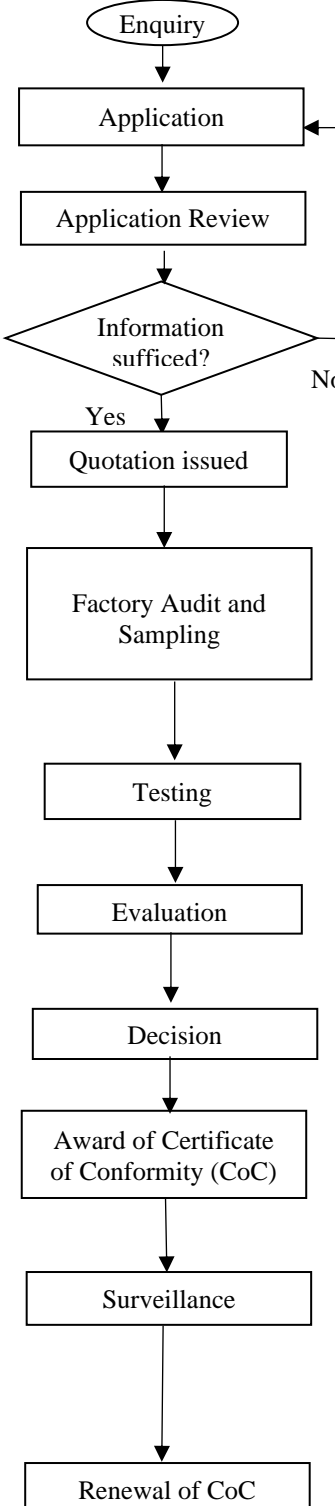


| Flowchart | Description | Document* |
|--|--|--|
|  <pre> graph TD Enquiry([Enquiry]) --> Application[Application] Application --> Review[Application Review] Review --> Sufficed{Information sufficed?} Sufficed -- No --> Application Sufficed -- Yes --> Quotation[Quotation issued] Quotation --> Audit[Factory Audit and Sampling] Audit --> Testing[Testing] Testing --> Eval[Evaluation] Eval --> Decision[Decision] Decision --> CoC[Award of Certificate of Conformity (CoC)] CoC --> Surveillance[Surveillance] Surveillance --> Renewal[Renewal of CoC] </pre> | <ul style="list-style-type: none"> Attend queries from client. Submission of documents from client. Review adequacy of documents received from client. Confirmation to proceed with Product Certification (PC). Request for additional information if incomplete. Inform client if PC can't be carried out. Issue Quotation to client. Acceptance into scheme after payment. Conduct factory audit to examine Production control, test equipment adequacy and calibration, traceability and record system. Samples selection for evaluation Sample tested according to product standard and test method. Test report issuance. Review test report and audit report. Recommend for Certification Committee approval. Review and approval of Certification Report by Certification Committee Issuance of CoC together with Product Certification Agreement (PCA). Award of CoC to client once PCA signed. Yearly surveillance audit and critical test conducted to monitor product compliance. Market surveillance and complaint to monitor product performance. CoC renewal subjected to surveillance audit, product testing, market surveillance and complaint result and payment of fees. | <p>Scheme Information, Scheme Requirements</p> <p>Forms, Test Report, Product Brochure</p> <p>Request for Additional Document, Rejection Letter</p> <p>Quotation</p> <p>Acknowledgement for Lack of Document, Scheme Acceptance Letter, Factory Audit Notice, Audit Report</p> <p>Test Report</p> <p>Certification Report</p> <p>Product Certification Agreement</p> <p>Letter of Approval, Certification of Conformity</p> <p>Factory Audit Notice, Audit Report, Non-Conformity Feedback Report</p> <p>Renewal Notice, Certification of Conformity</p> |

*Corresponding documents between WCMsb and its client only. For internal documents, refer WCM_PROC01.