## ABOUT THE TÜV NORD INDONESIA CERTIFICATION BODY

TÜV NORD Indonesia, established in 2002, is a part of TÜV NORD AG, a Germany based provider of high technology engineering services since 1872. The certification body for product quality systems of TÜV NORD Indonesia is located at:

**Perkantoran Hijau Arkadia Tower F, 7th fl, Suite 706 Jl. Let. Jend. TB. Simatupang kav. 88 Jakarta Selatan 12520 Indonesia**

and under supervise TÜV NORD (Far East) as a regional office for the Asian-Pacific region.

TÜV NORD also offers a variety of industrial services. These divisions providing these services are separated from and have no influence on or connection to the activities of the certification body for product quality systems.

TÜV NORD is a financially independent organisation. The audit and certification activities are financed by revenue collected from provision of its certification services. TÜV NORD has financial stability and resources with adequate arrangement to cover liabilities arising from its operation of certification activities.

TÜV NORD issues a corporate annual report which contains a balance sheet and an income statement calculated at the end of the fiscal year. The financial and accounting system and its status are reviewed and reported annually to the Board of Directors.

This document briefly describes the procedure of product quality system certification on the basis of the SNI standards.

## TESTING PREPARATION

### General

The purpose of inspection preparation is to verify whether it is appropriate to conduct the testing of client's product. The decision is usually made upon the results of a self-declaration of client and fill in the application form.

The client shall nominate a contact person from the client's management responsible for communicating with TÜV NORD and for handling the testing.

### Application Form

The questionnaire in application form is used as preparation of testing and described the product and the client. When necessary, the meeting with client are conducted to discuss the product.

The application is completed by the client alone or with assistance of the inspector during a pre-visit or and returned to the certification body. There it is used to verify whether the product fulfils minimum requirements for a testing.

### Constructional data form for product

Purpose of Constructional data form (CDF) for product is to described the materials/component that construct the product. If the kind of materials is too much, it may be only the key component / materials are written in CDF. This CDF is reference to inspector when do the annual inspection that material/component used are still same with the original tested product.

## REVIEW AND EVALUATION OF DOCUMENTS

Around four weeks before testing the client submits the documents related with tested product, such as Drawings/Product pictures, Specifications, Materials/component Certificate, Circuit Diagram, Formula/Composition, Instruction Manual, Labels, Name/rating plates. After evaluated by inspector, if the documents do not fully comply with the requirements of the standard, inspector will request the client to complete the necessary documents.

If these requirements are fulfilled, the testing can commence.

## TESTING

Approximately two weeks prior to testing, client will receives the test schedule from testing laboratory. The client may request the changed of test time. Testing will be performed follow the standards used.

Deviations detected by the testing team are documented in reports. Non-conformities require corrective action ranging from a re-test (a further examination on the client's design) to the submission of new evidence (usually reviewed in the TÜV NORD offices) before the certification can be issued. Scope and extent of a re-test are limited to the standards requirements affected by the non-conformity.

## ISSUE OF THE CERTIFICATE AND SURVEILLANCE

### Issue of the Certificate

The certificate is issued following a positive review of the test files by the certification body. If the contract for certification and the right of use of the mark is available duly signed, the certificates are handed to the client together with the contract and test report.

The certificate is only issued if all non-conformities have been corrected. The certificate is valid for a period of four years (mandatory and Voluntary), at least annual surveillance inspection are performed at the client.

### Surveillance, Suspension and Withdrawal of Certification

Before a surveillance audit all relevant information about the client and the licensed product shall be updated to provide for significant changes which may have an effect on the scope or other issues of the client's certification.

Certain requirements of the standard are inspected every year, including use of the certificate and complaints against the product. The remaining requirements are distributed over the surveillance inspection.

Typically a surveillance inspection is performed by a single, competent inspector. The date and inspector are agreed with the client.

