



WCM Product Certification Requirements

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1. QUALITY SYSTEM

1.1 General

- 1.1.1 This document defines the responsibilities and obligations of the Certified Client with regard to management system requirement, inspection, testing and record keeping during the process of manufacture in order to ensure maintenance of the quality control and compliance of product against the specified standard and procedures including relevant regulatory provisions.
- 1.1.2 This document shall be read together with the Product Certification Agreement and applicable Certification Report.
- 1.1.3 During the period of the Agreement, the Certified Client shall not vary any conditions under which the Certification was issued unless a written approval is obtained from Watermarks Certification (Malaysia) Sdn. Bhd..
- 1.1.4 Validity period of Certificate of Conformity (CoC) issued by Watermarks Certification (Malaysia) Sdn. Bhd. is one year, and will be subjected to surveillance audit for renewal.

1.2 Definitions

- 1.2.1 **BATCH.** A portion of the total production, manufactured under uniform conditions, of such size that the finished product can be identified with particular raw material and / or components or processes used in its manufacture and that it can be segregated if required.
- 1.2.2 **MANAGEMENT REPRESENTATIVE.** Person responsible for the quality function of the organization, as referred to in Clause 2.1 below.
- 1.2.3 **STATUTORY REQUIREMENTS.** The Certified Client shall be responsible to ensure that all the statutory and regulatory requirements and / or by-laws currently in force are complied with.
- 1.2.4 **PRODUCT DESCRIPTION** may include whole or one of the following documents:
 - a) product design drawing,
 - b) product specification
 - c) product formulation
 - d) component or part list.
 - e) method statement



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1.2.5 **SCHEME CERTIFICATION COMMITTEE** is a list of members whose responsibilities include reviewing and approving of reports for the purpose of granting, suspending and terminating of certification.

1.2.6 **CERTIFICATION REPORT** refers to a document issued by Watermarks Certification (Malaysia) Sdn. Bhd. describing the certified product(s), recording, and stipulating specified product certification requirements.

1.3 Certified Client's Management Commitment

1.3.1 The management shall demonstrate its commitment to the development and implementation of the quality control system and its effectiveness by;

- communicating to the personnel the importance of compliance with standard, statutory and regulatory requirements,
- maintaining integrity of management and quality control system,
- defining and communicating the responsibilities and authorities to relevant personnel.
- ensuring the availability of resources.

1.3.2 Where Certified Client chooses to outsource any production and / or inspection process that affects product conformity with standard requirements, the Certified Client shall ensure control over such processes. Control of such outsourced processes shall be defined within the quality control system.

2. PRODUCTION SITE

2.1 Management Representative

2.1.1 The Certified Client shall appoint a member of management who, irrespective of other responsibilities, shall have responsibility and authority to ensure the quality control system including the premise where product is produced, are implemented and maintained consistent with the Certification Report.

2.1.2 The Certified Client shall also appoint other member of management who shall have similar responsibility and authority in the absence of the Management Representative. Any changes to the above-said appointee shall be notified to Watermarks Certification (Malaysia) Sdn. Bhd..



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2.2 Provision for Production

- 2.2.1 The Management Representative shall have a copy of the approved quality control plan for applicable product description.
- 2.2.2 The Certified Client shall plan and carry out production process under controlled conditions which shall include: -
- availability of information that describes the product characteristics.
 - availability of procedures, process flow chart, design drawing, specification, formulation and / or work instructions, as necessary.
 - availability and maintenance of suitable production equipment and testing equipment.
 - compliance with Specified standard, relevant procedures and regulations, and Certification Report.
 - monitoring and control of suitable production process parameters and product characteristic.
- 2.2.3 The Certified Client shall ensure product traceability by identifying the individual product or batches using suitable means during all stage of production and delivery.
- 2.2.4 Records of production process parameters, changes and product traceability shall be established and maintained (Refer Clause 3.7).

3. QUALITY CONTROL

3.1 Raw Materials and / or Components

- 3.1.1 The Certified Client shall establish and implement a process to ensure the quality of purchased product by utilizing one or more of the following methods:
- receipt of, and evaluation of, statistical data by the organization;
 - receiving inspection and /or testing such as sampling based on performance.
 - second or third-party assessments or audits of supplier sites, when coupled with records of acceptable delivered product quality;
 - evaluation by a designated laboratory;
 - another method agreed with the Watermarks Certification (Malaysia) Sdn. Bhd..



