



APPLICANT'S/ MANUFACTURER'S INFORMATION FORM

*(To be filled by applicant authorised
representative)*

CCS/EAC/F01

CREAM CERTIFICATION SERVICES
Construction Research Institute of Malaysia
Makmal Kerja Raya Malaysia
Lot 8, Seksyen 91, Jalan Chan Sow Lin
55200 Kuala Lumpur
T: +603 – 2779 1479 | F: +603 - 2779 1474

Issue 3, 22 August 2022
(Rev. 1, 16 February 2024)

SECTION A - PARTICULARS ABOUT THE APPLICANT

| | | | | | |
|----|---|--|--|----------|--|
| 1. | Applicant's Name and Address | | | | |
| 2. | Company Registration No. | | | | |
| 3. | Contact Person | Name | | Position | |
| | | Phone No. | | H/P No. | |
| | | Fax No. | | E-mail | |
| 4. | Are you the Manufacturer* | <input type="checkbox"/> Yes | | | |
| | | <input type="checkbox"/> No | | | |
| 5. | Category of applicant* | <input type="checkbox"/> Local Manufacturer - proceed to Section B | | | |
| | | <input type="checkbox"/> Foreign Manufacturer - proceed to Section B | | | |
| | | <input type="checkbox"/> Agent (Foreign Product Only) | | | |
| | | <input type="checkbox"/> OEM Product Supplier (Local Manufacturer) | | | |
| | | <input type="checkbox"/> OEM Product Supplier (Foreign Manufacturer) | | | |
| | | <input type="checkbox"/> Manufacturer for Authorized Brand | | | |
| 6. | Have you been appointed officially by Manufacturer* | <input type="checkbox"/> Yes | | | |
| | | <input type="checkbox"/> No | | | |
| 7. | *Please attach: a) Manufacturer's Declaration of Commitment and Undertaking - Agent (Form: F09) (only applicable if the applicant is the Agent for the Manufacturer) b) Letter of appointment – Agent (only applicable if the applicant is the Agent for the Manufacturer) c) Manufacturer's Declaration of Commitment and Undertaking - OEM (Form: F10) (only applicable if the applicant is the OEM) | | | | |

SECTION B - PARTICULARS ABOUT THE MANUFACTURER

| | | | | | |
|----|--|----------------------------------|----------|--|--|
| 1. | Manufacturer's Name and Address | | | | |
| 2. | Telephone No. | | Fax. No. | | |
| 3. | Address of Factory/ Manufacturing Plant <i>(if different from above)</i> | | | | |
| 4. | Telephone No. | | Fax. No. | | |
| 5. | Name the parent (main) company & address <i>(if applicable)</i> | | | | |
| 6. | Company* | <input type="checkbox"/> Local | | | |
| | | <input type="checkbox"/> Foreign | | | |
| 7. | Paid-up capital | | | | |
| 8. | | <input type="checkbox"/> Yes | | | |

| | | |
|---|---|--|
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| SECTION B - PARTICULARS ABOUT THE MANUFACTURER | | | |
|--|--|--------------------------|---|
| | Is this factory operating under legal status and has obtained approval(s) from the relevant authority? * | <input type="checkbox"/> | No |
| 9. | Chief Executive Officer/ Chief Operating Officer | Name | |
| | | Designation | |
| 10. | Has the Manufacturer obtained any Certification or License of Products from other agencies? * | <input type="checkbox"/> | Yes (If yes, please state the agency's name & attach the certificate/license) |
| | | <input type="checkbox"/> | No |
| | | Name of Agency | |
| | | Certificate No. | |
| 11. | Has the factory/ company obtained the Certificate of Quality Management System ISO 9001? * | <input type="checkbox"/> | Yes (If yes, please state the agency's name & attach the certificate/license) |
| | | <input type="checkbox"/> | No |
| | | Name of Agency | |
| | | Certificate No. | |
| | | Certification Scope | |
| | | Expiry Date | |
| 12. | *Please attach: a) Declaration of Approval from the Relevant Authority (Form: F07) b) Certificate or license of products from other agencies (if applicable) c) Certificate of Quality Management System ISO 9001 (if applicable) | | |

| SECTION C – MANUFACTURER INFORMATION | | | |
|--------------------------------------|--|--------------------------------|--|
| 1. | No. of employees in the company | Manufacturing Division | |
| 2. | | Quality Control Division | |
| 3. | | Administration Division | |
| 4. | | Overall total no. of employees | |
| 5. | Date of which factory began operation: | | |
| 6. | Please attach*: a) Factory/manufacturer organization chart b) a route map to your factory/ plant site (<i>applicable only for a factory located in Malaysia</i>) | | |

