MALAYSIAN PALM OIL BOARD

MPOB

MPOB CERTIFICATION BODY
STANDARD OPERATING PROCEDURE

02

CERTIFICATION PROCEDURE

OBJECTIVE : This section describes step to be taken for certification under MPOB Code of Practice.

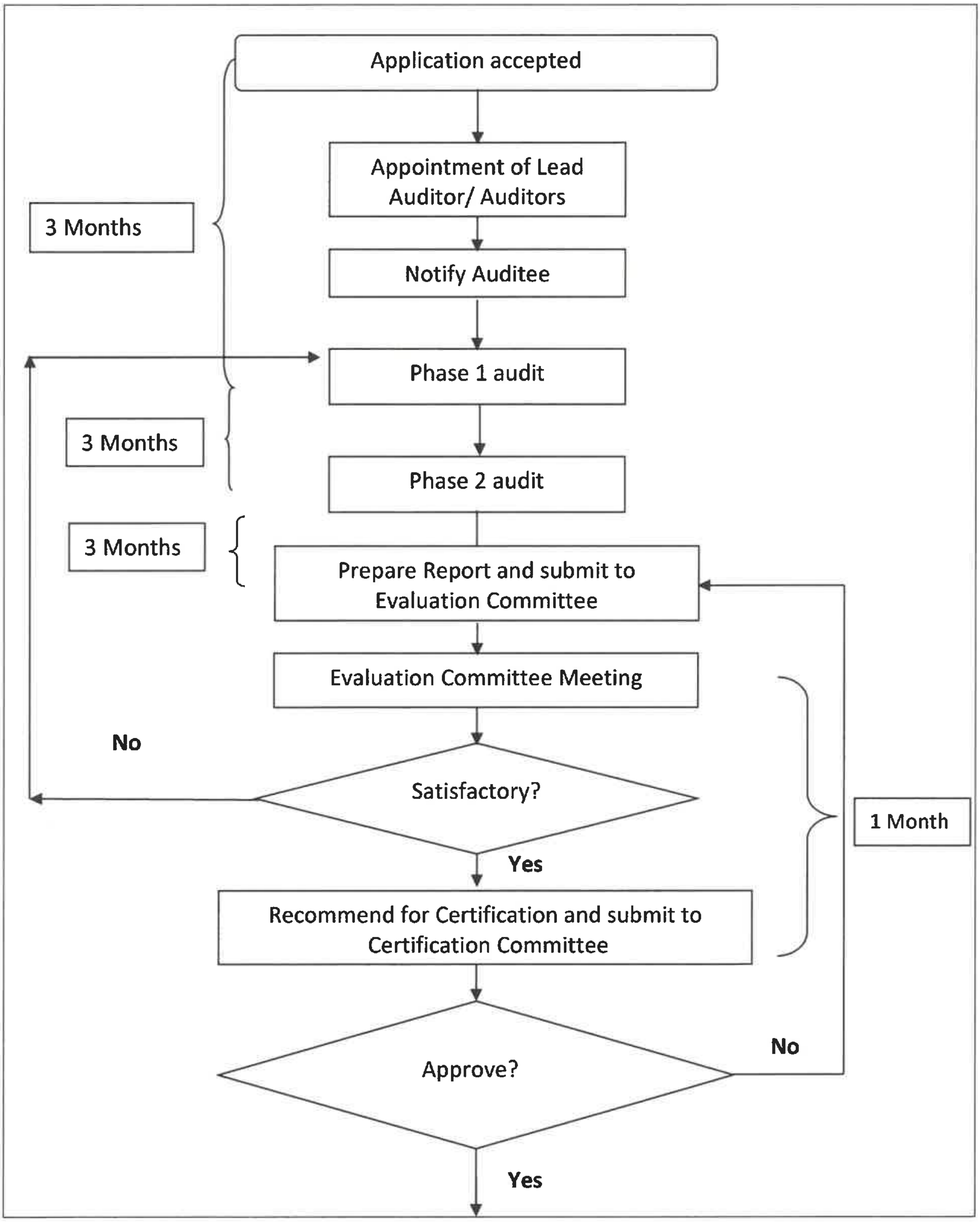
SCOPE	:	This section indicates personal responsible and step to be taken for the certification process.
RECORD	:	i. Application Form ii. Assignment for Audit Form (AAF) iii. Industry Confirmation Audit Form iv. Audit Plan v. Summary of Audit Report vi. Issues of Concern Form (IoC) vii. Observation Form (OBS) viii. Non Conformance Form (NCR) ix. Corrective Action Report (CAR) x. Confirmation of Information for MPOB CoP Certificate Issuance xi. Minute of Evaluation Committee Meeting xii. Matter Arising of Evaluation Committee Meeting xiii. Minute of TQMC Meeting xiv. CoP Certificate
TERM AND DEFINITION		**Revisit** An audit conducted by MPOB due to the unsatisfied corrective action taken by auditee or auditee not sending a Corrective Action Report (CAR) within the specified time period for verification of effectiveness of correction as decided by the Evaluation Committee for the purpose of certifying the auditee's management system. **Special Audit** An audit conducted by MPOB due to the complaints regarding the certified premises that need to be investigated or due to changes to the scope of certification.

