



**Construction Research Institute of Malaysia (CREAM)  
Product Certification Scheme**

**CREAM GUIDE 1**  
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**TERMS AND CONDITIONS GOVERNING THE SCHEME FOR THE  
CERTIFICATION OF PRODUCT**

**PRODUCT  
CERTIFICATION  
CREAM**

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## PREFACE

CREAM is an acronym for the Construction Research Institute of Malaysia. It was incorporated on 26 March 2004 as a company limited by guarantee without share capital under the Companies Act 1965 on the initiative of the Construction Industries Development Board of Malaysia (CIDB) to perform as a corporate vehicle for carrying out CIDB's research activities.

CREAM's Quality Management System is certified to ISO 9001:2015. CREAM's Makmal Kerja Raya Malaysia (MKRM) is an accredited laboratory listed under accreditation number SAMM 0563 by the Department of Standards Malaysia (DSM). MKRM is one of the largest structural engineering laboratories in the country.

More details on CREAM facilities and services can be obtained from its website, [www.cream.my](http://www.cream.my).

CIDB Act 520 is the Act that regulates the construction industry in Malaysia empowers CIDB to control, among others, the use of certain products in the construction industry. With the amendments in CIDB Act 520 (Amendment 2011), CIDB is now entrusted with ensuring that products stipulated in the Fourth Schedule of CIDB Act 520 (Amendment 2011) have obtained CIDB approval before supplied and used in the construction industry. With the amendment of the CIDB Act 520, there will be a tremendous challenge to construction material manufacturers to ensure that their product complies with the product standards. In this respect, Product Certification is the best means for providing testimonials that a product conforms to the standard (s) regulated by CIDB.

With the background and changes in CIDB Act above, CREAM can now play a more significant role in providing product certification to the manufacturers, and this indirectly supports the regulatory function of CIDB for product conformity to the product standard.

In this respect, CREAM has established a service for product certification, which is managed by CREAM Certification Services (CCS) that has been accredited by the Department of Standard Malaysia (DSM) on 3 August 2018 with PC No. PC 03082018 CB 12.

With the experience gain in the Ready Mixed Concrete Certification and considering the demand of the construction industries, CREAM now can offer Product Certification services for other products in general for use in construction industries.

Please contact CREAM Certification Services (CCS) for any inquiry and further information, as stated below.

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## 1 INTRODUCTION

- 1.1 The Terms and Conditions Governing the Scheme for the Certification of Product (Product Certification Scheme) apply to all Certificate Holders and applicants. Products manufactured either to a Malaysian Standard, an International Standard, or a foreign standard of a national standards organization are accepted for the Scheme. Participation in this Scheme is voluntary.
- 1.2 CREAM gives formal recognition to the applicant or manufacturer that has been independently assessed and found to comply with the criteria and requirements specified in the applicable standard. Certification is granted for a specific product of an applicant or manufacturer. The certificate holder is always responsible for its product's conformity with the relevant product standard and all certification requirements.
- 1.3 This document shall be read in conjunction with the relevant published policy and procedure documents governing the Product Certification Scheme offered by CREAM Certification Services (CCS).
- 1.4 The product certification is a Type 5 product certification based on International Standard ISO/IEC 17067.
- 1.5 This Scheme includes testing of the products and assessment of the quality system involved.
- 1.6 CREAM will take samples of the product either from the market or from the point of production. The samples will be assessed for ongoing conformity.
- 1.7 The product which the applicant wants to apply for Product Certification shall have a normative standard. The standards are based on one or combination of the following:
- (a) Malaysian Standard (MS)
  - (b) Construction Industry Standard (CIS) published by CIDB Malaysia
  - (c) International standard published by the International Standard Organization (ISO)
  - (d) Regional Standard, i.e., European standard (EN)
  - (e) Foreign Standard, i.e., British standard (BS)
  - (f) Malaysian government or its Agency Departmental Specification
- 1.8 The interested client may apply for certification to the above Product Standard(s). However, where a Malaysian regulating agency regulates a product, the standard for specification shall be based on the regulator's standard.
- 1.9 Product for certification is for use in the construction industry and based on industry requests. The main product is listed under the Fourth Schedule Act 520 CIDB.
- 1.10 The client is often the manufacturer, who may sub-contractors for some of the production operations. Still, sometimes the manufacturer's agent or another organization in the supply chain (e.g., a distributor) can act as the client and seek certification. In such cases, the client may not control the manufacturing processes or access to the production facilities. Before signing a certification agreement, the client needs to ensure that the CREAM can perform all necessary assessment activities of the production processes and the manufacturer's Quality Management System.
- 1.11 Product Certification provides the following advantages:
- (a) Meets the Regulatory, National, and International Product Standards
  - (b) Comply with Construction Industry Standards and Fourth Schedule Act 520, CIDB (Amendment 2011)
  - (c) Provide confidence among business partners and end-users
  - (d) Boost productivity and reduce defects
  - (e) Facilitate trade, market access, fair competition, and consumer acceptance of product on a National and International Level

