Certification Procedure (SOP)

1. Enquiry (first contact)

All enquiries by stakeholders including public comes in through all possible means i.e. walk in, e-mail, phone, fax, letters, etc. These are being managed by one focal Office Administrator (OA) to ensure customer service are being delivered leading to customer satisfaction being met. Among the data being collated are as follows: -

a. Time and date
b. Contact person
c. Organization name
d. Contact details

The OA will then follows up either with an: -

a. Issuance of an application form for interested parties
b. Issuance of a feedback form for service feedback's, compliments or grievances
c. Information's on any other Certification Body matters not relating to consultancy

All completed submitted application forms for certifications are being collated and passed on to the next level, the Technical Manager (TM) for an evaluation.

All service feedback's are to be collated and passed on to the Top Management.

2. Evaluation

Upon receiving an application form for a halal certification from the OA, the TM are to allocate a case number then do the followings checks (non extensive): -

a. Nature of business and products (to identify schemes and capability to do)
b. Number of sites and location
c. Copy of business registry – legal entity
d. Copy of authority clearance
e. Copy of floor plan
f. Ingredient listings (raw materials)
g. End product listing (what they produce)
h. Process Chart (Flow Chart)
i. Any additional storage's?
j. Number of Muslim employees in production? (Any halal team?)
k. Processing aids and tools used

Once the checks are done and there is no critical issue, the TM next step is to allocate a Team Leader (TL) to handle the case.

3. Level 1 Table Audit

The allocated TL can either be a Technical Auditor (TA) or a Sharia Auditor (SA) which will run a documentation checks (table audit) and verification's prior to the physical onsite audit. The document run through shall be a secondary check for the documentation received from the TM for the auditee. The TL will then make all the necessary arrangements with the customer prior to the audit.

4. Level 2 Physical Audit

A Technical Auditor together with a Sharia Auditor (one being TL) will go over to the customer premises to perform the audit. The auditing performed must cover the Audit Methodology as per the audit checklist with the following flow:

a. Opening meeting led by the Team Leader
b. Document evaluation
c. Receiving Area
d. Incoming Storage Area
e. Processing Area
f. Outgoing Storage Area
g. Loading Bay
h. Discussion
i. Closing Meeting

Technical Auditors shall:

- Treat audit participants fairly, equitably and consistently, and follow criteria, policies and processes when making technical decisions concerning audit findings.

- Keep all information gathered during audit of the company confidential.

- Avoid any conflicts of interest. In the event of a conflict of interest arising during an audit, declare this conflict to the certification body as soon as possible to enable top management to determine the appropriate course of action.

- Always show respect to all people involved in the audit process.

- Not seek or accept recompense from any client for failure to implement appropriate action in relation to a finding of non-conformance detected during an audit.

5. Review

Upon completion of both the Level 1 and level 2 audit and the clearance of the NCs (if any), the Team Leader shall pass back the audit report back to the Technical Manager for a review to be done. If all is ok, the Technical Manager shall then make the necessary recommendations for a halal certificate issuance.

6. Decision Committee

The Decision Committee shall be made up of at least three technical experts with minimum two of them a Shariah expert and the decision made must be unanimous never on majority votes. All certification applications must contain all three approvers signatures before any certifications can be given out to the applicant.

7. Complaint & Appeal Committee

In the case where an application is being rejected due to whatever reason and the customer wish to lodge an appeal, the Complaint & Appeal Committee made up of at least three technical experts with minimum one of them a Shariah expert shall be called upon to hear the case and make a recommendation to the Board.