
- These Terms and Conditions shall be governed by and construed in accordance with the laws of Malaysia.
- These Terms and Conditions may not be modified except by an agreement in writing signed by SC and the Client.

***End of Management System Certification  
Terms and Conditions.  
ME-001-02; Eff. Date: 01-07-25.***