

UGG CERTIFICATION SDN BHD		UGG-SOP(MSPO)-09
		DATE: 01/04/2025
ACCREDITATION PROCEDURE	CERTIFICATION AWARD PROCESS	PAGE 1 OF 11
		REV 01

DOCUMENT AUTHORIZATION & REVISION HISTORY

Revision No.	Description of Change	Date of Release	Prepared By	Approved By
00	Initial Document	01/03/2024		
01	Changes the company name to UGG Certification Sdn Bhd	01/04/2025		

UGG CERTIFICATION SDN BHD		UGG-SOP(MSPO)-09
		DATE: 01/04/2025
ACCREDITATION PROCEDURE	CERTIFICATION AWARD PROCESS	PAGE 2 OF 11
		REV 01

1 PURPOSE

- 1.1 To establish a procedure for decision making responsibility and authority for awarding certification of audited client for specified certification scheme.

2 SCOPE

- 2.1 This procedure is applicable to all certification audits for MSPO MS2530-2022 schemes.

3 RESPONSIBILITY

- 3.1 General Manager who is issued the UGGSB Registered Certificates.
- 3.2 All Managers who makes independent certification decision
- 3.3 All Managers who will do the report review.

4 REFERENCE

- 4.1 ISO 17021-1:2015- Conformity assessment- Requirements for bodies providing audit and certification of management systems
- 4.2 ISO17065:2012 - Conformity assessment- Requirements for bodies certifying products, processes and services
- 4.3 MSPO Certification Scheme Document- Date: 5 January 2023

UGG CERTIFICATION SDN BHD		UGG-SOP(MSPO)-09
		DATE: 01/04/2025
ACCREDITATION PROCEDURE	CERTIFICATION AWARD PROCESS	PAGE 3 OF 11
		REV 01

5 PROCEDURE

5.1 General

- 5.1.1 The GM and Managers of UGGSB shall be responsible and shall retain authority for decisions relating to certification after the audit report has been reviewed by the report reviewer.
- 5.1.2 UGGSB shall assign at least one person to make the certification decision based on all information related to the evaluation, its review, and any other relevant information. Currently, the GM and Managers has been appointed for this certification decision responsibility.
- 5.1.3 A person(s) that has not been involved in the process for evaluation shall carry out the certification decision.
- 5.1.4 The GM shall ensure that the persons or committees that make the decisions for granting or refusing certification, expanding, or reducing the scope of certification, suspending, or restoring certification, withdrawing certification, or renewing certification are different from those who carried out the audits.
- 5.1.5 The individual(s) appointed to conduct the certification decision shall have appropriate competence.
- 5.1.6 The person(s) assigned by UGGSB to make a certification decision shall be employed by or shall be under contract with UGGSB.
- 5.1.7 The person(s) assigned by UGGSB to make a certification decision shall be employed by or shall be under legally enforceable arrangement with UGGSB.
- 5.1.8 UGGSB's organizational control shall be as defined in the organization charts (Refer to Appendix 2).
- 5.1.9 The persons employed by, or under contract with, entities under UGGSB's organizational control shall fulfil the same requirements of the ISO/IEC 17021-1 International Standard as persons employed by, or under contract with UGGSB.
- 5.1.10 UGGSB shall notify the client of a decision not to grant certification and shall identify the reasons for the decision.
- 5.1.11 This is included in the audit findings summarized in the Audit Report prepared by the appointed Audit Team.
- 5.1.12 Managers of UGGSB shall be responsible to record each certification decision including any additional information or clarification sought from the audit team or other sources.
- 5.1.13 UGGSB shall ensure that the persons or committees that make the decisions for granting or refusing certification, expanding or reducing the scope of certification, suspending or restoring certification, withdrawing certification or renewing certification are different from those who carried out the audits.

5.2 Actions Prior to Certification Decisions

- 5.2.1 UGGSB shall have a process to conduct an effective review prior to deciding for granting certification, expanding, or reducing the scope of certification, renewing, suspending, or restoring, or withdrawing of certification, including, that:
 - a) The information provided by the audit team is sufficient with respect to the certification requirements and the scope for certification.
 - b) For any major nonconformities, it has reviewed, accepted, and verified the correction and corrective actions.

UGG CERTIFICATION SDN BHD		UGG-SOP(MSPO)-09
		DATE: 01/04/2025
ACCREDITATION PROCEDURE	CERTIFICATION AWARD PROCESS	PAGE 4 OF 11
		REV 01

- c) For any minor nonconformities it has reviewed and accepted the client's plan for correction and corrective action.