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3.1.2 Any changes to purchased product such as part or material shall be verified and approved prior implementation. The verification shall include evaluation of the effect of the changes on constituent purchased product and product already delivered.

3.1.3 Records of the quality of purchased products shall be established and maintained. (Refer Clause 3.7)

3.2 In-Process Inspection, Final Inspection and Testing

3.2.1 The Certified Client shall undertake, at his own expense, in-process and final testing detailed in the Certification Report.

3.2.2 The Certified Client shall inspect and / or test the characteristics of the product to verify that product requirements have been met at appropriate stages of the production process in accordance with the Certification Report.

3.2.3 Tests which cannot be carried out by the Certified Client shall be undertaken by external laboratories acceptable to Watermarks Certification (Malaysia) Sdn. Bhd.

3.2.4 Product release shall not proceed until all the requirements in the Certification Report have been satisfactorily complied with, unless otherwise approved by relevant authority, and where applicable, by the customer.

3.2.5 The Certified Client shall identify the need for statistical techniques required for controlling and verifying process capability and product characteristics.

3.2.6 Records which indicate the conformity of product and its production process against acceptance criteria and the person authorizing release of product shall be established and maintained. (Refer Clause 3.7)

3.3 Test Equipment

3.3.1 Inspection, measuring and test equipment shall be:

- a) available and suitable for inspection, measuring and testing.
- b) calibrated or verified or both at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards; where no such standards exist, the basis used for calibration or verification shall be recorded;
- c) adjusted or re-adjusted as necessary;



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- d) identified to enable the calibration status to be determined;
- e) safeguarded from adjustments that would invalidate the measurement result;
- f) protected from damage and deterioration during handling, maintenance and storage

3.3.2 Records of the calibration and verification shall be maintained. (Refer Clause 3.7)

3.4 Control of Non-Conforming Product

3.4.1 Products which fail to meet requirements shall not bear the Certification Mark.

3.4.2 The Certified Client shall establish and implement control of non-conforming product by one or more of the following ways:

- a) Repaired and / or reworked to meet specified requirements
- b) Rejected or scrapped
- c) Returned to suppliers
- d) Accepted under concession by a relevant authority

3.4.3 Repaired and / or reworked non-conforming product shall be subjected to re-verification to demonstrate conformity to the product requirements.

3.4.4 Non-conforming product, including the affected batches shall be segregated and identified to avoid unintended use or delivery.

3.4.5 The Certified Client shall take remedial action when nonconforming product is detected after delivery or use has started, appropriate to the effects, or potential effects, of the nonconformity.

3.4.6 Records of handling of non-conforming products shall be established and maintained. (Refer Clause 3.7)

3.5 Product Preservation

3.5.1 The Certified Client shall preserve the product during receipt, internal processing and delivery to the intended destination. This preservation shall include identification, handling, packaging, storage and protection. Preservation shall also apply to purchase product such as parts and / or material.

3.5.2 Records of product preservation shall be established and maintained. (Refer Clause 3.7)



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3.6 Corrective and Preventive Actions

3.6.1 The Certified Client shall take corrective action to eliminate the cause of non-conformities including customer complaints in order to prevent recurrence. Corrective actions shall be appropriate to the effects of the non-conformities encountered.

3.6.2 Corrective actions shall include the following steps:

- a) Investigate the cause of non-conformities
- b) Determine the corrective action to eliminate the cause of non-conformities
- c) Application of control to ensure that corrective action is effective.

3.6.3 Preventive action shall be taken to eliminate the causes of potential non-conformities in order to prevent their occurrence appropriate to the effects of the potential problems.

3.6.4 Preventive actions shall include the following steps:

- a) Investigate the cause of potential non-conformities
- b) Determine the steps needed to eliminate the cause of potential non-conformities
- c) Application of control to ensure that preventive action is effective

3.6.5 Records of complaints received, investigation and corrective action and / or preventive action taken shall be established and maintained. (Refer Clause 3.7)

3.7 Records

3.6.1 The Certified Client shall establish and maintain records to provide evidence of conformity to requirements and of the effective operation of the quality control system. Records shall be legible, identifiable, stored, protected, and readily retrievable and retained for a minimum of three years or a period of time consistent with product warranty.

4. CHANGES IN STANDARDS AND CERTIFICATION REQUIREMENTS

4.1 Watermarks Certification (Malaysia) Sdn. Bhd. shall notify the Certified Client of any changes in the Standard(s) and Certification Requirements, and shall give reasonable time to adjust the process and related procedures, where necessary.