## 2 REFERENCES

- 2.1 The following references are indispensable for the application of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the normative reference (including any amendments) applies.
- (a) Fourth Schedule Act 520 CIDB
  - (b) MS ISO/IEC 17020 Conformity assessment – Requirements for the operation of various types of bodies performing inspection.
  - (c) MS ISO/IEC 17025 General requirements for the competence of testing and calibration laboratories.
  - (d) MS ISO 2859-1, Sampling procedures for inspection by attributes – Part 1: Sampling schemes indexed by acceptance quality limit (AQL) for lot-by-lot inspection.
  - (e) ISO/IEC 17000, Conformity assessment - Vocabulary and general principles
  - (f) ISO/IEC 17007, Conformity assessment – Guidance for drafting normative documents suitable for use for conformity assessment.
  - (g) ISO/IEC 17021-1, Conformity assessment - Requirement for bodies providing audit and Certification management systems. - Part 1: Requirements
  - (h) ISO/IEC TS 17021-3, Conformity assessment - Requirement for bodies providing audit and Certification management systems. Part 3: Competence requirement for auditing and certification of quality management systems
  - (i) ISO/IEC 17065, Conformity assessment – Requirements for bodies certifying products, processes, and services.
  - (j) ISO/IEC 17067, Conformity assessment – Fundamentals of product certification and guidelines for product certification schemes.

## 3 TERMS & DEFINITIONS

- 3.1 For this document, the terms and definitions are given in ISO/IEC 17000, ISO/IEC 17065, ISO/IEC 17067, and the following terms and definitions listed in Appendix A apply.

## 4 APPLICATION PROCEDURE

- 4.1 Upon inquiry, CREAM will provide the client with all necessary documents for application for Product Certification of its specified products. The client must complete and submit to CREAM for a quotation to be issued. The client needs to submit:
- (a) Applicant's/Manufacturer's Information Form (CCS/EAC/F01)
  - (b) List of Components or Raw Materials Used to Manufacture the Product (CCS/EAC/F02)
  - (c) Process Flow Chart (CCS/EAC/F03)
  - (d) Process Quality Control Checking Schedule (CCS/EAC/F04)
  - (e) Product Test Equipment List and Calibration Schedule (CCS/EAC/F05)
  - (f) Main Equipment List (Manufacturing) (CCS/EAC/F06)

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

- (a) Declaration of Approval from the Relevant Authority (CCS/EAC/F07)
- (b) Declaration of Approval for Trademark/Brand Name (CCS/EAC/F08)

- (c) Manufacturer's Declaration of Commitment and Undertaking form – Agent (CCS/EAC/F09)
- (d) Manufacturer's Declaration of Commitment and Undertaking form for OEM (CCS/EAC/F10)
- (e) Application for CREAM "Product Certificate of Conformity" (CCS/EAC/F11)
- (f) payment for the amount to be remitted upon application
- (g) the full specifications of the product, including dimensioned drawings, materials, components, photographs, finishes, performance characteristics, labels used, and installation instructions
- (h) relevant test reports of the product, if available

4.2 All the necessary documents are available at the CREAM office and our official website ([www.cream.my](http://www.cream.my)).

