QUALITY PROCEDURE

MS ISO/IEC 17025

Prepared By:

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ASSISTANT QUALITY MANAGER

Reviewed By:

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Quality Manager
1.0 PURPOSE AND SCOPE

The purpose of this document is to provide a guideline for report preparation and its scope applies to the preparation of the Certificate of Analysis (COA) or Test Report.

2.0 RESPONSIBILITIES

- Technical Manager
- Analyst

3.0 DEFINITIONS AND/OR REFERENCES

Definition:
- COA: Certificate of Analysis or Test Report is the official document for the interpretation of the test results.

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

4.0 PROCEDURE

4.1. All test results shall be reported according to the test report format in Template of COA

4.2. All the results in the test report are from approved test methods. Any deviation in the method shall be clearly stated in the test report.

4.3. All results are stated clearly in the test report with the measurement of uncertainty value, where applicable.

4.4. If sampling was conducted by the analyst, then the sampling form shall be attached with the test report.

4.5. All approved test reports are filed in the relevant folder.
4.6. The way of measurement uncertainty shall be stated at result as \( X \pm U \) if requested by customer.

4.7 The test report will be attached with form Customer Feedback (UTL/FO/16-01) to get information from customer.

### 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>COA or Test Report</td>
<td>Document Room</td>
<td>Analyst</td>
<td>At least 6 years</td>
</tr>
<tr>
<td>2</td>
<td>Customer Feedback Form</td>
<td>Document Room</td>
<td>Analyst</td>
<td>At least 6 years</td>
</tr>
</tbody>
</table>

### 6.0 FLOWCHART

None

### 7.0 APPENDIX

- Template of COA
- Customer Feedback Form
| Customer Name and address : |
| Type of sample            : |
| Sample Identification     : |
| Date received             : |
| Job No                    : |
| Test Performance Date     : |
| Page No                   : x of y |

Testing Result :

This report applies and refers only to the specific test article submitted by the client at the time of its testing. The result shall NOT be used to indicate or imply that they are applicable to others similar articles/products. This certificate is strictly not for circulation or advertising purpose and shall NOT be reproduced except in full without the written approval of the laboratory.

(Note: Measurement uncertainty to be reported when there is customer’s requirement)