

Certificate Renewal CR 3

Report for:

Jabatan Laut Semenanjung Malaysia

LRQA reference:	KLR 0403591/ 0037
Assessment dates:	28 Sept - 1 Oct 2009
Assessment location:	Port Klang, Selangor, Malaysia
Assessment criteria:	ISO 9001:2000 ISO 9001:2008
Assessment team:	Ir. Chong Kam Fook (Team Leader) Dr. Ooi Cheng Lee
LRQA office:	Kuala Lumpur



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Attachments

This report was presented to and accepted by:	
Name:	Mr. Baharin Dato' Abd. Hamid
Job title:	Deputy Director General Marine



1. Executive report

Assessment outcome:
<p>Headquarters (IPL) and selected Regional Port Offices were successfully assessed. No Major except five Minor non conformities (NC) were raised basing on sampling and record evidences sighted.</p> <p>The company demonstrated current quality management system satisfy the requirements of ISO 9001:2008.</p> <p>Recommended for certificate renewal and upgrading to ISO 9001:2008 standard.</p>
System effectiveness and continual improvement:
<p>Overall, the current system provided adequate control over the quality management processes within the organisation.</p> <p>Continual improvement are achieved through internal audit process and management review which were held at defined interval. This organisation QMS is satisfactorily maintained throughout certification periods.</p>
Areas for management attention:
<ul style="list-style-type: none">• Borang Penyerahan (JL/HEPP/B/15) as required upon completion of seaman document, certificate of competency (CoC) and certificate of recognition (CoR) were not implemented and send to IPL• Eight of internal auditors who involved in internal audit held in Aug and Sept 09 yet to attend awareness course of ISO 9001:2008.• LRQA & UKAS logo were printed on certificates issued out to applicants.• Audit for maritime training centre was not carried out.• CoC application checklist and support documents of selected applicants are incomplete• Outstanding finding Ref: 0906CKF03 is remained open as there is no evidence that necessary action is taken to address LRQA finding. JLSM is advised to expedite corrective action undertaking <p>Details of findings as shown in the Assessment Findings Log.</p>



2. Assessment summary

Introduction:

The certificate renewal and transition visit was carried out by Ir. Chong Kam Fook (Team Leader) at Jabatan Laut Wilayah Selatan, Johor & Pejabat Laut Pasir Gudang (Day 1), Pejabat Pelabuhan Tanjung Pelepas (Day 2) and Ibu Pejabat Laut, Port Klang (Day 3 & 4) whilst Dr. Ooi Cheng Lee covered Jabatan Laut Sarikei & Pejabat Pelabuhan Sibu (Day 1), Jabatan Laut Muara Tebas & Jabatan Laut Kuching (Day 2), Ibu Pejabat Laut & Jabatan Laut Wilayah Tengah – Port Klang (Day 3& 4).

The Certificate Renewal and transition assessment of the organisation's quality management system was carried out to determine its compliance with ISO 9001:2008. The organisation has been certified for nine years and over this periods, the quality system has been satisfactorily maintained.

Dato Captain Ahmad (Director General), Yusnan (Marine Officer), Khairudin Abbas (Deputy QMR), Md. Ridzuan (Asst. Principal Director of ICT), Muhammad Shuhaimi (BKT, ISM), Mohd. Fairoz (Asst. Principal Director, Ship Registration), Ramli Ahmad (Asst. Principal Director, HEPP), MD Rizal (Asst. Engineer, BKP), Valerian Shem (PTM, UTMKE) and other management staff were present at the opening and closing meetings. The daily review meeting was held together with closing meeting as there was no major non conformity found.

The certification scope assessment scope **Provision of seamen certification. Issuance of Document of Compliance (DoC) of ISM Code. Conduct of Hydrographic Survey. Management of Dredging Works and Provision of ship registration. Operation of navigational aids system** were confirmed. The grading of discrepancy under E-Report, continual improvement tracking log, audit methodology and reporting were briefed.

Jabatan Laut Wilayah Timur – Tanjung Gelang port office has been moved to Kuantan, Pahang, Malaysia recently. This was confirmed in notification letter issued by said port office to Director General of Marine dated 13 Sept 09. As such, said office is named as "Pejabat Pelabuhan Kuantan" which is reflected in new ISO 9001 certificate and Assessment Schedule.

