

Issue No. : 05	PROCEDURE MANUAL	Rev. No.: : 00
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4. RELATED DOCUMENTS:

Application pack (Application form, Terms and conditions for certification and the Brochure)

Application review check list (QP-03-CHK-01)

5. PROCEDURE (flow chart for the process):

5.1. Upon an enquiry by a client, the Certification Manager shall send an application pack together with the fees structure to the client.

5.2. On receiving the duly filled application, the company shall determine whether the required competency is available with them and appoint an officer (as per the criteria laid down in **6.6 of PM-QP-01**) to conduct the application review.

5.3. Certification Manager shall acknowledge the application through email.

- a. If required information is missing, company shall request for more information from the client.
- b. When information is adequate and satisfactory for the purpose and if the company has the necessary competence, company shall accept the application and a quotation shall be sent to the client by the Certification Manager or his/her nominee. However if the auditor panel of company do not process the required technical competence, the service of technical experts is used and the allocation of tasks to be performed by the technical expert will be decided and assigned by the Certification Manager.
- c. To prepare the quotation, the audit time shall be determined. In determining audit time, criteria for estimation of audit time shall be taken into consideration.
- d. If not company shall reject the application and inform the client.
- e. Once response is obtained for the quotation, company shall call for submission of the documentation from the client.

5.4. If required information is missing, company shall request for more information from the client.