



STANDARDS
MALAYSIA

MALAYSIA INSPECTION BODIES ACCREDITATION SCHEME (MIBAS)

MIBAS POLICY 4 (MP4) – POLICY ON MULTI-LOCATION

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MS ISO/IEC 17020

MIBAS

JABATAN STANDARD MALAYSIA
Department of Standards Malaysia

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1 Introduction

- 1.1 This document describes the policy of the Standards Malaysia for accreditation of multi-location of inspection bodies.
- 1.2 This document shall be read in conjunction with the following document(s):
- i. MS ISO/IEC 17020 – Conformity Assessment- Requirements for the Operation of Various Types of Bodies Performing Inspection;
 - ii. ILAC P15 - Application of ISO/IEC 17020:2012 for the Accreditation of inspection Bodies
 - iii. Additional rules or specific requirements that may be issued / endorsed as MIBAS requirements;
 - iv. Any relevant legal requirements.

2 Definition

- 2.1 **Site**
Any location where an inspection activity is being undertaken on a temporary or permanent basis.
- 2.2 **Premises**
Locations that belong to the inspection body with an involvement in inspection activities. Such location may be owned, rented or leased by the inspection body.
- 2.3 **Multi-location organisation**
An organisation with a central office in which certain activities are performed or managed with a network of locations at which such activities are fully or partially carried out. All locations have a direct legal or contractual link with the central office of the organisation and are subject to a common quality system.

3 Multi-location organisation

- 3.1 a. An applicant that operates from a central office through a number of locations may seek a single accreditation provided that the conditions specified by the accreditation body are fulfilled.
- b. On application, the inspection body shall indicate the number of location and the range of scopes for each locations being operated. Standards Malaysia will visit selected locations taking into consideration as to whether a location is one where key activities are carried out. Key

activities include:

- policy formulation;
- process and/or procedure development;
- process of initial selection of inspectors and, as appropriate
- contract review;
- planning for inspection activities;
- review and approval inspection report.

c. Issues for consideration as to whether a location is one where key activities are carried out may include:

- Contract review separate from head office;
- Maintenance of records not kept at head office;
- Maintenance of management system documentation not kept at head office;
- Maintenance and calibration of specific equipment kept separate from head office.

3.2 a. Standards Malaysia will seek to establish through objective evidence and by using various techniques that:

- i. All locations are operating under the same quality system;
- ii. All locations are included in the internal audit programme and central management review process.

b. Temporary locations shall be working to the same requirements and may be subject to assessment on a sampling basis as part of the accreditation process to provide evidence of the operation and effectiveness of the system.

c. During the central office assessment, Standards Malaysia may need to see records of certain activities, which are being carried out at different locations.

3.3 a. If Standards Malaysia observes non-conformity at the central office or at any one of the locations of an organisation with multiple locations; the corrective action procedure shall apply to all locations where applicable. In the event that the results of any of the assessments of sample

locations reveal that there is a significant weakness or inconsistency in the application of the quality system, Standards Malaysia will review the assessment programme and may increase the number of locations to be assessed.

- b. Failure by one location to comply with Standards Malaysia requirements may lead to removal of the location from the schedule of accreditation. If the cause of nonconformity is the lack of central control then the accreditation will be the subject to review by Standards Malaysia and may lead to suspension or withdrawal of accreditation from all locations.
- 3.4 Generally, each location under scope of accreditation from which an organisation is operating will be visited at least once during the three-year assessment cycle. However, the central office will be visited based on assessment programme.
- 3.5 Standards Malaysia shall be advised of any changes to location addresses and activities. The establishment of any new locations from which the inspection body proposes to offer an accredited service shall be approved by Standards Malaysia before these can be included in the scope of accreditation. The need for assessment of the new location shall be reviewed and assessment may be carried out during surveillance, reassessment or separate assessment where necessary.

REFERENCES:

1. MS ISO/IEC 17020 'Conformity Assessment- Requirements for the Operation of Various Types of Bodies Performing Inspection'.
2. ILAC-P15 'Application of ISO/IEC 17020:2012 for the Accreditation of Inspection Bodies'.
3. IAF/ILAC - A5 'IAF/ILAC Multi-Lateral Mutual Recognition Arrangements (Arrangements): Application of ISO/IEC 17011:2004'.