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*for a sustainable future*

## OCCASION

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*for a sustainable future*

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**Contract No: 16002220**

**Project No: TE/RAS/06/001**

**Second Surveillance of the Institute of Standards, Cambodia for the  
Accreditation of the Product Certification Scheme**

**Final Report**

## 1. Schedule of Activities

Date for office assessment:	30. August 2010
Date for witnessing:	31. August 2010
Date for receiving Corrective actions:	07. December 2010
Date for closing NC:	16. December 2010
Date for Accreditation Report:	16. December 2010

## 2. Audit Team

Mr. Arve Thendrup	Lead Assessor
Mr. Sohrab	Technical Assessor

## 3. Results

The accreditations continue and the scope of accreditation is extended to include the following standards/regulations:


- CS 066 : 2010 Standard for Soya Sauce (Draft)
- CS 005:2003 Standard for Fish Sauce
- Technical Regulation for Soya Sauce, circulating in Kingdom of Cambodia, 276 MIME, dated 24 March 2008

## 4. Reporting

As enclosure to this report are the following reports/documents:

- Accreditation Report
- Summary Report
- Assessment report
- NC Reports including Corrective actions
- Revised Accreditation Document

**Kjeller 17. December 2010**

  
**Arve Thendrup**  
**Project Leader**

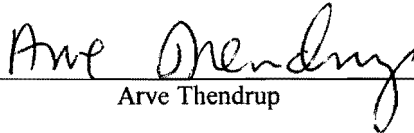
## Surveillance visit

Name of organisation: **Departement of Industrial Standards of Cambodia (ISC)  
Product Certification Office**

Case officer		Director General	
I recommend:		I decide:	
Accreditation continues	<input checked="" type="checkbox"/>	Accreditation continues	<input checked="" type="checkbox"/>
Extension of scope	<input checked="" type="checkbox"/>	Extension of scope	<input checked="" type="checkbox"/>

16.12.2010

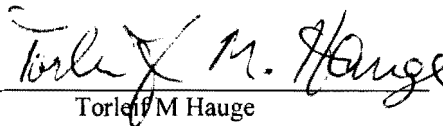
Dato



Arve Thendrup

16.12.2010

Dato



Torleif M Hauge

## 1. Accreditation standard:

**ISO Guide 65**

## 2. Accreditation process

Initial accreditation:	11.03.2008
Date for surveillance visit:	30.08.2010
Date for witnessing:	31.08.2010
Date for closing of NC:	16.12.2010
Lead assessor:	Arve Thendrup

## 3. Report from assessment:

The assessment report includes reporting from Lead assessor and Technical Expert, and it also includes results from the witnessing.

## 4. Closing of NC's:

The 4 NC's are closed by LA based on documentation from client. 2 of the NC's were not formerly answered by client. This is due to a misunderstanding regarding how to close NC's that gives a description of what happened during witnessing. From discussions it is clear that the CB are aware of how to deal with these NC's. The corrective action to NC 3 will be to include in procedure that clients can not use CB Mark before certification decision. The corrective action to NC 4 will be to increase training of CB auditors.

## 5. Recommendation:

It is recommended that accreditation continuous, and that the scope is extended to include:

- CS 066 : 2010 Standard for Soya Sauce (Draft)
- CS 005:2003 Standard for Fish Sauce
- Technical Regulation for Soya Sauce, circulating in Kingdom of Cambodia, 276 MIME, dated 24 March 2008

## Enclosure

2. Assessment report
4. NC reports, NA-S22 nr. 1-4
5. Summary report, NA-S23
10. Accreditation document



Organisation: Institute of Standards of Cambodia (ISC)  
Department of Certification  
Application number: PROD 018  
Accreditation standard(s): ISO/IEC Guide 65  
Date for visit: tbd  
Lead assessor: Arve Thendrup  
Technical assessor: Sohrab

**Office assessment Monday 30 August:**

Schedule	Agenda	Participants
09:00 – 09:30	<b>Opening meeting</b>	ISC representatives Norwegian Accreditation
09:30 – 12:00	<b>Office assessment:</b>  Implementation of NC's from last visit.  Assessment related to standard  Assessment of implementation of procedures Competence files Client files	ISC representatives Norwegian Accreditation
12:00 – 13:00	<b>Lunch</b>	
13:00 – 15:00	<b>Office assessment continues</b>	ISC representatives Norwegian Accreditation
15:00 – 16:30	<b>NA assessors Writing of reports</b>	Norwegian Accreditation
16:30 – 17:00	<b>Closing meeting</b>	ISC representatives Norwegian Accreditation

**Tuesday 31 August: Witnessing of ISC evaluation/surveillance activities.**

\_\_\_\_\_  
signature Lead assessor

**Assessment of: ISC**

**DATE: 30.08.2010**

**Present at opening meeting and closing meeting**

Name	Position/Function	Opening meeting	Closing meeting
A. Thendry	LH	A.D.M	A.D.M.
Chun Kesav	Deputy Director, ISO	Chun Kesav	Chun Kesav
Vann Mao	Deputy Director	Vann Mao	Vann Mao
Seng Chhang	Director	Seng Chhang	Seng Chhang
SO Nimol	officer staff	Nimol	
Sohrab	Technical expert	Sohrab	Sohrab



Organisation name:	Institute of Standards of Cambodia (ISC) <b>Cambodia Certification Department, CCD</b>		
Head of org.:		Qual. Manager:	
Accr. no. :	PROD 018	Appl. no.:	Date of assessment 30.08.10

(The report may be repeated completely. Extracts from the report may only be repeated based on a written acceptance from NA)