| | | |
|--|---|--|
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| SECTION D - PRODUCT INFORMATION | | | |
|---------------------------------|--|--------------------------|-----|
| 1. | Product Name | | |
| 2. | Standard (MS, BS, EN, JIS, CIS, etc.) | Code | |
| | | Title | |
| 3. | Type(s), Model(s), Dimension(s) | | |
| 4. | Trademark(s)/ Brand Name(s) ¹ | | |
| 5. | Product Description | | |
| 6. | Rate of output per month | | |
| 7. | Value of output per year | | |
| 8. | No. of shift (workers) | | |
| 9. | Are the items included in the scope of the Certificate of Quality Management System ISO 9001? * | <input type="checkbox"/> | Yes |
| | | <input type="checkbox"/> | No |
| 10. | Head of division | Name | |
| | | Designation | |
| | | Qualification | |
| | | Experience | |
| 11. | Please attach: a) Declaration of Approval for Trademark Registration/ Brand Name (Form: 08) b) Technical drawing of the product/ component c) Product Manual including installation instruction d) Sample of products labels/ marking/ delivery ticket <i>*Note: ¹ The trademark/brand should have been own by the applicant and certified. Refer to the F08 form.</i> | | |



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SECTION E - QUALITY CONTROL

| | | | |
|----|--|--------------------------|--|
| 1. | Head of division | Name | |
| | | Designation | |
| | | Qualification | |
| | | Experience | |
| | | Responsible/Reporting to | |
| 2. | <p>Please attach*:</p> <ul style="list-style-type: none"> a) Quality Manual and Quality Plan for manufacturing. b) List of Components or Raw Materials Used to Manufacture the Product. (Form: F02) c) Mill certificate/ test report of the raw material listed in Form F02. d) Production & Quality Control Flowchart (Process Flow Chart). (Form: F03) e) Process Quality Control Checking Schedule. (Form: F04) f) The form used to record the test result listed in Form F04. g) Product test equipment list and calibration schedule. (Form: F05) h) Calibration certificate for test equipment listed in Form F05. i) Main equipment list (manufacturing). (Form: F06) j) Documented procedure for Control of Product Change (if applicable). k) Documented procedure for Handling of Non-Conforming Product. l) Documented procedure for Handling of Customer Complaint. <p>*Note: CCS may request further/additional information from time to time</p> | | |

SECTION F - PRODUCT TESTING

| | | | | |
|----|---|--------------------------|---|--|
| 1. | Has the Manufacturer obtained any Full Type Test Reports from other agencies? * | <input type="checkbox"/> | Yes (If yes, please state the agency's name & attach the test report) | |
| | | <input type="checkbox"/> | No | |
| | | Name of Agency | | |
| | | Test Report No. | | |
| 2. | <u>Identification of Testing Facility</u> | Name of the laboratory | | |
| | <i>(Applicant may identify any under scope 3rd party accredited laboratory for testing of sample for certification purpose)</i> | Address of laboratory | | |
| | | SAMM No. | | |
| | | Scope of testing | | |
| 3. | <p>Please attach*:</p> <ul style="list-style-type: none"> a) Full type test report (if any) <p>*Note: CCS may request further/additional information from time to time</p> | | | |

| | | |
|--|---|--|
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| SECTION G - DECLARATION BY APPLICANT | | |
|--|--|-----------------|
| <p>I/We, with this, declare that all information and statement given in this form are correct to my/our knowledge and agree to supply all other information required by CREAM should I/we decided to proceed with the application.</p> | | |
| Signature | | Company's Stamp |
| Name | | |
| Designation | | |
| Date | | |

| FORWARD TO <i>(Forward form to (preferable per e-mail))</i> |
|--|
| <p>CREAM CERTIFICATION SERVICES Construction Research Institute of Malaysia Makmal Kerja Raya Malaysia Lot 8, Seksyen 91, Jalan Chan Sow Lin 55200 Kuala Lumpur T: +603-2779 1479 F: +603-2779 1474</p> <p>Attn. : Syed Hazni Abd Gani e-mail : ccs@cream.my</p> |

All received information will be treated with confidentiality.