5.2.2 The GM/Managers shall utilize the ***Certification Approval Checklist (UGG-FM(MSPO)-15)*** to ensure that all requirements have been fulfilled before making certification decision. The GM shall act as the primary certification decision maker. In situations where GM is unable to act as certification decision maker, Managers shall act as the certification decision maker and shall make decision to award certification to the audited clients.

5.2.3 Information for granting initial certification

The information provided by the audit team to the certification body for the certification decision shall include, as a minimum:

- a) The audit reports.
- b) Comments on the nonconformities and, where applicable, the correction and corrective actions taken by the client.
- c) Confirmation of the information provided to the certification body used in the application review.
- d) Confirmation that the audit objectives have been achieved.
- e) A recommendation whether to grant certification, together with any conditions or observations.

5.2.4 If UGGSB is not able to verify the implementation of corrections and corrective actions of any major nonconformity within 6 months after the last day of initial audit Stage 2, UGGSB shall conduct another Stage 2 audit prior to recommending certification.

5.2.5 When a transfer of certification is envisaged from one certification body to UGGSB, UGGSB shall have a process for obtaining sufficient information to take a decision on certification.

5.2.6 Information for continue certification after surveillance audit

UGGSB shall make decisions on continue the certification based on the results of the surveillance audit, as well as the results of the review of the system over the period of certification and complaints received from users of certification. Report reviewer will do review the audit report and all finding was closed accordingly.

5.2.7 Information for granting recertification

UGGSB shall make decisions on renewing certification based on the results of the recertification audit, as well as the results of the review of the system over the period of certification and complaints received from users of certification. Technical review will do review the audit report and all finding was closed accordingly.

5.3 **Certification Documentation**

5.3.1 UGGSB shall provide the client with formal certification documentation that identify the following:

- a) Name of client organization, address, and sites under the scope of certification.
- b) The dates of granting, extending, or renewing certification.
- c) The expiry date or re-certification due date consistent with the certification cycle.
- d) A unique document identification code or serial number.

UGG CERTIFICATION SDN BHD		UGG-SOP(MSPO)-09
		DATE: 01/04/2025
ACCREDITATION PROCEDURE	CERTIFICATION AWARD PROCESS	PAGE 5 OF 11
		REV 01

- e) The revision date and number of documents shall be identified.
- f) The scope shall be specified related to product, service, or process for each site.
- g) The name, address, and certification mark of UGGSB/symbol that to be used by clients and not be misleading or ambiguous.
- h) Any other information required by the management system standard or normative reference for certification.
- i) For any reissuing of revised certification, to indicated with revision or with a new date.

- 5.3.2 The formal certification documentation (Certificate) shall include the signature of the authorized General Manager of UGGSB.
- 5.3.3 The certification documents shall be provided to the clients in any media (hard copy, soft copy).
- 5.3.4 Formal certification documentation (Certificate) shall only be issued after, or concurrent with, the following:
- a) The decision to grant or extend the scope of certification has been made.
 - b) Certification requirements have been fulfilled.
 - c) The certification agreement has been completed/signed.
- 5.3.5 The effective date of Certification shall not be before the date of the Certification decision (e.g., The Certification issued date shall not be earlier than the decision date).
- 5.3.6 When there are changes such as scope expansion/reduction, the OM shall issue a new certificate which shall supersede the previous certificate. The revision number will be revised. The certificate shall indicate the updated scope. The effective dates of granting, expanding or reducing the scope of certification, or renewing certification shall be indicated in the new certificate.
- 5.3.7 The relevant management system documents and records shall be updated indicating the latest issue status (e.g. revision date or number).
- 5.3.8 In the event of issuing any revised certification documents, the OM shall update the revision number and revision date to distinguish the revised documents from any prior obsolete documents.
- 5.3.9 UGGSB OM shall ensure that the records on certified clients include the following:
- a) application information and initial, surveillance and recertification audit reports;
 - b) certification agreement;
 - c) justification of the methodology used for sampling of sites, as appropriate;
 - d) justification for auditor time determination;
 - e) verification of correction and corrective actions;
 - f) records of complaints and appeals, and any subsequent correction or corrective actions;
 - g) committee deliberations and decisions, if applicable;
 - h) documentation of the certification decisions;

UGG CERTIFICATION SDN BHD		UGG-SOP(MSPO)-09
		DATE: 01/04/2025
ACCREDITATION PROCEDURE	CERTIFICATION AWARD PROCESS	PAGE 6 OF 11
		REV 01

- i) certification documents, including the scope of certification with respect to product, process or service, as applicable;
- j) related records necessary to establish the credibility of the certification, such as evidence of the competence of auditors and technical experts;
- k) audit programs.

