QUALITY PROCEDURE

MS ISO/IEC 17025

Prepared By:

ASSISTANT QUALITY MANAGER

Reviewed By:

Technical Manager (Materials)  Technical Manager (Environment)  Technical Manager (Bioprocess)

Approved By:

PM Dr Nasrul Hamidin  
Quality Manager
1.0  PURPOSE AND SCOPE

The purpose of this document is to ensure that the laboratory has adequate resources and available capability to fulfill requests forwarded to it. This procedure applies to all requests for testing.

2.0  RESPONSIBILITIES

- Technical Manager
- Analyst

3.0  DEFINITIONS AND/OR REFERENCES

Definition:
None

Reference:
- MS ISO/IEC 17025
- UniMAP Testing Laboratory Quality Manual

4.0  PROCEDURES

4.1  The Test Request Form must be completed by the customer initiating the request for a test by the laboratory.
(Note: The Analyst/Assistant Technical Manager is responsibility to ensure the key personnel in the laboratory not involve on the testing activities example funded by grants of the personnel who holds the consultation jobs. The evaluation will be remark in the Test Request Form).

4.2  Analyst will assign Job No. for each Test Request Form

4.3  Analyst will update the Testing Log Book.
4.4 The completed form shall be submitted to the Analysts/ Assistant Technical Manager. The Analysts/ Assistant Technical Manager will evaluate the request against capability of laboratory for the following:

- Suitability of sample
- Availability of qualified/validated/calibrated instrument
- Availability of competent laboratory personnel
- Availability of standard or validated method

4.5 If there is any deviation or difference between the request and the capability of the laboratory, it should be discussed with and agreed by the customer. Upon agreement, the sample to be tested will be checked and accepted by the Analysts/ Assistant Technical Manager.

4.6 If the sample belongs to or originates from, the grants of any one of the key personnel in the laboratory organization, the testing activities shall be performed and endorsed by a different Analyst and Signatory whom does not possessed any connection with the sample origins and/or involve in the project with the respective key personnel, to avoid conflict of interest throughout the testing activity. The test required to be review and recorded in the the Test Request Form (UTL/FO/04-01).

4.7 The sample(s) will be tested within the agreed timeline stated in the request form using laboratory approved method.

4.8 If there are any amendments to the agreed testing request after the work has commenced, then the request will be reviewed as in step 4.2. Any amendments shall be communicated to all the affected personnel.
5.0 RECORDS

<table>
<thead>
<tr>
<th>No.</th>
<th>Record</th>
<th>Location</th>
<th>Person maintaining records</th>
<th>Retention Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Test Request Form (UTL/FO/04-01)</td>
<td>Document room</td>
<td>Analyst</td>
<td>At least 6 years</td>
</tr>
<tr>
<td></td>
<td>Testing LogBook (UTL/FO/04-02)</td>
<td>Document Room</td>
<td>Analyst</td>
<td>At least 6 years</td>
</tr>
</tbody>
</table>

6.0 FLOWCHART

No