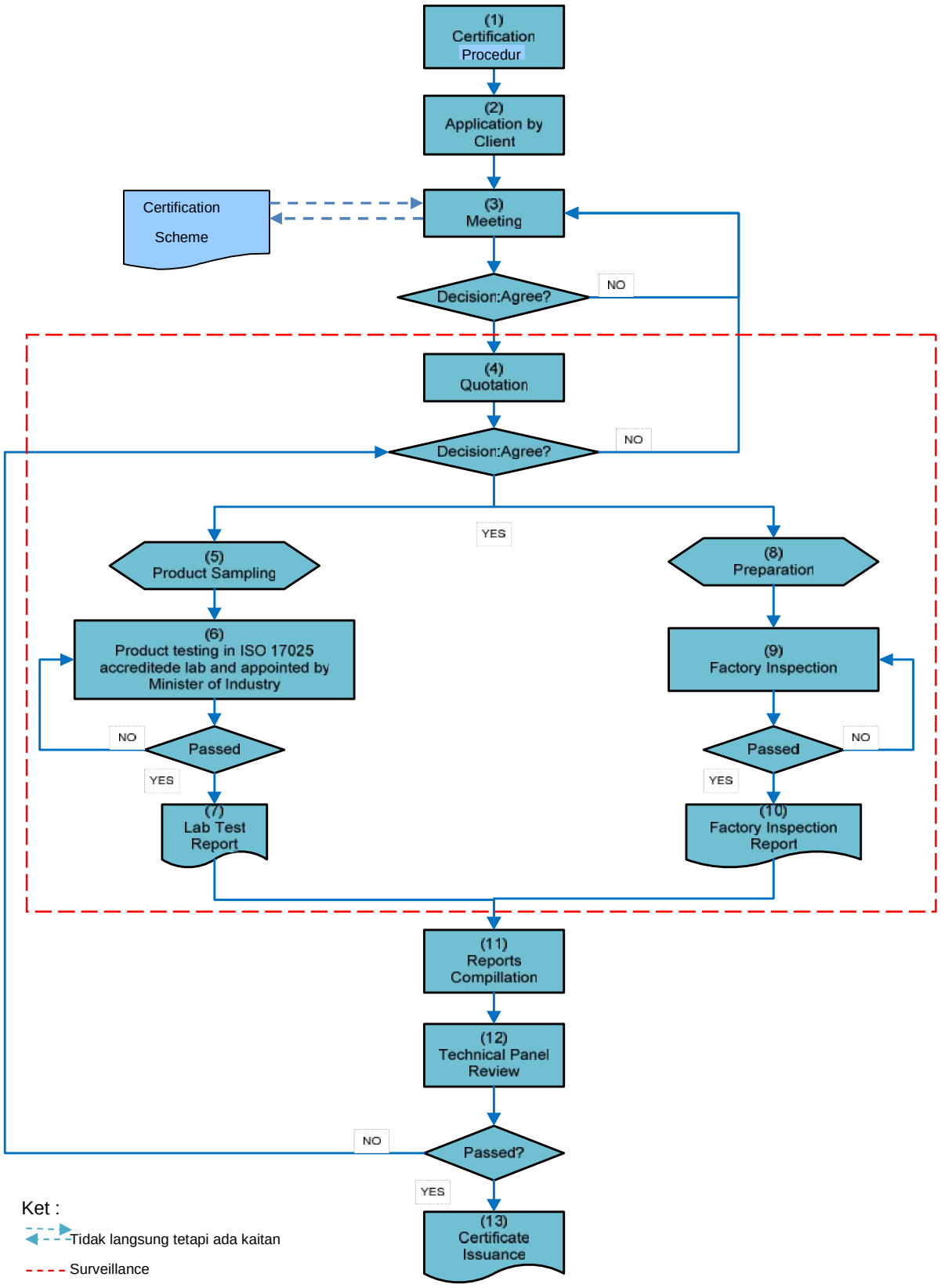
In case of non-conformities regarding product, the testing with using same standards will be performed and if regarding system client shall be submitted documents to TUV NORD client. In the case of severe, repeated or unattended non-conformities or violations of the certification contract, the certificate may be suspended or withdrawn. After the surveillance inspection the client receives a report.

### Re-Certification

Before the period of validity expires, a re-certification inspection shall be performed to extend the certificate for a further three years. The effectiveness of the entire management system is tested during the audit. Changes to the product shall be announced by the client in advance. The testing is performed in a comparable manner to a certification inspection.

### Disputes and Appeals

If there is reason for the client to dispute or to appeal a decision of the Certification Body, they can address the Head of Certification directly or via the testing office. If the disagreement cannot be removed by the Head of Certification, the auditee may present his case to the Certification Advisory Board for a ruling.


(1) Certification Procedur
(2) Application by Client
Certification Scheme
(3) Meeting
Decision:Agree?
NO
(4) Quotation
Decision:Agree?
NO
YES
(5) Product Sampling
(6) Product testing in ISO 17025 accreditede lab and appointed by Minister of Industry
NO
Passed
YES
(7) Lab Test Report
(8) Preparation
(9) Factory Inspection
NO
Passed
YES
(10) Factory Inspection Report
(11) Reports Compillation
(12) Technical Panel Review
NO
Passed?
YES
(13) Certificate Issuance
Ket :
Tidak langsung tetapi ada kaitan
Surveillance

| NO. | ITEM | TITLE IN CHARGE | Document/Form |
|---|---|---|---|
| 1. | Certification Procedure | Sales | PLSPro-TNI-1 |
| 2. | Application | Client | AF-080-Rx |
| | Consis of: **I. Application Form**<br>a. AF-104-Rx (Raw Material)<br>b. AF-105-Rx (Conformity of Production)<br>c. AF-106-Rx (Testing Equipment)<br>d. AF-107-Rx (Production Equipment)<br>**II. Document Completeness**<br>a. Notary Act *****<br>b. Quality Manual *****<br>c. Procedure/ procedure list *****<br>d. Quality Plan<br>e. Production Flowchart ******<br>f. Technical Drawing/Technical Specification<br>g. Structure Organization<br>h. The last three years production list<br>i. ISO Certificate<br>j. Patent Registered<br>k. Brochure<br>l. Company Profile<br>m. Domicilie Statement, NPWP, SIUP, API<br>*** All legal document have to be translated in Bahasa Indonesia by sworn translation**<br>**** Minimum translated in English** | | |
| 3. | Meeting | Client & Sales | |
| 4. | Quotation | Sales & Administration | Quotation |
| 5. | Product sampling | PPC (Sampling officer) | AF-113-Rx |
| | In production line or production | | AF-109-Rx |
| | Warehouse | | AF-110-Rx |
| 6. | Production Testing | IEC / ISO 17025 accredited lab | |
| | (under contrrol by Inspector/Expert) | and appointed by Minister of Industry | |
| 7. | Label test report | Lab officer / Inspector | AF-111-Rx or Test Report |
| 8. | Preparation | Client | AF-010-1-Rx |
| | | | AF-020-Rx |
| | | | AF-123-Rx |
| 9. | Production quality inspection (FI) | Auditor / Inspector | AF-010-2-Rx |
| 10. | Quality inspection report | Auditor / Inspector | AF-010-Rx |
| 11. | Reports compilation | Administration / | QF-020-Rx |
| | and approval | Head of LSPro | |
| 12. | Review the Report/ | Review by Tech. | QF-067-Rx |
| | Decision making | Panel Member | |
| 13. | Certificate Issuance | President Director | SNI Certificate |