QUALITY PROCEDURE

MS ISO/IEC 17025

Prepared By:

[Signature]
ASSISTANT QUALITY MANAGER

Reviewed By:

[Signature]  [Signature]  [Signature]
Technical Manager (Materials)  Technical Manager (Environment)  Technical Manager (Bioprocess)

Approved By:

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PM Dr Nasrul Hamidin
Quality Manager
1.0 PURPOSE AND SCOPE

This procedure provides guidelines to cooperate with customers in clarifying the customer’s request and in monitoring the laboratory’s performance and to ensure the confidentiality and integrity to other customer of UniMAP Testing Laboratory.

2.0 RESPONSIBILITIES

- Quality Manager
- Technical managers
- All analysts

3.0 DEFINITIONS AND/OR REFERENCES

Definitions:
None

References:
- MS ISO/IEC 17025
- Procedure on Confidentiality And Integrity.

4.0 PROCEDURES

4.1 The customer or their representatives is allow for the whitnessing of their samples test performance or verification preparation, packaging and dispatch of the test items or to visit the laboratory after agreed by The Technical Manager of respective laboratory.

4.2 To ensure confidentiality to other customers all customer or visitor are required to sign an “Agreement of Confidentiality and Integrity” (UTL/FO/01-01). The Administration personnel shall maintain these records.
4.3 The laboratory required the feedback from the customer after the test report will be attached with form customer feedback (UTL/FO/16-01) to get information from customer. The feedback shall be used and analysed for the improvement.

4.4 The respective laboratory to conduct the customer feedback only to the external customer or internal customer (if required).

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>Agreement of Confidentiality and Integrity</td>
<td>Document Room</td>
<td>Administrator</td>
<td>At least 6 years</td>
</tr>
<tr>
<td>2</td>
<td>Customer feedback form</td>
<td>Document Room</td>
<td>Administrator</td>
<td>At least 6 years</td>
</tr>
</tbody>
</table>

6.0 FLOWCHART

None

7.0 APPENDIX

- Agreement of Confidentiality & Integrity
- Customer feedback form