**SENARAI KOMPONEN ATAU BAHAN-BAHAN MENTAH YANG
DIGUNAKAN UNTUK MENGHASILKAN PRODUK
LIST OF COMPONENTS OR RAW MATERIALS USED TO MANUFACTURE
THE PRODUCT**

| No. | Component / Raw Material | Model/ Brand | Technical Data (Specification) | Manufacturer | Approval (if any) |
|-----|---|---|---|--|--|
| # | <i>Raw material, size Example: Steel coil (298mm x 3.2mm)</i> | <i>Grade & Brand (if any) Example: STK400</i> | <i>Mill Cert No./ Material Quality/ Test report</i> | <i>State the manufacturer's name</i> | <i>State approval from the authority (if applicable)</i> |
| 1. | | | | | |
| 2. | | | | | |
| 3. | | | | | |
| 4. | | | | | |
| 5. | | | | | |
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| 7. | | | | | |
| 8. | | | | | |
| 9. | | | | | |
| 10. | | | | | |

(All components or raw materials used to produce the product shall be listed here. All applicable information of the components or raw materials such as Model/Brand, Technical Data (Specification) and Manufacturer shall be provided in the relevant column. Shall the components or raw materials used is required to have specific approval from the authority, the certificate or letter of approval shall be attached)

CARTA ALIRAN PROSES PROCESS FLOW CHART

(Please describe main production process flow using symbols indicated)



Incoming



Flow/ Direction of process/ Activity



Activities/ Process



Quality Control Check (List major quality control checkpoint details in Form F04)



Storage/ Outgoing

All final product test and inspection shall be identified and included in the list

JADUAL PROSES KAWALAN SEMAKAN KUALITI
PROCESS QUALITY CONTROL CHECKING SCHEDULE

| QC Check No. | Item Inspected/ Tested | Test/ Inspection Details | Frequency and Method of Testing | Form No. / Remarks |
|--------------|--------------------------------------|--|--|---|
| QC # | <i>State component/ raw material</i> | <i>State Test, verification, or inspection that are carried out on each item</i> | <i>State Frequency and Method of Testing</i> | <i>State identification number of the form used to record the test result</i> |
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(All items that need to undergo testing, verification, or inspection shall be listed. They may include the incoming components or raw materials, in-process, or semi-finished products, and finished products. Test, verification, or inspection carried out on each item, the frequency of testing, and the identification number of the form used to record the test result shall be provided in the relevant column. All tests requirements stipulated in the standard shall be covered in this QC plan, disregard at what stage of the process they are to be carried out)


SENARAI PERALATAN PENGUJIAN PRODUK DAN JADUAL KALIBRASI PRODUCT TEST EQUIPMENT LIST AND CALIBRATION SCHEDULE

| No. | Equipment (Name, Model, Serial No) | Parameters Calibrated | Range Use for Testing | Frequency of Calibration & Due Date | Name of Calibration Laboratory and Calibration Certificate No. |
|-----|--|---|---|--|---|
| # | <i>State equipment or gauges that are used to perform all tests identified in the QC Checking Schedule</i> | <i>State Information on parameters calibrated</i> | <i>State working range used for testing</i> | <i>State frequency of calibration/verification & Due Date for next calibration</i> | <i>State name of calibration laboratory and calibration certificate no.</i> |
| 1. | | | | | |
| 2. | | | | | |
| 3. | | | | | |
| 4. | | | | | |
| 5. | | | | | |
| 6. | | | | | |
| 7. | | | | | |
| 8. | | | | | |
| 9. | | | | | |
| 10. | | | | | |

(All equipment or gauges used to perform all tests identified in the Process Quality Control Checking Schedule as in CCS/EAC/F04 shall be listed together with its model and serial number. Information on parameters calibrated, the working range used for testing, frequency of calibration/verification & Due Date for next calibration, and name of calibration laboratory & Calibration certificate no. shall be provided at relevant column).

SENARAI PERALATAN UTAMA (PENGELUARAN)
MAIN EQUIPMENT LIST (MANUFACTURING)

| No. | Equipment (Name, Model, Serial No) | Reference No. | Year Obtained | Condition/ state of equipment |
|-----|--|---|---|--|
| # | <i>State the equipment used to manufacture the product</i> | <i>State the reference no. of the equipment</i> | <i>State the year of equipment obtained</i> | <i>State the condition/ state of equipment</i> |
| 1. | | | | |
| 2. | | | | |
| 3. | | | | |
| 4. | | | | |
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| 9. | | | | |
| 10. | | | | |