There was no change to assessment plan. Audit results are reported by individual assessor and given as follows.

Assessor:	Ir. Chong Kam Fook (ID: 2738)
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Day 01: Pasir Gudang Port Office, Johor



Assessment of:	Pasir Gudang Port Office: <ul style="list-style-type: none">• Organisation & Management Responsibility• Business Activities	Auditee(s):	Yaacob Bin Endon (Asst. Marine Officer) Abd. Jalal Mohaidin (Senior Admin. Asst)
Audit trails and sources of evidence:			
<ul style="list-style-type: none">• Organisation chart, staff responsibilities and reporting, quality policy and objectives, business activities• Relevant records: "Borang II – Pemantauan Objektif Kualiti Berpusat"			
Evaluation and conclusions:			
<ul style="list-style-type: none">• The Pasir Gudang Port Office is headed by Yacoob and 10 staff involved in seaman certification activities.• Organisation chart were up-to-date. Noticed that 'File Meja' (responsibilities, authority and competency) was not updated as MS ISO 9001:2000 phrase was still in Senarai Tugas of staff (Ref: CKF-1).• A copy of the quality policy was displayed at front office and it was understood by the staff.• Current set of quality objectives are not applicable to the local port office. However, the local port office does monitor actual performance of time taken from receiving seamen certification activities and it was recorded into formats provided by IPL, Port Klang.• Local port office processes application of seamen certification which included seamen registration, management of seamen service (crew agreement and article sign on / sign off), official ship logbook, receive application of certificate of competency (CoC) and certificate of recognition (CoR).			

Assessment of:	Pasir Gudang Port Office <ul style="list-style-type: none">• Internal Quality Audit• Management Review• ISO documents & records control	Auditee(s):	Yaacob Bin Endon (Asst. Marine Officer) Abd. Jalal Mohaidin (Senior Admin. Asst)
Audit trails and sources of evidence:			
<ul style="list-style-type: none">• Internal audit carried out on 10 Sept 09 and related records: "Laporan Audit Kualiti Dalam", "Laporan Ketakakuran", "Senarai Kehadiran", "Jadual Audit" dated 4 Sept 09• Management review held on 10 Sept 09, control of ISO 9001 documents / records			
Evaluation and conclusions:			
<ul style="list-style-type: none">• Seamen certification applications and related activities were audited by 2 internal auditors from other port office on date as shown on notification issued by Lead Auditor. No major except 1 minor NC and 3 Observations (as recorded in 'Laporan Ketakakuran') were raised. Necessary corrective actions were initiated by local port office and findings were satisfactorily closed out. 'Laporan Audit Dalam' and 'Laporan Ketakakuran' were available at local office• Minutes of management review was available in Malaysia Marine Department website (JALIN system). Southern Region Marine Department Director had attended above management review. The management review had covered all necessary agendas.• ISO 9001 documents consist of quality manual, main procedures and all supporting procedures were saved in JALIN. Local port office is able to view and print out electronic copy when required.• Records related to seamen certifications were send together with 'Surat Penyerahan' to IPL upon completion. Receipt books pertaining to seaman certification activities received / processed by the local port office were satisfactorily maintained in this office.			