4.3 Appendix B shows the flow chart of the procedure for obtaining the Product Certificate of Conformity.

## 5 PRE- CERTIFICATION PERIOD

5.1 CREAM will review all the information provided by the client. If it is clear and sufficient, the applicant will be given up to two (2) years 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 unable to meet these requirements within the specified time. However, reapplication may be submitted.

## 6 SAMPLING

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

6.2 Sample(s) need to be:

- (a) representative of products to be certified;
- (b) made using components and sub-assemblies approved for use in production;
- (c) made using production tools and assembled using methods established for the products to be certified.

Where evaluation is performed on prototype samples, further evaluation of subsequent production sample(s) is necessary.

6.3 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.

## 7 CRITERIA FOR AWARD OF PRODUCT CERTIFICATE OF CONFORMITY

7.1 Granting of Product Certificate of Conformity shall be based on the following criteria:

- (a) the applicant and factory are operating legally;
- (b) the appropriate production equipment, working, and storage area, testing, and quality control facilities, and related support services are adequate, in good condition, and well maintained;
- (c) the applicant must have sufficient and experienced personnel;
- (d) the manufacturing of the product is under an effective production control system;
- (e) the product must fully comply with the applicable requirements of the standard;
- (f) the applicant has taken action to close all nonconformities raised during the evaluation;

- (g) the applicant has fulfilled all financial and procedural obligations to CREAM under this certification scheme.
- 7.2 Upon approval by the Product Certification Committee (PCC), the applicant shall be granted a product certificate that valid for 24 months. The product certificate is renewable, subject to surveillance assessment findings and approval by PCC. The product certificate shall be released upon full settlement of certification fees. However, at the discretion and approval of the CEO of CREAM, the product certificate may be released on a case to case basis.
- 7.3 CREAM shall be the product certificate owner and shall be granted the rights to request the awarded product certificate to be returned when CREAM deems it appropriate or necessary.
- 7.4 Product certificate shall not be used and display in such a manner as to bring CREAM into disrepute. The certificate holder shall not make any statement regarding the product certificate that CREAM may consider misleading or unauthorized. Any action contradicting this statement shall result in breach of certification agreement, leading to termination of the application, suspension, or withdrawal of product certificate.

## **8 SURVEILLANCE**

- 8.1 After the grant of Product Certificate of Conformity, the certified client is placed under an annual surveillance program to ensure the ongoing validity of the demonstration of fulfillment of product requirements. For each annual renewal period, CREAM will carry out at least one (1) surveillance audit. CREAM reserves the right to amend surveillance frequency based on Product Standard or Product Certification Requirement or if the situation warrants. During the audits, product and quality system will be re-evaluated based on the Certification Report.
- 8.2 If surveillance is not able to be conducted due to a circumstance beyond the control of the organization, commonly referred to as "Force Majeure" or "act of God" (examples are war, strike, riot, political instability, geopolitical tension, terrorism, crime, pandemic, flooding, earthquake, malicious computer hacking, other natural or human-made disasters), the surveillance shall be delayed to earliest possible date, as advised or directed by the authority as safe.
- 8.3 If the surveillance is not conducted within three (3) months after the certificate expired, except for the certificate's suspension as in 10.1, the product certificate shall be deemed terminated. However, a new application may be made under a normal procedure subject to current terms and conditions.

## **9 NOTIFICATIONS OF CHANGES / DEVIATIONS**

- 9.1 The client shall inform CREAM immediately of any changes bearing on the client's compliance with these Terms and Conditions and the Product Certification Criteria or otherwise affecting the client's capability or scope of activity.
- 9.2 The client is responsible for notifying CREAM immediately of any intended changes to its:
- (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) the organization, top management, and key personnel; and
  - (h) any other changes to details of the Certification Report

## 10 SUSPENSION / TERMINATION / WITHDRAWAL

### 10.1 Suspension

10.1.1 Certification of the product under the Product Certification Scheme may be suspended by CREAM for a limited period if any of the following situations arises:

- (a) if the surveillance shows nonconformity with the requirements of such nature that immediate withdrawal is not necessary;
- (b) if a case of improper use of the certificate or the CREAM Certification Mark (e.g., misleading publications or advertisement) is not solved by suitable retractions and appropriate corrective actions by the certificate holder;
- (c) if there has been any other contravention of the Product Certification Scheme or the applicable product standard(s);
- (d) a voluntary suspension after mutual agreement between CREAM due to the non-production of the certified product for more than two (2) years or other reasons.
- (e) Proven evidence of fraudulent behaviour or the client intentionally provides false information;
- (f) Failure to give cooperation or facilities for CREAM, its auditors or its authorized representatives to discharge their official duties;
- (g) Non-payment of certification fees;
- (h) Failure to submit satisfactory evidence of nonconformity in agreed time frame;
- (i) Adverse outcome of a complaint investigation;
- (j) Abuse of sub-contracting;
- (k) A significant change to the client's production facility that seriously affects the quality of the certified product;
- (l) Other circumstances for suspension as determined by this Scheme from time-to-time.

10.1.2 When the certification is under suspension, the product certificate of conformity shall be returned to CREAM. The certificate holder shall not use or refer to the certificate or CREAM Certification Mark on their products.

### 10.2 Reinstate a Suspended Product Certificate

10.2.1 For suspended product certificate due to PCC's decision as in 10.1, the certificate holder shall rectify the suspension cause to reinstate the product certificate.

10.2.2 For a voluntarily suspended product certificate, as in 10.1.1 (d), the certificate holder shall request officially in writing within the suspension period to reinstate the suspended product certificate.

10.2.3 A suspended product certificate shall only be reinstated subject to approval by PCC decision.

### 10.3 Termination

10.3.1 Certification of the product under the Product Certification Scheme will be terminated by CREAM if:

- (a) Certificate Holder wishes to terminate;
- (b) CREAM determines that the product no longer complies with product certification requirements;
- (c) failure to fulfil other certification requirements, e.g., non-payment of fees.

- 10.3.2 If certification is terminated, CREAM will take action specified by this certification scheme. It shall make all necessary modifications to formal certification documents, public information, authorizations for the use of marks, etc., to ensure it does not indicate that the product continues to be certified.

#### **10.4 Revocation of Certification**

Certification of the product under the Product Certification Scheme will be revoked by CREAM if:

- (a) the company fails to take adequate corrective/preventive actions within the stipulated time to fulfill the conditions for the lifting of suspension by the end of the suspension period;
- (b) the relevant regulatory authorities ban the product;
- (c) there is a consolidation of certification;
- (d) the company is no longer available;
- (e) the standard requirements or regulatory requirements have been changed, and the company cannot comply with the new requirements;
- (f) there is a significant contradiction to the Certification Agreement.

#### **10.5 Withdrawal**

10.5.1 CREAM may, at its discretion, withdraw certification for the following:

- (a) if the surveillance shows that the nonconformity is serious;
- (b) if the certificate holder fails to comply with the due settlement of financial obligations;
- (c) if there is any other contravention of the Certification Agreement;
- (d) if the Certificate Holder takes inadequate measures in the case of suspension;
- (e) if the certified client does not wish to continue with the certification;
- (f) if the standard or rules has been changed/amended and the certified client is either not or cannot ensure conformity with the new requirements;
- (g) if the product is no longer made or the certified client goes out of business;
- (h) other circumstances for withdrawal as determined by this Scheme from time-to-time.

10.5.2 Certificate Holder shall return the Product Certificate of Conformity to CREAM immediately and inform their clients on their withdrawal from CREAM Certification.

#### **10.6 Extension or Reduction of Scope of Certification (Amendment of Scope)**

10.6.1 Extension and reduction of the certification scope are subject to a written request, and it will be subjected to evaluation and verification as and when necessary. The certificate holder shall make an official request to CREAM.

10.6.2 CREAM may consider extension or reduction of the scope of the certification includes changes as follows, but not limited to:

- (a) Certificate holder's name or address;
- (b) Manufacturer's name or address;
- (c) Brand;
- (d) Product description in the certificate;



- (e) Product standard;
- (f) Certificate holder's ownership;
- (g) Any other changes to the scope of certification.