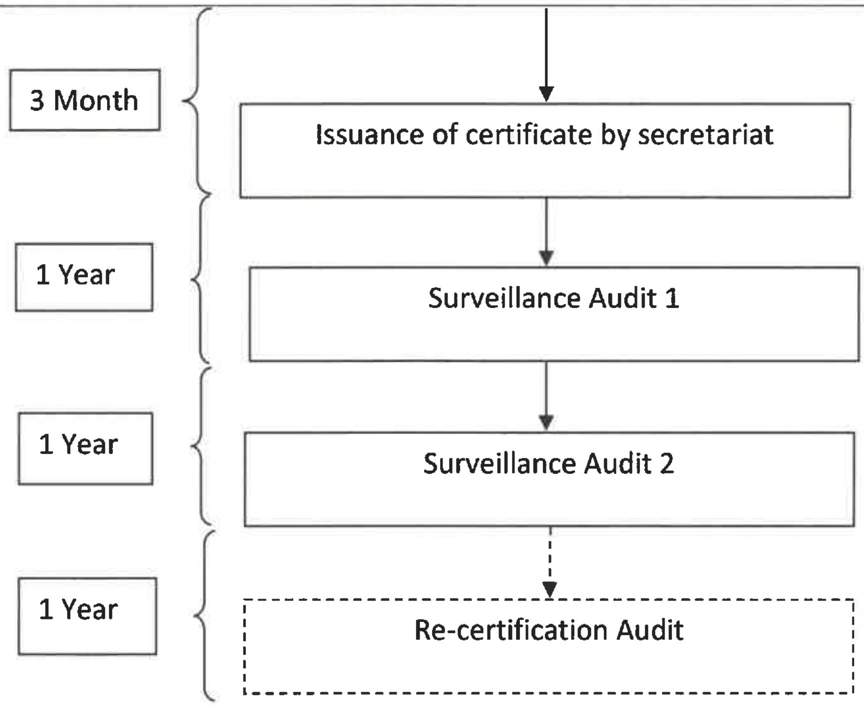
NO.	PROCEDURE	RESPONSIBILITY	INTERFACE
1.	Receive of the processed official application form from the secretariat.	Secretariat	Application Form
2.	Assemble the audit team and appointment of lead auditor. (Refer to MPOB/CoP/SOP/03)	Secretariat	AAF
3.	Notify auditee on the audit plan and the date of Phase 1 audit. Industry Confirmation Audit Form of MPOB Certification to be sent together with the audit plan.	Lead Auditor, Secretariat	i. Audit Plan Phase ii. Industry Confirmation Audit Form iii. Rules and Regulation Form
4.	Based on the assessment made on Phase 1 audit at the site, summary of audit finding will be reported including any issue of concern (IoC).	Lead Auditor	i. Summary of Audit Report ii. IoC Form
5.	Issue of concern must be addressed before deadline of submission of corrective action report. Once accepted, Phase 2 audit will be carried out.	Lead Auditor, auditee	i. CAR ii. SOP 03 iii. Audit plan phase 2 iv. Industry Confirmation Audit Form
6.	Correction(s) and corrective action(s) from Phase 1 must be implemented within specific timeline; 3 months after audit date or as agreed with lead auditor (not more than 6 months for Phase 02 and Recertification) and sent to lead auditor be evaluated and closed if found effective.	Lead Auditor, Secretariat, Auditee	i. IoC, NCR, OBS, CAR, Summary of Audit report ii. Annex 1 – Panduan Penerimaan "Corrective Action Report" (CAR)
7.	Acceptance of corrective action together with the report is submitted to the Evaluation Committee for evaluation.	Secretariat, Evaluation Committee	Summary of Audit Report, CAR
8.	If the CAR is not satisfactory taken, decision to be made by Evaluation Committee for further	Secretariat, Evaluation	Matter Arising of Evaluation Committee