**1. Type of assessment**

First time assessment  Surveillance  Renewal

**2. Assessment team**

Name: **Arve Thendrup**  
**Sohrab**

Duty: **Lead assessor**  
**Technical expert**

Reporting assessor: **Arve Thendrup** Technical area:

**3. Assessment is based on the requirements for:**

- Certification body for product – ISO/IEC Guide 65
- Certification body for quality management system – ISO/IEC Guide 62
- Certification body for personnel – ISO/IEC 17024
- Environmental verifier - EMAS
- Certification body for environmental management system – ISO/IEC Guide 66
- Notified body
- Inspection body – ISO/IEC 17020
- Attestation body - NS-EN 45503
- Certification body for information security system – ISO/IEC Guide 62 (ISMS)
- Testing laboratories - ISO 17025
- Calibration laboratories – NS-EN ISO 17025

Personnel interviewed: Mr. Seng Chhang, Director, Cambodian Certification Department, CCD  
Mr. Vann Mao, Deputy Director, CCD  
Ms. Chon Kesar, Deputy Director  
Mr. So Nimol, Staff

Participants at the summary meeting: Mr. Seng Chhang, Director, Cambodian Certification Department, CCD  
Mr. Vann Mao, Deputy Director, CCD  
Ms. Chon Kesar, Deputy Director  
Mr. Sohrab, NA  
Mr. Arve Thendrup, NA

Date for witnessing of a body in operation: **31.08.2010**

Time limit for presentation of corrective actions on non-conformities: **15.10.2010**

**4. Non-conformities definitions (see NA Dok 55)**

Very serious non-conformity

The credibility of the organisation is seriously threatened. For the organisation's accreditation or the affected parts of it, a warning about suspension will be evaluated.

Essential non-conformity

Corrective actions must be completed within specified time to avoid suspension.

Minor non-conformity

The non-conformity is a minor or isolated and does not affect the results of the activities. The non-conformity is described in the report and not into the non-conformity form. Corrective actions will be followed up during the next visit, it is necessary with a statement that corrective actions have taken place without any detailed description.

**5. Detailed descriptions about conformity with the standard requirements:**

**Assessment of certification bodies for products – NS-EN 45011 (ISO Guide 65)**

<b>4</b>	<b>Certification body</b>
<b>4.1</b>	<b>General provisions</b>
	Evaluation: The documentation indicates that the requirements are met. The system is according to system 5 of ISO Guide 67. Mostly the sampling is in the factory, but sometimes they sample from the open market. Also some of the factories are very small with no quality system. Even here they do inspect the fabrication and storage. Therefore, the system may also be according to 3 in ISO Guide 67. NC no. <i>The requirement is met</i> <input checked="" type="checkbox"/> <i>Not met</i> <input type="checkbox"/>
<b>4.2</b>	<b>Organisation</b>

	<p><i>Evaluation:</i> Since the organisation is part of government, they are a legal entity by its own wrights. ISC is authorized by law on Standards of Cambodia, Subdecre 62, of 04 June 2008. The Certification. Department consists of</p> <ol style="list-style-type: none"> <li>1. Product certification office</li> <li>2. Management system certification office</li> <li>3. Food safety management system certification office</li> </ol> <p>Department has 6 persons at the moment:</p> <p>1 Director,  1 Deputy Directors, Product certification  1 Deputy Director, Managements system certification  1 Chief office, FSMS  1 Chief office, MS  1 Staff</p> <p>The Product Certification Committee consists of 8 persons representing different departments from ISC. In addition 2 representatives from Chambers of Commerce and Small and Medium Enterprises.</p> <p>Since they are part of Government, they do not have a private insurance for professional liabilities.</p> <p>The salaries are paid by government, and the fee is paid to government.</p> <p>The 6 people is satisfactory at the moment. In addition 17 persons passed examination as local inspectors. The training is of 5 days duration including examination and visit to factory. The head of local department will have a similar training of 3 days. At the moment all initial inspections are done by head office, while the surveillance inspections are done by local inspectors.</p> <p>NC no.  <i>The requirement is met</i> <input checked="" type="checkbox"/> <i>Not met</i> <input type="checkbox"/></p>
<b>4.3</b>	<b>Operations</b>
	<p><i>Evaluation:</i> The procedure meets requirements. For operation, see records.</p> <p>NC no.  <i>The requirement is met</i> <input checked="" type="checkbox"/> <i>Not met</i> <input type="checkbox"/></p>
<b>4.4</b>	<b>Subcontracting</b>
	<p><i>Evaluation:</i>  They will use trained and local inspectors. These will work according to the procedures and check lists of the CB. Therefore this may be considered as contracted personnel and not subcontracting. They have not yet made contract agreement with these inspectors, and they have not yet decided if the contract shall be with Inspector or Provincial Department. Both will be ok. The agreement may also be on time by time.</p> <p>Testing is subcontracting. <b>The CB has not yet signed an agreement/contract with the laboratories. NC 1.</b></p>