## 11 COMPLAINTS

- 11.1 The Certificate Holder shall keep records of all complaints relating to the certified product's compliance with certification requirements and make these records available to CREAM when requested. The Certificate Holder shall take appropriate action concerning such complaints and documented the actions taken.
- 11.2 Any complaints against certified products may be channelled to the CREAM Certification Services (CCS). Complaint procedures may be made available upon request.

## 12 APPEALS AND DISPUTES

- 12.1 Appeal/Dispute on suspension, termination, and rejection of any application shall be made within 30 days after having been officially informed of the decision of CREAM. All appeal/dispute shall make in writing directly to the Chief Executive Officer of CREAM.
- 12.2 When such an appeal is received, CREAM will consider the explanations given and provide the Certificate Holder with an opportunity to be heard. Appeals are handled within the certification system impartially and independently. CREAM's decision shall stand, pending any further consideration by the CREAM Appeal Panel (AP), if necessary.
- 12.3 Appeal procedures may be made available upon request.

## 13 CREAM CERTIFICATION MARKS

- 13.1 The Certificate Holder shall comply with any requirements prescribed in the certification scheme relating to the use of marks of conformity and information on the product. Below is an example of the CREAM Certification Mark used on products complying with national, international standards or Foreign National Standard.
- 13.2 Below is an example of the CREAM Certification Mark used on products complying with national or international standards.



## 14 OBLIGATIONS OF APPLICANT/CERTIFICATE HOLDER

- 14.1 Product Certification under the CREAM Product Certification Scheme does not work in any way exempt organizations/manufacture from or diminishes their responsibilities in observing/complying with existing laws and regulations currently enforced in the country.

- 14.2 Product Certification should not be regarded as in any way diminishing the normal contractual responsibilities between the manufacturer and its client. While Product Certification is an indication of the manufacturer's integrity and competence, it cannot be taken to constitute a guarantee by which the manufacturer always maintains a particular level of performance.
- 14.3 The Applicant/Certificate Holder shall comply at least with the following:
- (a) commit to fulfilling the certification requirements, including implementing appropriate changes when they are communicated by CREAM;
  - (b) if the certification applies to ongoing production, the certified product continues to fulfil the product requirements;
  - (c) to make all necessary arrangements for the conduct of the evaluation and surveillance, including provision for examining documentation and records, and access to the relevant equipment, location(s), area(s), personnel, and client's subcontractors;
  - (d) to make all necessary arrangements for the investigation of complaints;
  - (e) to make all arrangements needed for the participation of observers;
  - (f) to makes claims regarding certification consistent with the scope of certification;
  - (g) not use its product certification in such a manner as to bring CREAM into disrepute and does not make any statement regarding its product certification that CREAM may consider misleading or unauthorized;
  - (h) to discontinues its use of all advertising matter that contains any reference to it and takes action as required by the certification scheme (e.g., the return of certification documents) and takes any other required measure upon suspension, withdrawal, or termination of certification;
  - (i) if the Applicant/Certificate Holder provides copies of the certification documents to others, the documents shall be reproduced in their entirety or as specified in the certification scheme;
  - (j) in referring to its product certification in communication media such as documents, brochures, or advertising, the Applicant/Certificate Holder complies with the requirements of CREAM or as specified by the certification scheme;
  - (k) the Applicant/Certificate Holder complies with any requirements that may be prescribed in the Product Certification Scheme relating to the use of CREAM Certifying Mark and on information related to the product;
  - (l) to keep records of all complaints made known to it relating to compliance with certification requirements and makes these records available to CREAM when requested, and takes appropriate action concerning such complaints and any deficiencies found in products that affect compliance with the requirements for certification and documents the actions taken;
  - (m) to informs CREAM, without delay, changes that may affect its ability to conform with the certification requirements.
  - (n) to pay fees as determined by CREAM;
  - (o) commit to allowing CREAM to conduct the assessment in a safe environment. CREAM does not tolerate any unprofessional conduct towards the assessment team. The assessment team will not hesitate to discontinue the evaluation, which may lead to suspension;
  - (p) to retain all records as stated in the Product Standard as required by law or national guidelines or at least six (6) years;
  - (q) to ensure the certificate or test report or any other certification documents in whole or in part, are not used or referred to misleadingly and shall not make any statement that leads to the disrepute of CREAM.