Assessment of:	Pasir Gudang Port Office: Seamen Certification	Auditee(s):	Noraziah (Admin. Asst) (Admin. Asst.) Noriszaila (Admin Asst.) Hamzah (Admin. Asst)
Audit trails and sources of evidence:			
<ul style="list-style-type: none">Records related to Seamen Cards received covered local seafarers (Seaman No: 200951003468, 200951003470) and foreign seafarer (200951003509 and 200823004340)Crew Agreement & Official Log book of M.T. Bunga Melawis Dua (Official No: 327280) and M.V. Bunga Orkid Tiga (Official No: 327012), Bunga Melati 7 (official no: 328363);Change to List of Crews of Zafirah (Official No: 333907, crews sign-on & sign off) and MMS Pahlawan (Official No: 332493, crew sign off)Reviewed procedures: PT-HEPP-05; PT-HEPP-06, PT-HEPP-07, PT-HEPP-09Customer satisfaction feedback received for the periods 1 Jan – 31 Aug 09, customer complaintRelated records: Notification of receipt of Borang Penyerahan”, “Borang Penyerahan” and seaman documents,			
Evaluation and conclusions:			
<ul style="list-style-type: none">Applicant of seaman card, seaman book, CoC, CoR are required to key in particulars into SDPX via customer kiosk which is placed at front counter with effect from 1 May 2009 and subsequently print out slip and handed over to marine department personnel in-charge. As such, hard copy of Seafarer Registration Form and all supporting documents were not required. A unique reference number is assigned to each application by SDPX and verified prior to the acceptance. Malaysia Seafarer card in smart card design and Seafarer Identity Document were issued to local seafarers and foreign seafarer respectively when application found acceptable and in compliance with in-house requirements.Crew Agreement and Official Log Book of previous applications had returned to headquarters at the time of LRQA audit. “Borang Penyerahan” and Notification letter of receipt of seaman document were maintained in local officeApplication form, supporting documents of seamen document and seamen record book were returned together with “Borang Penyerahan” to Ibu Pejabat Laut of Semenanjung Malaysia (HEPP) upon completion. ‘Borang Penyerahan’ were satisfactorily maintained.Local port office have received 6 customer feedbacks in March 09. Customer satisfaction / complaint form for seaman affairs and port division were placed at front counter. Customer satisfaction feedback received by Local port office were analysed adequately. Overall, customer satisfaction was rated from satisfactorily to very satisfactorily.There was no customer complaint reported.			



Assessment of:	Pasir Gudang Port Office: Seamen Certification (-Cont.-)	Auditee(s):	Noriszaila (Admin Asst.) Nurul Hidayah (Admin. Asst.)
Audit trails and sources of evidence:			
<ul style="list-style-type: none">• Application of Certificate of Competency (CoC) and supporting documents for new certificate, certificate replacement due to lost / damage, watchkeeping rating certificate, revalidation of certificate upon expiry, equivalent certificate, conversion of certificate for government seaman and endorsement of STCW• Application of Certificate of Recognition (CoR) and supporting documents for new certificate, renewal and illegible/ lost• verification of modular course STCW 95 attendance• PT-HEPP-02, PT-HEPP-04 and PT-HEPP-08• Verified application of CoC (Slip Ref. no: CC00111, CC32558) and CoR (Slip ref no: CR20172, CR58703)• Related records: "Borang Penyerahan", "Borang Pemeriksaan Senarai Peserta Kursus"			
Evaluation and conclusions:			
<ul style="list-style-type: none">• Upon completion of keying in particulars into kiosk by applicant of CoR, office staff will verify data contain in slip and attached with scanned relevant certificates (e.g. CoC, CoE, modular course certificate, verification certificate, General Operator certificate for deck officer). A temporary 'Written Acknowledgement of Application for CoR' was issued to applicant when application was acceptable. Scanned documents were reviewed by Ibu Pejabat Laut (IPL), Port Klang for further processing through SDPX.• Changes in processing of application were reflected in procedures PT-HEPP-02, PT-HEPP-08 and PT-HEPP-04 and found in order.• Pasir Gudang port office verified participant attendance for modular course. Modular course certificate approval and issuance are done at Johor Bahru port office.			

Day 01: Johor Bahru Port Office



Assessment of:	Johor Bahru Port Office: <ul style="list-style-type: none">• Organisation & Management Responsibility• Business Activities	Auditee(s):	Fuad Hj. Naemooon (Head of HEPP, Southern Region) Nor Faizariza (Admin. Asst.)
Audit trails and sources of evidence:			
<ul style="list-style-type: none">• Organisation chart, staff responsibilities and reporting, quality policy and objectives, business activities• Relevant records: "Borang II – Pemantauan Objektif Kualiti Berpusat"			
Evaluation and conclusions:			
<ul style="list-style-type: none">• The Johor Bahru Port Office is headed by Nor Faizariza and 2 staff involved in seaman certification activities.• Organisation chart were up-to-date. Noticed that 'File Meja' (responsibilities, authority and competency) was not updated as MS ISO 9001:2000 phrase was still in Senarai Tugas of staff (Ref: CKF-2).• A copy of the quality policy was displayed at front office and it was understood by the staff.• Current set of quality objectives are not applicable to the local port office. However, the local port office does monitor actual performance of time taken from receiving seamen certification activities and it was recorded into formats provided by IPL, Port Klang.• Local port office processes application of seamen certification which included seamen registration, management of seamen service (crew agreement and article sign on / sign off), official ship logbook, receive application of certificate of competency (CoC), certificate of recognition (CoR) and verification of modular course attendance and certificate.• SDPX system yet to implement in this office.			