	<p>NC no. 1 The requirement is met <input type="checkbox"/> Not met <input checked="" type="checkbox"/></p>
<b>4.5</b>	<p><b>Quality system</b> <i>Evaluation:</i> As long as not mentioned elsewhere in this assessment report, the quality system seems to meet the requirements of ISO Guide 65. NC no. The requirement is met <input checked="" type="checkbox"/> Not met <input type="checkbox"/></p>
<b>4.6</b>	<p><b>Conditions and procedures for granting, maintaining, extending, suspending and withdrawing certification</b> <i>Evaluation:</i> The documentation seems to meet the requirements of the standard. The agreement follow ISO Guide 28: General rules for a model third-party certification system for products.  The agreement with the licensee seems to be complete. NC no. The requirement is met <input checked="" type="checkbox"/> Not met <input type="checkbox"/></p>
<b>4.7</b>	<p><b>Internal audits and management reviews</b> <i>Evaluation:</i> The internal audit is described in procedure PM-IA-01. The procedure meets the requirements of the standard.  The last internal audit of the product certification office was on 14 May 2010. 3 NC's were reported. 2 of them are solved by 10 July.  The management review meeting is described in procedure PM-MR-01. The procedure meets the requirements of the standard.  The last management review meeting was on 12 August 2010. Only drafts minutes are prepared. They show that the meeting addressed the NC's from the internal audit.  NC no. The requirement is met <input checked="" type="checkbox"/> Not met <input type="checkbox"/></p>
<b>4.8</b>	<p><b>Documentation</b> <i>Evaluation:</i> ISC has brochures and internet description in both Cambodian and English which describes the certification system.  The document PM-DC-01 for document control seems to meet the requirements of the standard. NC no. The requirement is met <input checked="" type="checkbox"/> Not met <input type="checkbox"/></p>
<b>4.9</b>	<p><b>Records</b> <i>Evaluation:</i> The document PM-DC-01 seems to meet the requirements of the standard.  The retention period for records is 10 years. So far no records have been made absolute.  Up to now they have issued 50 licence agreements for bottled water. The following</p>

	<p>product certification file was assessed:</p> <p>Licence no 46: The records were complete including:</p> <ul style="list-style-type: none"> <li>• Application</li> <li>• Nomination of inspectors; Mr. Seng Chhang has himself been the lead inspector for the last 12 licences. He and Mr. Van Mao will present the evaluation for the certification committee, but they will not vote.</li> <li>• Check list specially made for bottled water;</li> <li>• NC Forms</li> <li>• Report to Product certification committee</li> <li>• Product certificate; to an organisation for a specific product, bottled water</li> <li>• Licence for using the CB product mark</li> </ul> <p>NC no. The requirement is met <input checked="" type="checkbox"/> Not met <input type="checkbox"/></p>
<b>4.10</b>	<b>Confidentiality</b>
	<p><i>Evaluation:</i> The arrangements for confidential treatment of information are missing in the documentation because all employees and members of committees are governmental employees. They have therefore signed a confidentiality agreement as part of their employment contract.</p> <p>Also all the local inspectors are governmental employees and therefore have signed a confidentiality agreement,</p> <p>NC no. The requirement is met <input checked="" type="checkbox"/> Not met <input type="checkbox"/></p>
<b>5</b>	<b>Certification body personnel</b>
<b>5.1</b>	<b>General</b>
	<p><i>Evaluation:</i> The documentation seems to meet the requirements of the standard.</p> <p>The personnel involved in certification have qualification and experience to carry out certification activities. They have a competence matrix listing personnel details – name, address, position, qualification, experience, training etc. The number of personnel deployed is sufficient for current load of work. The responsibilities and duties are clearly defined in the Quality Manual QM/14/OG).</p> <p>NC no. The requirement is met <input checked="" type="checkbox"/> Not met <input type="checkbox"/></p>
<b>5.2</b>	<b>Qualification criteria</b>
	<p><i>Evaluation:</i> Qualification criteria have been defined by the Department of Personnel. Recruitment is done by the Dept. of Personnel on the recommendations from ISC. Deployment and appraisal is done by ISC. It would be desirable if ISC maintains qualification criteria as well.</p> <p>An up to date record of personnel is maintained in the training section. The Competence matrix which contains information on personnel is up dated from time to time.</p> <p>NC no.</p>

	<p>The requirement is met <input checked="" type="checkbox"/> Not met <input type="checkbox"/></p>
<b>6</b>	<p><b>Changes in the certification requirements</b></p> <p><i>Evaluation:</i> As the certification schemes are actually governmental regulations or standards, they have to be subject to public comments before coming into force.</p> <p>These documents will also include the plan for implementation. NC no.</p> <p>The requirement is met <input checked="" type="checkbox"/> Not met <input type="checkbox"/></p>
<b>7</b>	<p><b>Appeals, complaints and disputes</b></p> <p><i>Evaluation:</i> No appeal yet. Several oral complaints regarding waiting time for certification committee meeting. <b>The procedure for dealing with complaints OM-PC-01-AD-16 is not implemented for these complaints; NC 2</b> NC no. 2</p> <p>The requirement is met <input type="checkbox"/> Not met <input checked="" type="checkbox"/></p>
<b>8</b>	<p><b>Application for certification</b></p>
<b>8.1</b>	<p><b>Information on the procedure</b></p> <p><i>Evaluation:</i> Information on the procedure is described in the contract with the client, procedures and in the internet. NC no.</p> <p>The requirement is met <input checked="" type="checkbox"/> Not met <input type="checkbox"/></p>
<b>8.2</b>	<p><b>The application</b></p> <p><i>Evaluation:</i> A standard application form that meets the requirements of 8.2 exists. They will also control that all necessary licences for production exists; Law on Administrative conditions for factory and handycraft. NC no.</p> <p>The requirement is met <input checked="" type="checkbox"/> Not met <input type="checkbox"/></p>
<b>9</b>	<p><b>Preparation for evaluation</b></p> <p><i>Evaluation:</i> The approach to preparation is acceptable. But a clear preparation plan for appraisal is not prepared and given to the inspectors prior to visit to factory. The Operational Manual(Mo-PC-01 issue 05-05-05 gives sufficient guidelines. The personnel deployed meet qualification criteria for the sector of food they are currently engaged in. They are trained in HACCP, Hygiene and ISO 9000.</p> <p>NC no.</p> <p>The requirement is met <input checked="" type="checkbox"/> Not met <input type="checkbox"/></p>
<b>10</b>	<p><b>Evaluation</b></p> <p><i>Evaluation:</i> <b>Several observations were done during the witnessing of inspection:</b></p> <p><b>The premises is not fly insect protected in accordance with GHP but it was not brought out in the inspection report.</b></p> <p><b>It was not established by the inspection team whether granules used for fabrication of bottles were of virgin grade and were of food grade. Similarly hose pipes for carrying water should also be of food grade.</b></p> <p><b>The absence of entry protocol and hand washing facility was not raised in the</b></p>

