



BQAS CERTIFICATION [M] SDN BHD


QP 06 : Public Information Procedure

Doc No : QP 06 Effective Date: 24 09 2021 Revision: 3.0 Issue No: 1.0

Quality Procedure

QP 06


Public Information Procedure

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Quality Procedure

QP 01	Document Control and Record Procedure
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1.0 PURPOSE

The purpose of this procedure is to describe the type of information that are required to be disseminated by BQAS to it's client as well as for public consumption.

2.0 SCOPE

This procedure covers information requirements for BQAS' client and public information.

3.0 REFERENCES

3.1 MS ISO/IEC 17021:2015 or ISO/IEC 17065:2012 - Conformity Assessment - Requirements for bodies providing audit and certification of management systems.

3.2 Malaysian Standard - Malaysian Sustainable Palm Oil (MSPO) MS2530: 2013

4.0 ABBREVIATIONS AND DEFINITIONS

BQAS	BQAS Certification (M) Sdn Bhd
MD	Managing Director
MS	Malaysian Standard
Client	Organization whose management system is being audited for certification
Certified Client	Organization whose management system has been certified with MSPO

5.0 PROCEDURE

5.1 Public Information


The Management shall be responsible for the dissemination of public information.

5.1.1 BQAS shall disseminate through print and electronic media, in all areas where it is working, the following information:

Audit processes:

A. Processes for granting, refusing, renewing, suspending, restoring or withdrawing certification or expanding or reducing scope of certification.

B. Types of management systems and certification schemes in which it operates.

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- C. The use of BQAS name and certification mark or logo.
- D. The processes for handling requests for information, complaints and appeals.
- E. Policy on impartiality.

5.1.2 BQAS shall entertain queries or post on its internet website on the following:

- A. Geographical areas in which it operates
- B. The status of a given certification
- C. The name, related normative document, scope and geographical location [city and country for specific certified clients]

Note:


- A. The client can request to limit access to sensitive information.
- B. BQAS can also make information public by any means it chooses without request on BQAS' website.

5.2 CLIENT COMMUNICATION

5.2.1 Information of the certification activity and requirements

BQAS shall inform and update clients on following:

- a. A detailed description of the early and ongoing certification activity, including the application, first audits, following audits, and the process for approving, refusing, maintaining the certification, expanding or reducing the scope of certification, renewing, suspending or restoring or withdrawing of certification;
- b. The normative requirement for certification;
- c. Information about the fees for application, initial certification and continuing application;
- d. BQAS' requirement for clients to:
 - Confirm with certification requirements
 - Organize for the performance of the audits, including permitting the examination of documents and the access to all processes and areas, records and personnel for the purposes of initial certification, records and personnel for the purposes of initial certification, surveillance, recertification and resolution of complaints \.

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- To allow where applicable, the presence of observers (e.g. accreditation assessors or trainee auditor
- e. Documents describing the responsibilities of certified clients, including requirements when referring to its certification in first contact of any kind according to the requirements.
- f. Information on processes for handling complaints and appeals

5.3 Notice of changes by BQAS

BQAS shall give its certified clients timely notice of any changes to its requirements for certification. BQAS shall verify that each certified client confirms with the new requirements.

5.4 Notice of change by certified client

BQAS shall have legal authority to ensure that certified client informs BQAS without delay, of matters that affect the capability of the management systems to continue fulfill the requirements of the standard used for certification. These include, for example changes relating to:

- a. The legal, commercial, organizational status or ownership
- b. Organization and management (e.g. key managerial, decision making or technical staff)
- c. Contact address and sites
- d. Scope of operations under the certified management system
- e. Major changes to the management system and processes

BQAS shall take appropriate action upon receiving these information

6.0 RELATED DOCUMENT

- A. QM 01 Quality Management System Manual
- B. BQAS Website

7.0 ATTACHMENT

Nil