Assessment of:	Johor Bahru Port Office: <ul style="list-style-type: none">• Internal Quality Audit• Management Review• ISO documents & records control	Auditee(s):	Nor Faizariza (Admin. Asst.)
Audit trails and sources of evidence:			
<ul style="list-style-type: none">• Internal audit carried out on 9 Sept 09 and related records: "Laporan Audit Kualiti Dalam", "Laporan Ketakakuran", "Senarai Kehadiran", "Jadual Audit" dated 4 Sept 09• Management review held on 10 Sept 09• Control of ISO 9001 documents / records			
Evaluation and conclusions:			
<ul style="list-style-type: none">• Seamen certification applications and related activities were audited by 2 internal auditors from other port office on date as shown on notification issued by Lead Auditor. No major except 2 minor NC and 4 Observations (as recorded in 'Laporan Ketakakuran') were raised. Necessary corrective actions were initiated by local port office and findings were satisfactorily closed out. 'Laporan Audit Dalam' and 'Laporan Ketakakuran' were available at local office• Minutes of management review was available in Malaysia Marine Department website (JALIN system). A representative from Southern Region Marine Department i.e. Director had attended above management review. The management review had covered all necessary agendas.• ISO 9001 documents consist of quality manual, main procedures and all supporting procedures were available in SDPX. Local port office is able to view and print out electronic copy when required. Noticed that old procedures established basing ISO 9001:2000 i.e. "Urusan Perkhidmatan Pelaut" (PT-HEPP-06) and "Pemeriksaan buku log rasmi" (PT-HEPP-07) have been obsoleted under ISO 9001:2008 system. However, hard copy of said procedures are still found in document file kept at Johor Bahru port office (Ref: CKF-3).• Records related to seamen certifications were send together with 'Surat Penyerahan' to IPL upon completion. Receipt books pertaining to seaman certification activities received / processed by the local port office were satisfactorily maintained in this office.			



Assessment of:	Johor Bahru Port Office: Seamen Certification	Auditee(s):	Noraziah (Admin. Asst) (Admin. Asst.) Mohd. Shahril Anif (Admin. Asst) Siti Hajar (Admin Asst.)
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Audit trails and sources of evidence:

- Records related to Seamen Cards received covered local seafarers (Seaman No: 200908003920 200905003917) and foreign seafarer (no application), Seaman's Record Book (200913003808)
- Crew Agreement and Official Log book of M.V. Nasuha (Official No: 328413, renewal) and M.V. Rasa Rindu 1 (Official No: 200854004132, renewal); Change to List of Crews of M.V. Rasa Rindu 1 (Official No: 200854004132, crews sign off) and MV. Pemancar (Official No: 328419, crew sign off)
- Verification of modular courses attendance and issuance of certificate: (a) BST STCW 95 , 7-11 Sept 09 conducted by MSTs Asia Sdn. Bhd. (b) Basic Safety Training, 27-31 July 09 conducted by Pusat Latihan Polis Marin, Tampoi
- Reviewed procedures PT-HEPP-05; PT-HEPP-06, PT-HEPP-07, PT-HEPP-09
- Customer satisfaction feedback received for the periods 1 Jan – 31 Aug 09, customer complaint
- Related records: Notification of receipt of Borang Penyerahan", "Borang Penyerahan" and seaman documents, "Borang Pemeriksaan Senarai Peserta Kursus"

Evaluation and conclusions:

- This port office is still using JALIN system for processing of seaman certification application.
- Applicant forms together with support documents of applicants were verified. Applicant's particulars were keyed into JALIN system upon approval. Conventional seamen card and Seafarer Identity Document were issued to local seafarers and foreign seafarer respectively when application found acceptable and in compliance with in-house requirements.
- Crew Agreement and Official Log Book of previous applications had been returned to IPL (headquarters) at the time of LRQA audit. "Borang Penyerahan" and Notification letter of receipt of seaman document were maintained in local office
- Application form, supporting documents of seamen document and seamen record book were returned together with "Borang Penyerahan" to Ibu Pejabat Laut of Semenanjung Malaysia (HEPP) upon completion. 'Borang Penyerahan' were satisfactorily maintained.
- Verification of modular course participant attendance was noted carried out. Approval of course was done at Regional Port Office by Marine Officer / Asst. Marine Officer with effect from 1 March 09 which is in compliance with PT-HEPP-09. Modular course certificate was issued out to participant upon completion of course.
- Local port office have received 14 customer feedbacks in since Jan 09. Customer satisfaction / complaint form for seaman affairs and port division were placed at front counter. Customer satisfaction feedback received by Local port office were analysed adequately. Overall, customer satisfaction was rated from satisfactorily to very satisfactorily.
- There was no official customer complaint reported.



Assessment of:	Johor Bahru Port Office: Seamen Certification (-Cont.-)	Auditee(s):	Noraziah (Admin. Asst) (Admin. Asst.) Mohd. Shahril Anif (Admin. Asst) Siti Hajar (Admin Asst.)
Audit trails and sources of evidence:			
<ul style="list-style-type: none"> • Application of Certificate of Competency (CoC) and supporting documents for new certificate, certificate replacement due to lost / damage, watchkeeping rating certificate, revalidation of certificate upon expiry, equivalent certificate, conversion of certificate for government seaman and endorsement of STCW • Application of Certificate of Recognition (CoR) and supporting documents for new certificate, renewal and illegible/ lost • Issuance of modular course STCW 95 certificate • PT-HEPP-02 and PT-HEPP-03; PT-HEPP-04 and PT-HEPP-08 • Verified application of CoC (Seaman card No: 200715005203 and 200951000276) and CoR (Seaman card No: 200924003214 and 200924002368) • Related records: "Senarai Semak Permohonan Kekompetenan Bahangian Dek", "Senarai Semak Permohonan Kekompetenan Bahangian Injin", "Senarai Semak Permohonan Menduduki Peperiksaan Perakuan Kekompetenan", , "Senarai Semak Permohonan Perakuan Pengiktirafan" , "Borang Pemeriksaan Senarai Peserta Kursus" 			
Evaluation and conclusions:			
<ul style="list-style-type: none"> • Receiving of CoC and CoR application and verification were carried out manually. Application form and support documents were verified prior to acceptance. A temporary 'Written Acknowledgement of Application for CoR' was issued to applicant when application was acceptable. Scanned documents were reviewed by Ibu Pejabat Laut (IPL), Port Klang for further processing. • Changes in processing of application of CoC and CoR with the aids of SDPX system were stated in procedures PT-HEPP-02, PT-HEPP-03 and PT-HEPP-04 dated 1 July 2009. As told, currently some regional port offices such as Johor Bahru, Kuantan, etc. is still not able to access to SDPX system and IPL (HEPP) did discuss over this matter and propose affected port offices do not accept and process said applications. As such, process owner (HEPP) should expedite to revise scope of said procedures (clause 2.0) and to put up a notice at port office notice board to notify applicant about it and next port office which will handle said application (Ref: CKF-4). • Modular course attendance approval and issuance of certificates were undertaken by this port office. "Borang Pemeriksaan Senarai Peserta Kursus" as submitted by Pasir Gudang and PTP port offices were sighted. 			