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|---|--|--|
|  | DECLARATION OF APPROVAL FROM RELEVANT AUTHORITY <i>(Please use separate form for each factory)</i> | CCS/EAC/F07 |
| | | CREAM CERTIFICATION SERVICES Construction Research Institute of Malaysia Makmal Kerja Raya Malaysia Lot 8, Seksyen 91, Jalan Chan Sow Lin 55200 Kuala Lumpur T: +603 – 2779 1479 F: +603 - 2779 1474 |
| | | Issue. 2, 1 June 2017 (Rev. 5, 16 February 2024) |

| | | |
|---|--|-----------------|
| Name of Company | | |
| Factory Name & Address | | |
| Product Name | | |
| Standard Compliance | | |
| In connection with my / our activities of manufacturing the product which will be granted the Product Certificate of Conformity, I/we declare that: | | |
| <input type="checkbox"/> | Has obtained approval from the relevant local authority or other enforcement body to manufacture the above product. (Please attach evidence of approval) | |
| <input type="checkbox"/> | Is seeking approval from them (Please attach evidence of application for approval) | |
| I/We undertake responsibility to revoke this application should there be a rejection by the respective authority or registrar. I / We also undertake not to involve CREAM in any legal proceeding pertaining to the above mention approval. | | |
| Signature | | Company's stamp |
| Name | | |
| Designation | | |
| Date | | |

| | | |
|---|---|--|
|  | DECLARATION OF APPROVAL FOR TRADEMARK/BRAND NAME <i>(Please use separate form for each factory)</i> | CCS/EAC/F08 |
| | | CREAM CERTIFICATION SERVICES Construction Research Institute of Malaysia Makmal Kerja Raya Malaysia Lot 8, Seksyen 91, Jalan Chan Sow Lin 55200 Kuala Lumpur T: +603 – 2779 1479 F: +603 - 2779 1474 |
| | | Issue. 2, 1 June 2017 (Rev. 5, 16 February 2024) |

| | |
|------------------------|--|
| Name of Company | |
| Factory Name & Address | |
| Product Name | |
| Standard Compliance | |

In connection with my/our activities of manufacturing the product which will be granted the Product Certificate of Conformity, I/we declare that I/we:

- Legally owns the trademark/brand name below *(Registration for trademark/brand name is attached)*
- Is seeking approval for the trademark/brand name below *(Evidence of application for registration is attached)*
- No brand name
- Had been authorised by the trademark/brand name owner *(Authorization letter is attached)*

Trademark/brand name

I/We undertake the responsibility to revoke this application should there be a rejection by the respective authority or registrar or the owner of trademark/brand name. I/We also undertake not to involve CREAM Certification Services in any legal proceeding on the above mention approval.

| | | |
|-------------|--|------------------|
| Signature | | Company's stamp: |
| Name | | |
| Designation | | |
| Date | | |



MANUFACTURER'S DECLARATION OF COMMITMENT AND UNDERTAKING

(For Certification of Imported Product)

CCS/EAC/F09

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The Manufacturer shall sign this form which shall be submitted by the Agent (Applicant) together with the application form. It is the applicant's responsibility to get the signature of the Manufacturer on this form. The Manufacturer shall sign the original document during the audit/ evaluation stage.

This declaration shall be signed by the Manufacturer in advance of certification decision by Construction Research Institute of Malaysia (referred hereinafter as "CREAM") and become null and void only upon termination of an application or termination or withdrawal of the certificate.

Manufacturer's Declaration of Commitment and Undertaking

1. I/We solemnly agree and declare the followings: -
 - (a) Our company has officially appointed the organization as our Agent as stated in the "Letter of Appointment as Authorized Agent, "and our company has authorized the Agent to apply for certification by CREAM for the product(s) and brand(s) as per the appointment letter, and
 - (b) Our company has given a full commitment and undertaking to provide full support to our Agent in complying with the Certification Agreement, and
 - (c) Our company has given a full undertaking and support to ensure that CREAM can conduct the inspection and to perform the initial/ surveillance/ verification assessment and to conduct/ witness testing and at our manufacturing premises and to review relevant documents and to make copies to grant and maintain CREAM's Product Certificate of Conformity, and
 - (d) Our company authorized CREAM to state our company's name, and address and the brand name(s) and the particulars of the product certified in CREAM's Product Certificate of Conformity (however named), and our company shall be fully responsible for the quality of product stated in the certificate, and
 - (e) Our company shall immediately notify CREAM officially in writing if and whenever the Agent's appointment is terminated.

