QUALITY PROCEDURE

MS ISO/IEC 17025

Prepared By:

[Signature]

ASSISTANT QUALITY MANAGER

Reviewed By:

[Signature]
Technical Manager (Materials)

[Signature]
Technical Manager (Environment)

[Signature]
Technical Manager (Bioprocess)

Approved By:

[Signature]
PM Dr Nasrul Hamidin
Quality Manager
1.0 PURPOSE AND SCOPE

This procedure is to ensure that the MS ISO/IEC 17025 laboratory management system and testing activities are reviewed by the top management at defined intervals to assure continuous suitability, effectiveness and to introduce necessary changes or improvements.

2.0 RESPONSIBILITIES

Quality Manager/Assistant Quality Manager:
   a) Plans the schedule for management review
   b) Coordinates and collects the information for the management review
   c) Assembles summary report and documents action items and plans
   d) Monitors implementation of system changes approved as a result of action items and plan
   e) Maintains management review reports

3.0 DEFINITIONS AND/OR REFERENCES

Definition:
None

References:
- MS ISO/IEC 17025

4.0 PROCEDURES

4.1 The management review shall be conducted at least once in every 12 months according to a predetermined schedule.

4.2 The management review meeting shall be attended at least by the Head of Department (TNC-R&I), Quality Manager and/or Assistant Quality Manager, Technical Manager and/or Assistant Technical Manager. The meeting may include the analysts.
4.3 The Deputy Vice Chancellor of Research And Innovation shall chair the management review meeting. The agenda of the meeting shall include at least the following:

a) The suitability of policies and procedures  
b) Reports from managerial and supervisory personnel  
c) The outcome of the recent internal audits  
d) Corrective and preventive actions  
e) Assessment by the external bodies  
f) The results of inter-laboratory comparisons or proficiency tests  
g) Changes in the volume and type of the work  
h) Customer feedback  
i) Complaints  
j) Recommendation for improvement  
k) Other relevant factors, such as quality control activities, resources and staff training  
i) Overall objectives

4.4 The meeting shall also include discussions on the goals, objective and action plans for the coming year and consideration of related subjects at regular management meetings.

4.5 The members may also discuss and review any changes/changing circumstances to the current management system and propose or recommend continual improvement plans.

4.6 Findings from the management review and actions that arise from them shall be recorded for reference. The Quality Manager shall ensure that those actions are carried out within an appropriate and agreed timescale.

4.7 The management review shall be minuted by an appointed secretary and verified by the Quality Manager.

4.8 After approval, the minutes of the meeting is circulated to all the committee members. The original copy of the minutes shall be kept by the Quality Manager.
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>Management Review Minutes</td>
<td>Document room</td>
<td>Quality Manager</td>
<td>At least 6 years</td>
</tr>
</tbody>
</table>

6.0 FLOWCHART

None

7.0 APPENDIX

None