## **15 IMPARTIALITY AND INTEGRITY**

- 15.1 CREAM has established an independent Certification Advisory Committee (CAC), overseeing and ensuring CREAM conducted its certification activities impartially.
- 15.2 The review and decision on certification shall be made independently by the Product Certification Committee (PCC), whose members shall not be involved in evaluating the products.
- 15.3 CREAM does not allow a conflict of interest to influence and prevent the objective and consistent provision of CREAM offered services. CREAM shall observe this requirement when dealing with any CREAM's related bodies.
- 15.4 To ensure that there is no conflict of interest, personnel (including those acting in a managerial capacity) who have provided consultancy for a client, or been employed by a client, shall not be used by CREAM to review or approve the resolution of a complaint or appeal for that client within two years following the end of the consultancy or employment.

## **16 DISCLAIMER**

- 16.1 The certificate holder shall be fully responsible for the quality of the product stated in the product certificate. CREAM, its staff, Board of Trustee, representatives, members of Certification Advisory Committee (CAC), members of Product Certification Committee (PCC), approving authorities including representatives of CREAM's Accreditation Bodies, their directors and staffs, and their assessors shall not be liable and disclaims all responsibility for any losses, damage to property or personal injury suffered directly or indirectly arising from the usage and application of the product supplied by the certificate holder.

## **17 MODIFICATION/AMENDMENT**

- 17.1 CREAM retains the right to modify or make any changes that are deemed necessary to this document from time to time. CREAM will notify all the parties affected by such modifications or changes accordingly, and CREAM will endeavour to minimize inconveniences to affected parties.



## APPENDIX A

### TERMINOLOGIES

In general, the terminologies and definitions that are frequently referred to this CREAM Guide 1 are as follows:

#### 1) Client

organization or person responsible to CREAM for ensuring that certification requirements (4), including product requirements (5), are fulfilled. Whenever the term "client" is used in this CREAM Guide 1, it applies to both the "applicant" and the "client," unless otherwise specified.

#### 2) Evaluation

combination of the selection and determination functions of conformity assessment activities.

#### 3) Product

result of a process

#### 4) certification requirement

a specified requirement, including product requirements (5) that is fulfilled by the client (1) as a condition of establishing or maintaining certification. Certification requirements include requirements imposed on the client by CREAM (usually via the certification agreement) to meet ISO/IEC 17065 and have requirements imposed on the client by CREAM Product Certification Scheme.

#### 5) product requirement

a requirement that relates directly to a product specified in standards or other normative documents identified by the certification scheme. Product requirements can be specified in normative documents such as regulations, standards, and technical specifications.

#### 6) certification scheme

certification system related to selected products, to which the same specified requirements, specific rules, and procedures apply. A "certification system" is a "conformity assessment system." The certification scheme stipulates the rules, procedures, and management for implementing product certification.

#### 7) scope of certification

identification of the product(s) for which the certification is granted, the applicable certification scheme, and the standard(s) and other normative documents (s), including their date of publication, to which it is judged that the product(s) comply.

#### 8) Product Certification Committee (PCC)

a committee that reviews and makes the certification decision based on all information and results related to the evaluation.

#### 9) Impartiality

presence of objectivity. Objectivity is understood to mean that conflicts of interest do not exist or are resolved not to influence the body's activities adversely. Other terms useful in conveying the element of impartiality are independence, freedom from conflicts of interest, freedom from bias, freedom from prejudice, neutrality, fairness, open-mindedness, even-handedness, detachment, and balance.

