



Information on WCM Product Certification Scheme

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INTRODUCTION

Applicability

A manufacturer or a company may apply for certification of product against requirements of a recognized standard. Products manufactured according to Malaysian Standards, International Standards or foreign National Standards are eligible to apply for WCM Product Certification Scheme.

Participation in this Scheme is voluntary; however, any agency with regulatory role or function may require participation into Product Certification Scheme as a mandatory process.

Type of Certification

The WCM Product Certification Scheme is operated based on the ISO/IEC 17067 certification Type 5, where a Certificate of Conformity (CoC) to claim a product is certified is granted to the applicant once there are evidences that a product complies with the standard and produced under a supervised and monitored quality control system. Certified client under this Scheme is entitled to apply the WCM Certification Mark on the product to denote compliance with the standard.

Advantages of Certification

Product Certification provides the following advantages:

- It is an independent assurance that the product is manufactured under an effective system of testing, supervision and control.
- Purchasers or consumers need not carry out further tests, as the products are already certified to be in compliance with the standards.
- Certified products provide the user an assurance for safety and reliability.
- Certified products enjoy the benefits of protection against competition from substandard products and misrepresentation.
- Products bearing Product Certification Mark enhances the reputation of manufacturer and thus, extends market acceptability.
- Improved efficiency in production when wastage and rejects are reduced.

APPLICATION PROCEDURE

Upon enquiry, the client will be given an information package which includes the relevant forms, which he / she has to complete and submit to Watermarks Certification (Malaysia) Sdn. Bhd. (WCMSB) for a quotation to be issued. He / she needs to submit:

- a) the Application Form (PROC01-F01) for quotation to be issued;



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Should the quotation be acceptable, the following documents are needed:

- b) Declaration of Approval for Trade Mark or Brand Name (PROC01-F02);
- c) Declaration by Manufacturer (for applicant with a Trading Company role) (PROC01-F03);
- d) Declaration of Approval from Relevant Authority (*for Malaysian manufacturers only*) (PROC01-F04);
- e) payment for amount to be remitted upon application;
- f) the full specifications of the product, including dimensioned drawings, materials, components, photographs, finishes, performance characteristics, labels used and installation instructions;
- g) relevant test reports of the product, if available

The flow chart showing the procedure for obtaining the Product Certification CoC is shown in **Annex A**.

PRE- CERTIFICATION PERIOD

When the submission has been verified and accepted, the applicant is given up to two (2) years for products to comply with the requirements. During this period, the product is tested for compliance against the applicable standard and the quality system practiced in the factory is monitored. An application is considered terminated if the applicant is unable to meet these requirements within the specified time. However, a re-application may be submitted.

Sampling

Sampling for Type Test are to be done by WCMSB personnel based on the rules stipulated in the applicable product standard or additional information specific to the product.

In the absent of specific sampling rules, guidance on sampling shall be as follows:

1. Samples from stabilized production or storage

Samples for test are to be selected from a stabilized production process or storage of known traceability to the production. The samples shall be randomly selected from a known production lot that is large enough to ensure that they are representative of the process involved.

2. Prototype sample

For initial assessment purposes a type test samples may be selected from a laboratory-scale pilot batches or prototype samples. This is to allow demonstration of suitability of the product against the applicable product standard. However further confirmatory or correlating test shall be required once production has stabilized before the product released for sale.



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Sampling Guideline

- Form test groups which consist of models of the same style, type or class in respect of the standard.
- Select the type test sample(s) from the model in the test groups that can be expected to give the worst result for any given test or group of tests.

Delivery of samples to the agreed test laboratory shall be the responsibility of the applicant. Samples shall be preserved and packaged to prevent damage or deterioration in transit.

CRITERIA FOR AWARD OF COC

The following criteria are used by WCMSB in assessing the applicant for the award of CoC:

- a) the product must fully comply with the applicable requirements of the standard;
- b) the applicant's production site must have an acceptable quality system to verify the product to the required standard;
- c) the applicant's production site must demonstrate the capability to comply with the Product Certification Requirements as specified in the Product Certification Agreement.

SURVEILLANCE

After the grant of CoC, certified client is placed under an annual surveillance program to ensure continuing compliance of the product. Normally, two (2) surveillance audits are carried out for each annual renewal period. WCMSB reserves the right to amend surveillance frequency based on Product Certification Requirement. During the audits, product and quality system will be re-evaluated based on the Certification Report.

NOTIFICATIONS OF CHANGES / DEVIATIONS

Certified client is responsible to notify WCMSB if there are changes to the following:

- a) company name;
- b) address / production site (premises);
- c) brand name;
- d) addition / deletion of model / sizes / types etc.;
- e) company ownership;
- f) marking of the Certification Mark;
- g) nominated management representative and the alternate personnel;
- h) any other changes to details of the Certification Report.



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SUSPENSION / REVOCATION / WITHDRAWAL

Suspension

CoC may be suspended for a limited period, in either of the following cases:

- a) if the surveillance or retest indicate non-conformance with the requirements of such a nature that immediate revocation is not necessary;
- b) if a case of improper use of the license or the Product Certification Mark, e.g. misleading prints or advertisement is not solved by suitable retractions and appropriate remedial measures by certified client;
- c) if there has been any other contravention to the Product Certification Agreement, or the applicable product standard(s);
- d) if the licensee fails to comply with the due settlement of his financial obligation;
- e) a voluntarily suspension after mutual agreement between WCMSB due to non-production of the certified product for more than 2 years or for other reasons.

Revocation

CoC may be revoked in either of the following cases:

- a) if at the end of the suspension period, inadequate measures are taken by certified client to fulfil conditions for the lifting of suspension;
- b) if during surveillance, it was found that the non-conformance is of a serious nature;
- c) if certified client fails to comply with due settlement of his financial obligation. In the event that the fees remained unpaid after six (6) months of expiry date of CoC, a recommendation may be made to revoke the CoC;
- d) if there has been any other major contravention to the Product Certification Agreement, or the applicable product standard(s) of such a nature that immediate revocation is necessary;
- e) if the product is banned from use by relevant regulatory authorities;
- f) if the standard or rules have been changed / amended and the certified client is either unwilling or unable to comply with the new requirements;
- g) if the product is no longer available i.e. there has been no production of the certified product or its similar product in the past three (3) years;
- h) if certified client goes out of business;
- i) if there is consolidation of CoCs.

Withdrawal

CoC may also be withdrawn by the certified client in either of the following cases:

- a) if certified client does not wish to continue with the certification
- b) if the standard or rules has been changed / amended and the certified client is either unwilling or
or
- c) unable to comply with the new requirements;
- d) if the product is no longer available or the certified client goes out of business;

COMPLAINTS

Complaints against certified products or services provided by WCMSB may be directed to the Managing Director.

APPEALS AND DISPUTES

WCMSB has procedures on appeals and disputes, which may be made available upon request. Appeals on revocations / withdrawals may be made within 6 months from the date of termination.

PRODUCT CERTIFICATION MARKS



WCM Certification Mark
Used on products certified to a national
standard, International Standard or Foreign
National Standard by WCM