Definitions

Website information is crucial for members of the public to get vital information prior to engaging a HCB. Before opting to get a halal certificate, a company usually would like to know some basic information's the least of the HCB and what it offers.

Composition

The website is expected to provide information's as follows:

a. The legal entity of the HCB (it's full name)
b. The HCB logo
c. The address
d. Telephone, fax number and e-mail address
e. What kind of service the HCB offers
f. What scope it covers
g. Policies and procedures (Terms and conditions)
h. The flowchart with durations
i. How much does it cost? Link and submit the application or email to get proposal
j. What standards it uses
k. How to apply
l. What are the terms and conditions
m. How to make an appeal or complaint

Roles and responsibilities

It is the duty of the Office Administrator or another appointed individual to maintain and update the website as and when needed.

It is the duty of the Quality Manager to oversee the website and its effectiveness.