	<p><b>inspection report.</b> NC no. 4 The requirement is met <input type="checkbox"/> Not met <input checked="" type="checkbox"/></p>
<b>11</b>	<p><b>Evaluation report</b> <i>Evaluation:</i> The reporting is satisfactory. NC no. The requirement is met <input checked="" type="checkbox"/> Not met <input type="checkbox"/></p>
<b>12</b>	<p><b>Decision on certification</b> <i>Evaluation:</i> The decision on granting certification is taken by the Product certification committee. Based on this, the President of ISC signs the product certificate, and the Minister of industry sign the license for using the certification mark. The deputy president of ISC signs the license agreement.  The certificate and license agreements meet all the requirements of the standard. NC no. The requirement is met <input checked="" type="checkbox"/> Not met <input type="checkbox"/></p>
<b>13</b>	<p><b>Surveillance</b> <i>Evaluation:</i> The surveillance program is described in the specific Licensing agreement. This is also described in General rules for product certification. The requirements of the standard are met. NC no. The requirement is met <input checked="" type="checkbox"/> Not met <input type="checkbox"/></p>
<b>14</b>	<p><b>Use of licences, certificates and marks of conformity</b> <i>Evaluation:</i> The use of marks is also described in the General rules for product certification issued by the Ministry.  <b>Though certification to company Pheng Ly Soysauce Enterprise has not been granted, they have started using the certification mark on the product. This unauthorized use of the mark was not objected by the inspection team.</b> NC no. 3 The requirement is met <input type="checkbox"/> Not met <input checked="" type="checkbox"/></p>
<b>15</b>	<p><b>Complaints to suppliers</b> <i>Evaluation:</i> The procedure is ok and implemented. NC no. The requirement is met <input checked="" type="checkbox"/> Not met <input type="checkbox"/></p>

**5. Meeting of the requirements in NA Dok 14 and NA Dok 25/31**

The requirements are met.

**6. Recommendation about accreditation**

Provided that the NC's are closed within the time limit, the Lead assessor recommend that Department of Industrial Standards of Cambodia (ISC) will continue to be accredited for certification of bottled water according to the standard CS 009:2005.

Based on the same assumption, it is recommended that the scope of accreditation is extended to include the following standards/regulations:

- CS 066 : 2010 Standard for Soya Sauce (Draft)
- CS 005:2003 Standard for Fish Sauce
- Technical Regulation for Soya Sauce, circulating in Kingdom of Cambodia, 276 MIME, dated 24 March 2008

The accreditation is recommended maintained	<input type="checkbox"/>
Accreditation is recommended provided that any non-conformities are satisfactory corrected within a specified deadline	<input type="checkbox"/>
The accreditation is recommended maintained provided that NC's are closed within time limit.	<input checked="" type="checkbox"/>
A new assessment visit should be performed to verify that all non-conformities can be closed	<input type="checkbox"/>
A suspension of the whole accreditation is recommended	<input type="checkbox"/>
A suspension of a part of the accreditation is recommended	<input type="checkbox"/>
Granted of extension of scope is recommended	<input type="checkbox"/>
Granting of extension of scope is recommended provided that corrective actions are forwarded to NA within the time limit	<input type="checkbox"/>
Granting of extension of scope is not recommended	<input type="checkbox"/>
It is not recommended any changes concerning the validation responsible	<input type="checkbox"/>
The following changes concerning the validation responsible are not recommended	<input type="checkbox"/>

The undersigned states that the contents in the report are not in conflict with NA's policy and practice

16/9-10 *A. Thendrup*  
date...signature...Arve Thendrup (sign).....  
lead assessor

17/9-10 *Nils Birkeland*  
date...signature...Nils Birkeland (sign)  
technical director/authorised NA-person

**Appendix:**

1. Number of non-conformities (NA-S22)

Very serious	0
Essential	4



## Arve Thendrup

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**Fra:** Arve Thendrup  
**Sendt:** 17. september 2010 14:03  
**Til:** Seng Chhang (isc)  
**Kopi:** Sohrab 1942  
**Emne:** Report from surveillance visit  
**Vedlegg:** Cambodia-NA-S02F-45011-komplett.DOC

Dear Mr. Seng Chhang,

Thank you for a pleasant stay in Phnom Penh. Enclosed, please find the report from the assessment. You will have the opportunity to correct factual errors in the report.

I wait for your corrective actions to the NC's.