5.3.10 The above mentioned records shall be maintained in the Client Project File (UGG-File-07) and, where required, in other relevant records files.

5.3.11 The OM shall ensure that records of certified and previously certified clients shall be retained for the duration of the current cycle plus one full certification cycle (i.e. 10 years).

5.4 Reference to Certification and Use of Marks

- 5.4.1 UGGSB shall have rules governing any MS certification mark that it authorizes certified clients to use. These rules shall ensure, among other things, traceability back to UGGSB.
- 5.4.2 There shall be no ambiguity, in the mark or accompanying text, as to what has been certified and which UGGSB has granted the certification.
- 5.4.3 This mark shall not be used on a product nor product packaging nor in any other way that may be interpreted as denoting product conformity.
- 5.4.4 UGGSB shall not permit its marks to be applied by certified clients to laboratory test, calibration or inspection reports or certificates. Certification statement shall not imply that the product, process or service is certified.
- 5.4.5 UGGSB shall have rules governing the use of any statement on product packaging or in accompanying information that the certified client has a certified MS. UGGSB has adopted the terms and conditions of logo usage by MSPO.
- 5.4.6 Product packaging is considered as that which can be removed without the product disintegrating or being damaged.
- 5.4.7 Accompanying information is considered as separately available or easily detachable.
- 5.4.8 Type labels or identification plates are considered as part of the product. The statement shall in no way imply that the product, process, or service is certified by this means.
- 5.4.9 The statement shall include reference to:
 - a) Identification (e.g., brand or name) of the certified client.
 - b) The applicable standard.
 - c) UGGSB issuing the certificate.
- 5.4.10 UGGSB shall through legally enforceable arrangements require that the certified client:
 - a) Comply to the requirements of UGGSB when referring to its certification status in communication media such as the internet, brochures or advertising, or other documents.
 - b) Does not make or permit any misleading statement regarding its certification.

UGG CERTIFICATION SDN BHD		UGG-SOP(MSPO)-09
		DATE: 01/04/2025
ACCREDITATION PROCEDURE	CERTIFICATION AWARD PROCESS	PAGE 7 OF 11
		REV 01

- c) Does not use or permit the use of a certification document or any part thereof in a misleading manner.
- d) Upon withdrawal of its certification, discontinues its use of all advertising matter that contains a reference to certification, as directed by UGGSB.
- e) Amends all advertising matter when the scope of certification has been reduced.
- f) Does not allow reference to its MS certification to be used in such a way as to imply that UGGSB certifies a product (including service) or process.
- g) Does not imply that the certification applies to activities and sites that are outside the scope of certification.
- h) Does not use its certification in such a manner that would bring UGGSB and/or certification system into disrepute and lose public trust.

- 5.4.11 UGGSB shall exercise proper control of ownership and shall take action to deal with incorrect references to certification status or misleading use of certification documents, marks, or audit reports.
- 5.4.12 The action could be request for corrective action, suspension, withdrawal of certification, publication of the transgression an if necessary, legal action.
- 5.4.13 Refer to Appendix 6.1 for rules governing management system certification mark that UGGSB authorizes certified clients to use and shall be traceable back to UGGSB.

5.5 Confidentiality

- 5.5.1 UGGSB shall be responsible, through legally enforceable agreements, for the management of all information obtained or created during the performance of certification activities at all levels of its structure, including committees and external bodies or individuals acting on its behalf.
- 5.5.2 UGGSB shall inform the client, in advance, of the information it intends to place in the public domain.
- 5.5.3 All other information, except for information that is made publicly accessible by the client, shall be considered confidential. Except as required in this part of ISO/IEC 17021-1, information about a particular certified client or individual shall not be disclosed to a third party without the written consent of the certified client or individual concerned.
- 5.5.4 When UGGSB is required by law or authorized by contractual arrangements (such as with the accreditation body) to release confidential information, the client or individual concerned shall, unless prohibited by law, be notified of the information provided.
- 5.5.5 Information about the client from sources other than the client (e.g., complainant, regulators) shall be treated as confidential, consistent with UGGSB's policy.
- 5.5.6 Personnel, including any committee members, contractors, personnel of external bodies or individuals acting on UGGSB's behalf, shall keep confidential all information obtained or created during the performance of UGGSB's activities except as required by law.
- 5.5.7 UGGSB shall have processes and where applicable equipment and facilities that ensure the secure handling of confidential information. UGGSB handling of confidential information using secured IT security control.