2. I/We solemnly understand, agree, and declare the following: -
 - (a) CREAM neither assumes nor accepts any responsibility for any injury or damage to the Manufacturer's property or personnel that may occur during or as a result of activities, wherever performed, whether performed in whole or in part by the Manufacturer/ Agent or CREAM, and whether or not any equipment, facility or personnel for or in connection with the activity is furnished by the Manufacturer/ Agent or CREAM, except when such injury or damage results solely from negligence on the part of CREAM or its representatives.
 - (b) Our company shall agree that CREAM shall not be liable and disclaims all responsibility for any product failure of the Certified Product and shall defend and hold harmless CREAM and agrees that CREAM shall not be responsible for any liabilities, damages, injuries, losses, costs, and expenses including Product Liability Claims suffered by any third party directly or indirectly due to reliance in whatever manner to the certificate, certification mark, Certificate Holder's Certified Product or directory of material published by CREAM.
 - (c) Our company agrees to extend our agreement in clause b) above to cover all the staff of CREAM, CREAM Board of Trustees/Board of Directors, Chief Executive Officer, CREAM Consultants, Advisors, Auditors, Inspectors, Experts, Committee Members, and its authorized person and to the staffs, assessors, and representatives of CREAM's Accrediting Bodies.

3. I/We with this declared that I/We had read this declaration, of which I/We have retained a copy, and I/We understand our obligations and I/We agree to meet the above terms and understand the consequences of not doing so and shall honor these declarations as long as our Agent remains an Applicant/Certificate Holder of CREAM and I/We agreed that this declaration should be signed by the Manufacturer in advance of certification decision by CREAM and become null and void upon termination of an application or termination or withdrawal of certificate to the Agent.

| | | |
|-------------|--|------------------------|
| | | Company's Stamp |
| Signature | | |
| Name | | |
| Designation | | |
| Date | | |



MANUFACTURER'S DECLARATION OF COMMITMENT AND UNDERTAKING

CCS/EAC/F10

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The Manufacturer shall sign this form, which shall be submitted by the Applicant together with the Applicant's/Manufacturer's Information Form. It is the Applicant's responsibility to get the signature of the Manufacturer on this form. The Manufacturer shall sign the original document during the audit/ evaluation stage.

This declaration shall be signed by the Manufacturer in advance of certification decision by Construction Research Institute of Malaysia (referred hereinafter as "CREAM") and become null and void only upon termination of an application or termination or withdrawal of the certificate.

Manufacturer's Declaration of Commitment and Undertaking

1. I/We solemnly agree and declare the followings:
 - (a) Our company has given a full commitment and undertaking to provide full support to the Applicant in complying with the Certification Agreement, and
 - (b) Our company has given a full undertaking and support to ensure that CREAM can conduct the inspection and to perform the initial/ surveillance/ verification assessment and to conduct/ witness testing and at our manufacturing premises and to review relevant documents and to make copies to grant and maintain CREAM's Product Certificate of Conformity, and
 - (c) Our company authorized CREAM to state our company's name, and address and the particulars of the product certified in CREAM Product Certificate of Conformity (however named) and our company shall be fully responsible for the quality of product stated in the certificate, and
 - (d) Our company shall immediately notify CREAM officially in writing if and whenever the Applicant no longer deals with our company.

2. I/We solemnly understand, agree, and declare the following: -
 - (a) CREAM neither assumes nor accepts any responsibility for any injury or damage to the Manufacturer's property or personnel that may occur during or as a result of activities, wherever performed, whether performed in whole or in part by the Manufacturer/ Applicant or CREAM, and whether or not any equipment, facility or personnel for or in connection with the activity is furnished by the Manufacturer/ Applicant or CREAM, except when such injury or damage results solely from negligence on the part of CREAM or its representatives.
 - (b) Our company shall agree that CREAM shall not be liable and disclaims all responsibility for any product failure of the Certified Product and shall defend and hold harmless CREAM and agrees that CREAM shall not be responsible for any liabilities, damages, injuries, losses, costs, and expenses including Product Liability Claims suffered by any third party directly or indirectly due to reliance in whatever manner to the certificate, certification mark, Certificate Holder's Certified Product or directory of material published by CREAM.
 - (c) Our company agrees to extend our agreement in clause b) above to cover all the staff of CREAM, CREAM Board of Trustees/Board of Directors, Chief Executive Officer, CREAM Consultants, Advisors, Auditors, Inspectors, Experts, Committee Members, and its authorized person and to the staffs, assessors, and representatives of CREAM's Accrediting Bodies.

3. I/We with this declared that I/We had read this declaration, of which I/We have retained a copy, and I/We understand our obligations and I/We agree to meet the above terms and understand the consequences of not doing so and shall honour these declarations as long as our Applicant remains an Applicant/Certificate Holder of CREAM and I/We agreed that this declaration should be signed by the Manufacturer in advance of certification decision by CREAM Certification Services and become null and void upon termination of an application or termination or withdrawal of certificate to the Applicant.

| | | |
|-------------|--|-----------------|
| | | Company's Stamp |
| Signature | | |
| Name | | |
| Designation | | |
| Date | | |