Best regards,  
Arve Thendrup



**NA-S22**  
**Non-conformity report**

Page 1 of 1  
Case no.:  
09/0610

<b>ACTIVITY:</b>		Report no.:	1
<b>ORGANISATION:</b>		Institute of Standards Cambodia (ISC)	
Department:		Department of Certification	
Accr./Appl. no.:		PROD 018	
Lead. ass.	A. Thendrup	Rep. ass.	
<b>DESCRIPTION:</b>		Ref. organisation's doc.	
<p><b>The CB has not yet signed an agreement/contract with the laboratories. NC 1.</b></p> <p>30.08.10 <u>A. Thendrup</u> <u>[Signature]</u> Date Signature assessor Signature (Org. representative)</p>		<p><b>Requirement ref.:</b></p> <p>ISO/IEC 15189 _____</p> <p>ISO/IEC 17020 _____</p> <p>ISO/IEC 17024 _____</p> <p>ISO/IEC 17025 _____</p> <p>ISO/IEC 27006 _____</p> <p>ISO/TS 22003 _____</p> <p>ISO Guide 65 4.4 _____</p> <p>ISO/IEC 17021 _____</p> <p>EMAS _____</p> <p>NA Dok 25/31 _____</p> <p>Others: _____</p>	
<b>IMPLEMENTED ACTIONS:</b>		<b>Non-conformity category:</b>	
<p>CCD-ISC revises some clauses in ISC Laboratory Recognition Scheme. Base on agreed ISC Laboratory Recognition Scheme, CCD/ISC and ILCC decided to sign on UNDERTAKING</p> <p>Actions are documented in the amendment no: <u>UNDERTAKING</u></p> <p><u>06/12/2010</u> <u>SENG CHHANG</u> date signature (org. representative)</p>		<p><input type="checkbox"/> Very serious</p> <p><input checked="" type="checkbox"/> Essential</p> <p><input type="checkbox"/> It is not necessary to attach documentation</p> <p>Time limit for correction: <b>15.10.10</b></p>	
<b>REASON FOR CLOSING: (To be filled in by the lead assessor)</b>			
<p><input checked="" type="checkbox"/> The non-conformity is closed based on satisfactory documentation from the organisation</p> <p><input type="checkbox"/> The non-conformity is closed based on recommendation from the technical assessor</p> <p><input type="checkbox"/> Implementation of the corrective actions will be followed up at the next visit</p>			
The non-conformity is closed:		<u>16/12-10</u>	<u>A. Thendrup</u>
		date	signature (lead assessor)



NA-S22  
Non-conformity report

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Case no.:  
09/0610

<b>ACTIVITY:</b>		Report no.:	2
<b>ORGANISATION:</b>		Institute of Standards Cambodia (ISC)	
Department:	Department of Certification		
Accr./Appl. no.:	PROD 018		
Lead. ass.	A. Thendrup	Rep. ass.	
<b>DESCRIPTION:</b>		Ref. organisation's doc.	
<p>Several oral complaints regarding waiting time for certification committee meeting. <b>The procedure for dealing with complaints OM-PC-01-AD-16 is not implemented for these complaints; NC 2</b></p> <p>30.08.10 <u>A. Thendrup</u> <u>[Signature]</u> Date Signature assessor Signature (Org. representative)</p>		<p><b>Requirement ref.:</b></p> <p>ISO/IEC 15189 _____</p> <p>ISO/IEC 17020 _____</p> <p>ISO/IEC 17024 _____</p> <p>ISO/IEC 17025 _____</p> <p>ISO/IEC 27006 _____</p> <p>ISO/TS 22003 _____</p> <p>ISO Guide 65 <u>7</u></p> <p>ISO/IEC 17021 _____</p> <p>EMAS _____</p> <p>NA Dok 25/31 _____</p> <p>Others: _____</p>	
<b>IMPLEMENTED ACTIONS:</b>		<b>Non-conformity category:</b>	
<p>CCD decided to translate the Complaint Record Form from English into Khmer Language to facilitate the local manufacturers or interested parties to complaint for any certified products or any product certification processes as well.</p> <p>Actions are documented in the amendment no: <u>OM-PC-01-AD-17</u></p> <p><u>30.10.2010</u> <u>Seng Chhang</u> date signature (org. representative)</p>		<p><input type="checkbox"/> Very serious</p> <p><input type="checkbox"/> Essential</p> <p><input type="checkbox"/> It is not necessary to attach documentation</p> <p>Time limit for correction: <b>15.10.10</b></p>	
<b>REASON FOR CLOSING:</b> (To be filled in by the lead assessor)			
<p><input checked="" type="checkbox"/> The non-conformity is closed based on satisfactory documentation from the organisation</p> <p><input type="checkbox"/> The non-conformity is closed based on recommendation from the technical assessor</p> <p><input checked="" type="checkbox"/> Implementation of the corrective actions will be followed up at the next visit</p>			
<p>The non-conformity is closed: <u>16/12-10</u> <u>A. Thendrup</u> date signature (lead assessor)</p>			