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- 4.2 In the event of changes in the Standard(s) and Certification Requirements which, in the opinion of Watermarks Certification (Malaysia) Sdn. Bhd., warrant tests in addition to or different from, those already detailed in the Certification Report, the Certified Client will be notified of the additional testing and assessment requirements.

5. TERMS OF USAGE AND GUIDELINES FOR CERTIFICATION MARKS

5.1 On the product

- a) All Watermarks certification marks are the sole property of Watermarks Certification (Malaysia) Sdn. Bhd. and it shall be used according to these guidelines **ONLY**.
- b) There is no minimum size requirement for the mark, but it must be legible and readily identifiable. The size of the Certification Mark may be reduced or enlarged proportionately as required.
- c) The mark should be produced in black on a light background, or in reverse on a dark background. The Certification Mark may be printed in any color provided it is in one solid color.
- d) The Certified Client shall apply the Certification Mark **ONLY** to products that are:
 - i- specifically listed on the license;
 - ii- comply to Specified Standard and procedures including relevant regulatory provisions, and;
 - iii- fulfilled the markings requirement as stipulated in the approved certification report.
- e) The Certification Mark shall be used in full and shall comprise the following:
 - i- the word "WATERMARK"
 - ii- the standard number
 - iii- the Certificate of Conformity number



CERTIFIED TO YY : XXXX
CERTIFICATION NO. XXXXXX

- f) Any deviations to the marking requirements for the Certification Mark has to be approved by Watermarks Certification (Malaysia) Sdn. Bhd..
- g) Certification Mark shall be directly applied to each product except where the physical characteristics of the products do not permit, in which the case, the Certification Mark may be applied to the smallest packaging unit or warranty card.
- h) The Certification Mark shall be applied in such manner that is **NOT** transferable from one product to another.
- i) The usage of the Certification Mark on the products may not be used to imply a relationship such as partnership with Watermarks Certification (Malaysia) Sdn. Bhd..
- j) Certification Marks shall not be altered in any way other than to resize the artwork proportionately. Unacceptable uses of the Certification Mark include, but are not limited to, adding / deleting wording or artwork, reducing the artwork to an illegible size, or distortion.

5.2 On promotional material

- a) Certification marks shall be used **ONLY** on advertising material, article, catalogs, manuals, booklets, mill certificate, signage and news releases. Use of certification marks on such promotional material is not a substitute for use of the complete Watermarks Certification Mark on certified products and / or product packaging.
- b) No Watermarks Certification Mark or aspect thereof shall be incorporated as part of business name, business stationery, Internet domain name, or brand name / trademark for products / product lines. This includes both designs aspects and words aspects.
- c) If the Certified Client choose to use the Certification Mark in the promotional material, it shall be in accordance with clause 5.1 item (e).



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- d) If the Certified Client choose to use only wordings in the advertising material to describe the product being certified by Watermarks Certification (Malaysia) Sdn. Bhd., the Certified Client shall use the following words:

“WATERMARKS CERTIFIED TO (standard no.)” and followed by **“CERT.NO”**

5.3 Effect on Misuse of the Certification Marks

- a) Any act such as addition and / or omission by the Certified Client with or without intention that has breach the term and guidelines provided herein shall be considered as an act of misuse the certification mark.
- b) Watermarks Certification (Malaysia) Sdn. Bhd. shall have the right to make an investigation including providing support to enforcement body to raid the premises related to the product without giving notice to the Certified Client once Watermarks Certification (Malaysia) Sdn. Bhd. received such complaint.
- c) Watermarks Certification (Malaysia) Sdn, Bhd. shall have the right to terminate the Certificate of Conformity and the agreement with the Certified Client if it is shown there are evidences of misuse of the certification mark.
- d) Watermarks Certification (Malaysia) Sdn. Bhd. shall have the right to claim from the Certified Client for any lost and cost incurred that Watermarks Certification (Malaysia) Sdn. Bhd. has to suffer as a result of the misuse including legal proceedings and public notification cost.
- e) Watermarks Certification (Malaysia) Sdn. Bhd. shall have the right to make a claim through court jurisdiction if the remedy provided by arbitration is not sufficient to cover the loss and cost suffered by Watermarks Certification (Malaysia) Sdn. Bhd. due to the misuse.
- f) The Certified Client shall inform the public through media that they had misused the certification mark and to recall the product.