UGG CERTIFICATION SDN BHD		UGG-SOP(MSPO)-09
		DATE: 01/04/2025
ACCREDITATION PROCEDURE	CERTIFICATION AWARD PROCESS	PAGE 8 OF 11
		REV 01

5.6 Directory of Certified Clients

- 5.6.1 The GM shall maintain information on certified clients by using a master list of certified clients.
- 5.6.2 The GM shall maintain and provide upon request the information related to the certification processes related to granting, maintaining, extending, renewing, reducing, and suspending or withdrawal concerning the certification, types of management systems and the location UGGSB operations.
- 5.6.3 The information can be referred in hardcopy or in electronic media.
- 5.6.4 The publicly accessible information about certification granted, suspended or withdrawn information provided shall be updated, accurate and not misleading.
- 5.6.5 Upon request from any party, UGGSB shall provide the means to confirm the validity of a given Certification.
- 5.6.6 The information shall be linked for traceability and to prevent ambiguity between the sources of hard copy and electronic media.
- 5.6.7 The information shall be assigned with unique information numbers. In exceptional cases, some information can be limited access due to security reason.
- 5.6.8 While for MSPO certification information requirements, the GM shall comply with the requirements of Accreditation Body (DSM) ACB documents for the usage of the accreditation symbols of the Department of Standards Malaysia.
- 5.6.9 For the usage of the MSPO logo, UGGSB shall comply with the requirements of the Scheme Owner, MPOCC.

5.7 Maintaining certification

- 5.7.1 UGGSB maintain certification based on demonstration that the client continues to satisfy the requirements of the management system standard
- 5.7.2 certification body maintain a client's certification based on a positive conclusion by the audit team leader without further independent review, provided that:
 - a) for any nonconformity or other situation that may lead to suspension or withdrawal of certification, UGGSB has a system that requires the audit team leader to report to the certification body the need to initiate a review by Operation Manager or by other Lead Auditor.
 - b) competent personnel of the UGGSB monitor its surveillance activities, including monitoring the reporting by its auditors, to confirm that the certification activity is operating effectively.

Reference Records

- 1) Certification Approval Checklist (UGG-FM(MSPO)-15)

UGG CERTIFICATION SDN BHD		UGG-SOP(MSPO)-09
		DATE: 01/04/2025
ACCREDITATION PROCEDURE	CERTIFICATION AWARD PROCESS	PAGE 9 OF 11
		REV 01

6 APPENDIX

APPENDIX 6.1 – Usage Rules of Certification and Accreditation Marks

1. UGGSB has established rules governing certification mark that UGGSB authorizes its certified clients to use. These rules shall ensure, among other things, traceability back to UGGSB.
2. There shall be no ambiguity, in the mark or accompanying text, as to what has been certified and which UGGSB has granted the certification.
3. This mark shall not be used on a product nor product packaging nor in any other way that may be interpreted as denoting product conformity.
4. Product packaging is considered as that which can be removed without the product disintegrating or being damaged.
5. UGGSB does not permit its marks to be applied by its certified clients to laboratory test, calibration or inspection reports or certificates. Certification statement shall not imply that the product, process or service is certified.
6. UGGSB has adopted the terms and conditions of logo usage by MPOCC.
(Refer to MSPOLGP04 – Issuance of MSPO Logo Usage License by MPOCC under the MSPO Certification Scheme)
7. Accompanying information is considered as separately available or easily detachable.
 - a) Type labels or identification plates are considered as part of the product. The statement shall in no way imply that the product, process, or service is certified by this means.
 - b) The statement shall include reference to:
 - c) Identification (e.g., brand or name) of the certified client.
 - d) The applicable standard.
 - e) UGGSB issuing the certificate.
8. UGGSB, hereby undertakes that UGGSB management shall use legal means to enforce that the certified client:
 - a) Comply to the requirements of UGGSB when referring to its certification status in communication media such as the internet, brochures or advertising, or other documents.
 - b) Does not make or permit any misleading statement regarding its certification.
 - c) Does not use or permit the use of a certification document or any part thereof in a misleading manner.
 - d) Upon withdrawal of its certification, discontinues its use of all advertising matter that contains a reference to certification, as directed by UGGSB.
 - e) Amends all advertising matter when the scope of certification has been reduced.
 - f) Does not allow reference to its MS certification to be used in such a way as to imply that UGGSB certifies a product (including service) or process.
 - g) Does not imply that the certification applies to activities and sites that are outside the scope of certification.
 - h) Does not use its certification in such a manner that would bring UGGSB and/or certification system into disrepute and lose public trust.