**NA-S22**  
**Non-conformity report**

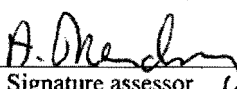

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09/0610

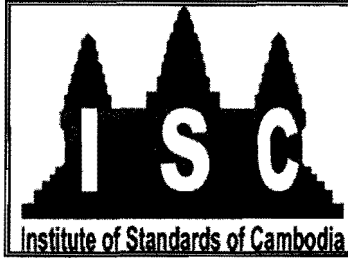
<b>ACTIVITY:</b>		<b>Report no.:</b>	3
<b>ORGANISATION:</b>		Institute of Standards Cambodia (ISC)	
<b>Department:</b>	Department of Certification		
<b>Accr./Appl. no.:</b>	PROD 018		
<b>Lead. ass.</b>	A. Thendrup	<b>Rep. ass.</b>	
<b>DESCRIPTION:</b>		Ref. organisation's doc.	
<p><b>Though certification to Pheng Ly Soysauce Enterprise has not been granted, they have started using the certification mark on the product. This unauthorized use of the mark was not objected by the inspection team.</b></p> <p>30.08.10 <u>A. Thendrup</u>      <u>[Signature]</u> Date      Signature assessor      Signature (Org. representative)</p>		<b>Requirement ref.:</b>	
		ISO/IEC 15189 _____	
		ISO/IEC 17020 _____	
		ISO/IEC 17024 _____	
		ISO/IEC 17025 _____	
		ISO/IEC 27006 _____	
		ISO/TS 22003 _____	
		ISO Guide 65      14	
		ISO/IEC 17021 _____	
		EMAS _____	
NA Dok 25/31 _____			
Others: _____			
<b>Non-conformity category:</b>			
Very serious		<input type="checkbox"/>	
Essential		<input checked="" type="checkbox"/>	
<b>IMPLEMENTED ACTIONS:</b>		<input type="checkbox"/> It is not necessary to attach documentation	
<p>Actions are documented in the amendment no: _____</p> <p>_____ date      _____ signature (org. representative)</p>		<p><b>Time limit for correction:</b> <b>15.10.10</b></p>	
<b>REASON FOR CLOSING: (To be filled in by the lead assessor)</b>			
<input type="checkbox"/> The non-conformity is closed based on satisfactory documentation from the organisation			
<input type="checkbox"/> The non-conformity is closed based on recommendation from the technical assessor			
<input type="checkbox"/> Implementation of the corrective actions will be followed up at the next visit			
<p>The non-conformity is closed: _____</p> <p align="center">date      signature (lead assessor)</p>			



**NA-S22**  
**Non-conformity report**

Page 1 of 1  
Case no.:  
09/0610

<b>ACTIVITY:</b>		<b>Report no.:</b> 4																									
<b>ORGANISATION:</b> Institute of Standards Cambodia (ISC)																											
<b>Department:</b> Department of Certification																											
<b>Accr./Appl. no.:</b> PROD 018																											
<b>Lead. ass.</b>	A. Thendrup	<b>Rep. ass.</b>																									
<b>DESCRIPTION:</b>		Ref. organisation's doc.																									
<p><b>Several observations were done during the witnessing of inspection:</b>  <b>The premises is not fly insect protected in accordance with GHP but it was not brought out in the inspection report.</b></p> <p><b>It was not established by the inspection team whether granules used for fabrication of bottles were of virgin grade and were of food grade. Similarly hose pipes for carrying water should also be of food grade.</b></p> <p><b>The absence of entry protocol and hand washing facility was not raised in the inspection report.</b></p>		<table border="1" style="width:100%; border-collapse: collapse;"> <tr><td colspan="2"><b>Requirement ref.:</b></td></tr> <tr><td>ISO/IEC 15189</td><td>_____</td></tr> <tr><td>ISO/IEC 17020</td><td>_____</td></tr> <tr><td>ISO/IEC 17024</td><td>_____</td></tr> <tr><td>ISO/IEC 17025</td><td>_____</td></tr> <tr><td>ISO/IEC 27006</td><td>_____</td></tr> <tr><td>ISO/TS 22003</td><td>_____</td></tr> <tr><td>ISO Guide 65</td><td>10</td></tr> <tr><td>ISO/IEC 17021</td><td>_____</td></tr> <tr><td>EMAS</td><td>_____</td></tr> <tr><td>NA Dok 25/31</td><td>_____</td></tr> <tr><td>Others:</td><td>_____</td></tr> </table>		<b>Requirement ref.:</b>		ISO/IEC 15189	_____	ISO/IEC 17020	_____	ISO/IEC 17024	_____	ISO/IEC 17025	_____	ISO/IEC 27006	_____	ISO/TS 22003	_____	ISO Guide 65	10	ISO/IEC 17021	_____	EMAS	_____	NA Dok 25/31	_____	Others:	_____
<b>Requirement ref.:</b>																											
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**COMPLAINT  
RECORD FORM**

**OPERATION MANUAL FOR  
PRODUCT CERTIFICATION SCHEME  
CONTROLLED COPY**

Revision No. : 01  
Revision Date: 03-03-2008  
Ref. No.: OM-PC-01-AD-17

ព័ត៌មានអំពីអតិថិជន Information of The Client	
ឈ្មោះអតិថិជន Client Name:	អាយុ Age :
អាសយដ្ឋាន Address:	
ទូរស័ព្ទ Phone No.:	
អាសយអ៊ីមែល Email Address:	
ព័ត៌មានអំពីការអត្តាធិបាយ Description information:	




**COMPLAINT  
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**OPERATION MANUAL FOR  
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Revision No. : 01  
Revision Date: 03-03-2008  
Ref. No.: OM-PC-01-AD-17

<p><b>ព័ត៌មានអំពីអ្នកប្តឹង</b> Information about COMPLAINANT</p>	
<p><b>បណ្តឹង</b> COMPLAINT:</p>    	
<p><b>អត្ថលេខារបស់អ្នកប្តឹង</b> Signature of complainant</p>	<p><b>Date:</b></p>
<p><b>វិធានការដែលបានចាត់ការ</b> Action taken :</p>    	
<p><b>អ្នកគ្រប់គ្រងគុណភាព</b> Quality Manager <b>Date:</b></p>	<p><b>ប្រធានការិយាល័យរដ្ឋបាល</b> Chief of Administration Office <b>Date:</b></p>

	<b>Laboratory Recognition Scheme</b>	<b>PROCEDURES MANUAL CONTROLLED COPY</b>
		Revision No. : 02 Revision Date: 06/12/2010 Ref. No.: OM/PC/01