**APPENDIX B**

**PRODUCT CERTIFICATION PROCESS FLOWCHART**

<b>Process</b>	<b>Action</b>	<b>Reference</b>
<b>Inquiry</b>	<ol style="list-style-type: none"> <li>1. An information package is given to the applicant</li> <li>2. The applicant shall submit the relevant documents and information to CREAM, such as:                             <ol style="list-style-type: none"> <li>(a) Applicant' s/Manufacturer's Information Form</li> <li>(b) List of Components or Raw Materials Used to Manufacture the Product</li> <li>(c) Process Flow Chart</li> <li>(d) Process Quality Control Checking Schedule</li> <li>(e) Product Test Equipment List and Calibration Schedule</li> <li>(f) Main Equipment List (Manufacturing)</li> </ol> </li> <li>3. Feasibility for certification is examined concerning standards, testing, and evaluation</li> <li>4. A quotation issued to the applicant</li> </ol>	<p>CCS/EAC/F01</p> <p>CCS/EAC/F02</p> <p>CCS/EAC/F03</p> <p>CCS/EAC/F04</p> <p>CCS/EAC/F05</p> <p>CCS/EAC/F06</p>
<b>Application</b>	<ol style="list-style-type: none"> <li>1. Should the quotation be acceptable, the following documents are needed:                             <ol style="list-style-type: none"> <li>(a) Declaration of Approval from Relevant Authority</li> <li>(b) Declaration of Approval for Trademark/Brand Name</li> <li>(c) Manufacturer's Declaration of Commitment and Undertaking form – Agent</li> <li>(d) Manufacturer's Declaration of Commitment and Undertaking form for OEM</li> <li>(e) Application for CREAM "Product Certificate of Conformity"</li> <li>(f) payment for the amount to be remitted upon application</li> <li>(g) the full specifications of the product, including dimensioned drawings, materials, components, photographs, finishes, performance characteristics, labels used, and installation instructions</li> <li>(h) relevant test reports of the product, if available</li> </ol> </li> <li>2. CREAM will issue Acceptance into Pre-Certification Stage Letter to the applicant</li> </ol>	<p>CCS/EAC/F07</p> <p>CCS/EAC/F08</p> <p>CCS/EAC/F09</p> <p>CCS/EAC/F10</p> <p>CCS/EAC/F11</p>
<b>Document Review</b>	<p>Assessment of the manufacturer's quality system documentation to determine the readiness of the factory audit</p>	
<b>Factory / Plant Audit</b>	<ol style="list-style-type: none"> <li>1. Confirmation on date and arrangement of factory audit at the manufacturer's factory or production site.</li> <li>2. The activity shall include a review of quality system documentation and record; a visit to the raw material storage, factory/ manufacturing plant, finished good storage and testing facilities; witnessing processes and activities; Interview with manufacturers' personnel responsible for the audited area; and sampling of sample for testing.</li> </ol>	

Process	Action	Reference
<b>Product Sampling &amp; Testing</b>	<ol style="list-style-type: none"> <li>1. Applicants shall send samples to the testing laboratory for testing against the relevant product standards</li> <li>2. CREAM will draw samples of the products for testing at the factory.</li> <li>3. Testing shall be conducted in testing laboratories either compliant with or accredited to ISO 17025 with the scope of accreditation, for ascertaining conformance to specified criteria.</li> <li>4. The applicant shall despatch the samples that they do not get damaged and or contaminated, undergo deterioration, and product integrity is maintained.</li> </ol>	
<b>Recommendation</b>	Preparation of Certification Report and Recommendation Paper to the Product Certification Committee (PCC)	
<b>Review &amp; Approval</b>	Review and Certification Decision by Product Certification Committee (PCC)	
<b>Issuance of Certificate</b>	<ol style="list-style-type: none"> <li>1. Preparation of Product Certificate of Conformity, signing, and issuance Letter of Award to the successful applicant.</li> <li>2. The certificate is valid for two (2) years with an annual Surveillance Audit.</li> </ol>	
<b>Surveillance Audit</b>	<ol style="list-style-type: none"> <li>1. Surveillance audits shall be conducted at least once a year to ensure continued compliance with the certification requirements. During Surveillance Audit, products will be sampled from the factory, and factory audits will be conducted.</li> <li>2. Product Certificate of Conformity is renewable subject to Surveillance Audit findings and approval by Product Certification Committee (PCC)</li> </ol>	
<b>Recertification Audit, Additional Scope, Suspension, Withdrawal &amp; Termination</b>	<ol style="list-style-type: none"> <li>1. The Product Certificate of Conformity expires at the end of the second year. Before expiry, a Recertification Audit will be conducted.</li> <li>2. Product Certificate of Conformity is renewable subject to Recertification Audit findings and approval by Product Certification Committee (PCC)</li> </ol>	