UGG CERTIFICATION SDN BHD		UGG-SOP(MSPO)-09
		DATE: 01/04/2025
ACCREDITATION PROCEDURE	CERTIFICATION AWARD PROCESS	PAGE 10 OF 11
		REV 01

9. UGGSB shall exercise proper control of ownership and shall take action to deal with incorrect references to certification status or misleading use of certification documents, marks, or audit reports.
10. The action could be request for corrective action, suspension, withdrawal of certification, publication of the transgression an if necessary, legal action.
11. This document provides rules governing the use of all certificates issued, certification marks and related marks provided by UGGSB.
12. This document also provides the rules governing the use of any statement related to the certification of the management system on product packaging, website, brochures, promotional material, or any accompanying information indicating that the client has a certified management system.
13. UGGSB certified clients shall comply with the rules provided in this document.
14. UGGSB auditors are responsible for verifying at each audit, that certified clients use certificates, certification marks and accreditation body marks in accordance with the rules provided in this document and report any nonconformances.
15. UGGSB will provide its certified clients with the relevant certification marks.
16. Certified clients can use the certification mark in communication media such as the internal brochures, stationery, letter, envelopes, and business cards.
17. UGGSB mark can be used together with the relevant accreditation mark/logo.
18. The accreditation mark may not be used by itself or with a mark/logo that was not provided by UGGSB.
19. UGGSB mark(s) may only be reproduced in black, gray, and green.
20. If the scope of certification does not include all products and/or services provided by the organization, and/or all locations/facilities of the organization, the material bearing the mark shall not suggest that all products/services/sites/locations of the organization are covered by the scope of certification.
21. The mark(s) cannot be altered or modified. However, it may be resized, provided the proportions of the entire mark are maintained and all features of the mark are clearly distinguishable.
22. When the mark as provided includes an accreditation number, the number is part of the mark and cannot be removed from the mark.
23. Under no conditions shall any management system certification mark be affixed to a product or used in any other misleading manner that might suggest product, process, or service certification. The mark applies only to the management system certification.
24. Photocopies or electronic copies of original paper version of the certificates may be in full color and need to be otherwise marked as being a copy of the original.
25. If the client provides copies of the certification documents to others, the documents shall be reproduced in their entirety or as specified in the certification scheme.
26. The right to use the certification mark by the organization cannot be assigned to or acquired by any other person, entity, or corporation (including through a change of ownership of the organization) without UGGSB's prior written consent.

UGG CERTIFICATION SDN BHD		UGG-SOP(MSPO)-09
		DATE: 01/04/2025
ACCREDITATION PROCEDURE	CERTIFICATION AWARD PROCESS	PAGE 11 OF 11
		REV 01

27. Correct use of the certificate, certification mark or accreditation mark and certification statement is a contractual obligation and will be monitored at all surveillance and certificate renewal audits. The client management hereby understands that UGGSB shall have the rights to take appropriate actions to provide written warning, suspend and subsequently, withdraw certification if client does not comply with the rules stated in this document.
28. UGGSB shall have the rights to take appropriate actions to provide written warning, suspend and subsequently, withdraw certification if client does not inform UGGSB, without delay, of matters that may affect the capability of the management system to continue to fulfil the requirements of the standard used for certification.
29. The changes in clause 28 above include, for example, changes relating to:
- a. the legal, commercial, organizational status or ownership;
 - b. organization and management (e.g. key managerial, decision-making or technical staff);
 - c. contact address and sites;
 - d. scope of operations under the certified management system;
 - e. major changes to the management system and processes.
30. Please contact UGGSB at (Email: uggsabah@gmail.com, Tel: 017-2167079) for any clarifications related to the contents in this document.