## ISC Laboratory Recognition Scheme under ISC Product Certification Scheme

### Terms And Conditions For Recognized Laboratories


#### 1. TERMS AND CONDITIONS FOR RECOGNIZED LABORATORIES

- 1.1 The following terms and conditions shall be applicable to the recognized laboratories:
- 1.1.1 The recognition of a laboratory shall be for a period of one year, subject to satisfactory performance based on periodic review/surveillance once in six months.
- 1.1.2 ISC may at its discretion, suspend or withdraw recognition, reduce its scope or require reassessment due to changes of skilled personnel, break-down of equipment, lack of cooperation to ISC experts during verification of any of its activities and/or if a complaint or any other information indicating that the technical competence and integrity/confidentiality of the laboratory is not satisfactory. The laboratory shall inform ISC immediately about the major changes of skilled personnel, breakdown of equipment, etc... affecting testing of the relevant products/compliance to ISC criteria of competence.
- 1.1.3 The testing fee for products as per relevant Cambodian Standard, for which the laboratory is recognized, shall be valid for a period of one year and any subsequent revision shall be with prior concurrence of ISC.
- 1.1.4 The recognized laboratory shall normally perform the testing of their own, while the samples shall be sent to them by ISC. In case of a sub-contracted laboratory's part of the testing, this work shall be done with another ISC recognized laboratory.
- 1.1.5 In case of sub-contracting, ISC shall not enter into any correspondence with the laboratory, to whom sample is sub-contracted by the recognized laboratory, ISC shall pay testing fee as approved during recognition of the original laboratory.
- 1.1.6 The laboratory shall issue the test reports within a maximum time of 10 days, excluding the period for testing as required by the relevant specification.
- 1.1.7 Test report shall include information as the details given in ISO/IEC 17025:2005. Alternately, the recognized laboratory shall report in ISC approved pro-forma.
- 1.1.8 The recognized laboratories shall agree to participate in proficiency testing/Inter Laboratory Test Comparison Programmes for assessing the technical competence of the laboratory. ISC will not pay any testing fee in this connection when the proficiency testing is organized by ISC.
- 1.1.9 The laboratory shall not use the recognition of certificate or letter after its validity period is over or in case of de-recognition.

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 Institute of Standards of Cambodia	<b>Laboratory Recognition Scheme</b>	<b>PROCEDURES MANUAL CONTROLLED COPY</b>
		Revision No. : 02 Revision Date: 06/12/2010 Ref. No.: OM/PC/01


- 1.1.10 A recognized testing laboratory shall not use its recognition in such a manner as to bring ISC into disrepute and shall not make any statement relevant to its recognition in which ISC may consider to be misleading.
- 1.1.11 When a laboratory carries out its functions for ISC, it is required to work to the specific instructions of ISC as given in clause 3 - Instructions for testing of samples by ISC recognized labs - shall be binding on the recognized laboratories.
- 1.1.12 The periodic/surveillance inspection of the recognized laboratories shall be carried out by ISC twice a year and the concerned laboratory shall provide all facilities for carrying out the necessary inspection.
- 1.1.13 A laboratory can relinquish recognition by giving a notice in writing to ISC three months before, but they shall ensure to complete testing of all ISC samples.

## 2. DE-RECOGNITION

- 2.1 The recognized laboratories shall stand automatically de-recognized on the expiry of term of approval.
- 2.2 The laboratories shall also stand de-recognized if the renewal is not agreed by ISC competence.
- 2.3 The laboratories may also be de-recognized any time during the recognition period by ISC for any of the following reasons:
- 2.3.1 If the ISC feels that the continuation of the recognition of the laboratory will not be of any assistance to its certification activities;
- 2.3.2 If the laboratory does not carry out the test appropriately and does not take corrective steps to improve as advised by ISC;
- 2.3.3 If the laboratory is found divulging information to the ISC applicants/licensees and not maintaining adequate secrecy pertaining to the sample(s) under test and test results;
- 2.3.4 If the laboratory or its personnel are found to be not free from any commercial, financial or other pressures which might influence their technical judgement;
- 2.3.5 If the laboratory acts and works directly or indirectly against the interests of ISC in any form or manner;
- 2.3.6 If the laboratory is found violating the terms and conditions of recognition and does not comply with the UNDERTAKING (Appendix 10) given along with the application.
- 2.4 In case of any of the above irregularities is observed, it shall be appropriately confirmed and verified by ISC. The concerned laboratory shall be also given an opportunity to explain their stand and view point. Subsequently, the findings shall be brought to the

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	<b>Laboratory Recognition Scheme</b>	<b>PROCEDURES MANUAL CONTROLLED COPY</b> Revision No. : 02 Revision Date: 06/12/2010 Ref. No.: OM/PC/01
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notice of the ISC competence along with the recommendations for taking action for warning/de-recognition of the laboratory depending upon the gravity of the situation.


- 2.4.1 The laboratory once de-recognized may be allowed to apply again for fresh recognition, but not earlier than one year from the date of de-recognition.