	action	Committee	Meeting
9.	Upon approval/acceptance of the report by Evaluation Committee, recommendation is made to the Certification Committee to award the certificate.	Certification Committee	i. Minute of Evaluation Committee Meeting ii. Confirmation of Premises Information for MPOB CoP Certificate Issuance
10.	If the Certification Committee is not satisfied with the recommendation of EC, report will be returned to EC for further action.	Certification Committee Chairman	Cop Certificate Issuance Minute of TQMC Meeting
11.	Surveillance audit will be carried not later than one year from the date of the award of certification. Surveillance audit will not be carried when: a) there are no activities at the premises b) client's pending court case c) client not able to confirm the audit date as proposed by MPOB ***Surveillance audit can only skip once		i. Premise's MPOB Monthly Statement Report (Penyata Bulanan), ii. Letter of Extension from premise
12.	Nurseries without seedling for more than 6 months will be presented to the Evaluation Committee for a decision. The CoPN certification status will be treated as follows : i. Phase 2 Audit: Certification will not be continued ii. Surveillance Audits 1 and 2: Certification will be suspended or revoked iii. Re-Certification Audit: Certification will not be renewed Note : Phase 01 : 6 months from the registration date Phase 02 : 6 months from the last audit date Surveillance 01 : From S1 audit date Surveillance 02 : From S2 audit date		Letter of Extension from premise, Minutes ECM

12.	The validity of the certificate is for 3 years. Recertification audit will be conducted prior to certificate expiry date		CoP Certificate

	MALAYSIAN PALM OIL BOARD CODES OF PRACTICE	Rev. No	3
		Eff. Date	01/09/2025
	STANDARD OPERATING PROCEDURE		
	Certification Procedure	Doc. Name	MPOB/CoP/SOP/02





3 Month
Issuance of certificate by secretariat
1 Year
Surveillance Audit 1
1 Year
Surveillance Audit 2
1 Year
Re-certification Audit

Annex 1

PANDUAN PENERIMAAN *CORRECTIVE ACTION REPORT (CAR)*

TEMPOH / KATEGORI AUDIT	MELEBIHI 3 BULAN	MELEBIHI 6 BULAN	DALAM TEMPOH 3-9 BULAN (GANTUNG)	MELEBIHI 9 BULAN
Fasa 1 (P1)	Beri tambahan masa tempoh penghantaran CAR selama 3 bulan	Premis perlu mohon baru & lawatan semula audit P1	✗	✗
Fasa 2 (P2)	Premis perlu mohon baru & lawatan semula audit P1	✗	✗	✗
Pemantauan 1 atau 2 (S1/S2)	Gantung pensijilan selama 6 bulan	✗	**Rayuan daripada tarikh surat gantung** • **<30 hari** = Audit semula **(S1/S2)** • **>30 hari** = Sijil dibatalkan (Premis perlu mohon baru & lawatan semula audit P1)	**Audit Semula S1/S2** **CAR diterima >3 bulan** = Sijil dibatalkan (Premis perlu mohon baru & lawatan semula audit P1)
Pensijilan Semula (R)	Sijil tidak diperbaharui (Premis perlu mohon baru & audit semula P1)	✗	✗	✗