### 3. INSTRUCTIONS FOR TESTING OF SAMPLES BY ISC RECOGNIZED LABORATORIES

- 3.1 Samples for testing in independent laboratories recognized by ISC shall always be accompanied by a test request. Samples shall not be accepted by them if they are not accompanied by such test requests.
- 3.2 The samples are sealed by ISC Inspecting Officer and the details of the sealing are indicated in the test request. The laboratory shall ensure that ISC seal is intact while accepting the samples and a statement to this effect be made in the test report by the concerned laboratory.
- 3.3 The laboratory shall carry out the tests for which the request has been made in the test request if applicable.
- 3.4 The laboratory shall carry out the tests at the same conditions as stipulated in the relevant Cambodian Standard and use only properly calibrated equipment and reference materials.
- 3.5 The test report is always required to be sent to ISC only.
- 3.6 The laboratory shall keep the remnants of the sample after testing for a period of one months before they are disposed of or returned to the manufacturer/ISC.
- 3.7 The test report shall be treated as strictly confidential between the testing laboratory and ISC. No information with regard to the sample being tested, their features or results of testing are to be divulged to any person including the manufacturer. The manufacturer shall not be allowed to witness the test or to come in contact with the testing personnel. An exception to this can be made in case of large equipment which requires special handling before, during and/or after the test and for which facilities may not be available with the testing laboratory. This relaxation is also given for equipment which requires adjustment/servicing before or during the process of testing. Such intervention of the manufacturer with the sample under test when required shall be indicated by ISC in the test request. Any assistance availed of or adjustments made shall be indicated in the test report.
- 3.8 The payment towards testing charges for the samples tested shall be made by ISC who has sent the samples and therefore, the concerned laboratory shall forward the bill, in duplicate, to ISC along with the test reports.
- 3.9 The laboratory shall maintain the record of observations and a copy of the test report for a minimum period of three years.

*Chheng*

*Uddara*

	<b>ISC Laboratory Recognition Scheme</b>	<b>PROCEDURES MANUAL CONTROLLED COPY</b>
		Revision No. : 02 Revision Date: 06/12/2010 Ref. No.: OM/PC/01

## UNDERTAKING

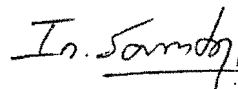
1. Industrial Laboratory Center of Cambodia (ILCC) hereby declares that ILCC shall comply with all the provisions of the Criteria for ISC Laboratory Recognition Scheme as amended from time to time.
2. ILCC agrees that the recognition is solely for testing samples under ISC Product Certification Scheme and ILCC shall not publicize ISC recognition in the Press or otherwise for any commercial purposes.
3. ILCC agrees to keep all the test results confidential and the same will not be communicated to anybody except ISC.
4. ILCC shall not come in direct contact with ISC Licensees/Applicants in case of Product Certification Scheme.
5. ILCC agrees to participate in proficiency testing/Inter Laboratory Test Comparison Programme for assessing/helping ISC to assess the technical competence of the laboratory and also agrees for periodic visits by ISC experts as decided by ISC. The decision to continue recognition by ISC, on the basis of such testing and periodic visits, will be acceptable to ILCC.
6. ILCC also agrees not to claim any testing charges for the samples tested as sent by ISC under the Proficiency Testing/Inter Laboratory Test Comparison Programme.
7. ILCC agrees to communicate ISC any changes in equipment and/or skilled personnel and the decision of ISC to continue or discontinue recognition made on the basis of scrutiny of such information shall be acceptable to ILCC. Failure to comply may render ILCC liable to de-recognition.
8. ILCC also agrees that the testing charges as per relevant Cambodian Standard shall be valid for minimum one year from the date of recognition of the laboratory. ILCC will inform the new testing charges approved by the Cambodian Government at least three months before implementing those charges.
9. ILCC agrees that the recognition of the laboratory shall not bind ISC to make use of test facilities available in our laboratory.
10. This undertaking makes four copies as same meaning and keeps two copies for CCD/ISC and other two copies for ILCC.

Phnom Penh, 06/12/2010

Agreed by  
Director of CCD/ISC

  
**ISC - ITC**

Director of ILCC,

  
**IN-SAMBO**

**IN-SAMBO**



Norwegian Accreditation

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Institute of Standards of Cambodia  
Department of Certification  
#538, National Rd. 2, Sangkat  
Chak-Ang-Re-Leu  
Khan Mean Chey  
Phnom Penh  
Kingdom of Cambodia

Att. Director Seng Chhang

Deres ref./Your ref.

Vår ref./Our ref.  
2009/610AT

Dato/Date  
20.12.2010

### Extension of scope. New Accreditation Document

The NC's given during last surveillance visit are closed. Enclosed, please find the new Accreditation Document.

I look forward to see you next year.

Best regards,

  
Arve Thendrup  
Technical Director

Enclosure



## ACCREDITATION DOCUMENT

Accreditation no PROD 018

**Institute of Standards of Cambodia (ISC), Cambodia Certification  
Department (CCD)**

**#538 national Road No 2, Sangkat Chak-Ang Re Leu, Khan Mean Chey,  
Phnom Penh Cambodia**

The accreditation includes certification of products within  
the scope specified on the following page(s) in this document.

Accreditation in accordance with NS-EN 45011 (1998) is granted  
with the reference to Parliamentary Proposition no. 106 (1989/90) and Norwegian  
Accreditation's statues laid down in Royal Decree of 7 october 1993.

The accreditation requires regular surveillance, and is valid until 11.03.2013.

The decision of accreditation made by Norwegian Accreditation implies that the  
organisation fulfils the requirements for accreditation within the scope.  
The certification body itself is responsible for certifications performed.

NORWEGIAN ACCREDITATION

17. Dec -2010  
Date

Anne Brendrup  
Norwegian Accreditation



Accreditation document  
Accreditation no. PROD 018  
Scope of accreditation

The administrative/geographic unit:

**Cambodia Certification Department (CCD)**

**#538 national Road No 2, Sangkat Chak-Ang Re Leu, Khan Mean Chey, Phnom Penh Cambodia**

is accredited for certification of the following products:

Product Normative doc	Area of competence / description	Series system ISO Guide 57	Remark
CS 009: 2005	Standard for bottled water	5	
CS 066:2010	Standard for Soya Sauce (Draft)	5	
CS 005:2003	Standard for Fish Sauce	5	
Technical Regulation for Soya Sauce, circulating in Kingdom of Cambodia, 276 MIME, dated 24 March 2008	Technical Regulation for Soya Sauce	5	

17. Dec. 2010  
Date

Arve Mending  
Norwegian Accreditation