Day 02: Pelabuhan Tanjung Pelepas (PTP) Port Office, Johor



Assessment of:	PTP Port Office: <ul style="list-style-type: none">• Organisation & Management Responsibility• Business Activities	Auditee(s):	Fuad Hj. Naemoon (Head of HEPP, Southern Region) Roslee Bin Ibrahim ((Asst. Marine Officer) Siti Nor Qariualinisyak (Admin. Asst.) Norshida (Admin. Asst.)
Audit trails and sources of evidence:			
<ul style="list-style-type: none">• Organisation chart, staff responsibilities and reporting, quality policy and objectives, business activities• Relevant records: "Borang II – Pemantauan Objektif Kualiti Berpusat"			
Evaluation and conclusions:			
<ul style="list-style-type: none">• The PTP Port Office is headed by Roslee Bin Ibrahim and 8 staff involved in seaman certification activities. Seaman card, seaman book, CoC, CoR were captured into SDPX system. SDPX system was gone live 27 July 2009. Remaining activities are still processed using JALIN system.• Organisation chart were up-to-date. Noticed that 'File Meja' (responsibilities, authority and competency) was not updated as MS ISO 9001:2000 phrase was still in Senarai Tugas of staff (Ref: CKF-5).• A copy of the quality policy was displayed at front office and it was understood by the staff.• Current set of quality objectives are not applicable to the local port office. However, the local port office does monitor actual performance of time taken from receiving seamen certification activities (Client Charter) and it was recorded into formats provided by IPL, Port Klang.• Local port office processes application of seamen certification which included seamen registration, management of seamen service (crew agreement and article sign on / sign off), official ship logbook, verification of modular course attendance, receive application of certificate of competency (CoC) and certificate of recognition (CoR).			



Assessment of:	PTP Port Office: <ul style="list-style-type: none">• Internal Quality Audit• Management Review• ISO documents & records control	Auditee(s):	Fuad Hj. Naemooon (Head of HEPP, Southern Region) Roslee Bin Ibrahim ((Asst. Marine Officer)
Audit trails and sources of evidence:			
<ul style="list-style-type: none">• Internal audit carried out on 11 Sept 09 and related records: "Laporan Audit Kualiti Dalamam", "Laporan Ketakakuran", "Senarai Kehadiran", "Jadual Audit" dated 4 Sept 09• Management review held on 10 Sept 09, control of ISO 9001 documents / records			
Evaluation and conclusions:			
<ul style="list-style-type: none">• Seamen certification applications and related activities (management system elements) were audited by 2 internal auditors from other port office on date as shown on notification issued by Lead Auditor. No major / minor NC except 4 Observations (as recorded in 'Laporan Ketakakuran') were raised. Necessary corrective actions were initiated against internal audit findings and it was satisfactorily closed out.• Minutes of management review was available in hard copy. Electronic copy is placed in Malaysia Marine Department website (JALIN system). Marine Department of Southern Region Director had attended above management review.• Under current QMS document control procedure, there will be no distribution of ISO 9001 documents to the port offices. QMS documents (quality manual and all relevant procedures) were saved in JALIN system under MS ISO 9001:2008 folder and it is accessible by internal staff. However it was noted that QMS documents of previous revision (bearing ISO 9001:2000) were found at regional port office e.g. quality manual found at PTP office, procedures of main process found at Johor Bahru and Pasir Gudang port offices, etc. Old controlled documents kept in regional port offices shall be removed from point of use as this is required under ISO 9001:2008 clause 4.2.3. (Ref: CKF-6)• Records related to seamen certifications were send together with 'Surat Penyerahan' to IPL upon completion. Receipt books, record pertaining to seaman certification activities received / processed by the local port office were satisfactorily maintained in archive store.			



Assessment of:	PTP Port Office: Seamen Certification	Auditee(s):	Fuad Hj. Naemooon (Head of HEPP, Southern Region) Roslee Bin Ibrahim ((Asst. Marine Officer) Siti Nor Qariualinisyak (Admin. Asst.) Norshida (Admin. Asst.)
Audit trails and sources of evidence:			
<ul style="list-style-type: none"> Records related to Seamen Cards and seaman's record book received covered local seafarers (Seaman no: 20095300078), 200953000079); seaman document for foreign seafarer (200953000074 and 200953000072), Crew Agreement & Official Log book of Low Kim Chuan 88 (Official No: 330422, renewal) and (Official No: 327012), Change to List of Crews of Taurus (Official No: 332422, crews sign-on) and Cathay 6 (Official No: 328463, crews sign off) Reviewed procedures: PT-HEPP-05; PT-HEPP-06, PT-HEPP-07, PT-HEPP-09 Customer satisfaction feedback received for the periods 1 Jan – 31 Aug 09, customer complaint Related records: Notification of receipt of Borang Penyerahan", "Borang Penyerahan" and seaman documents, 			
Evaluation and conclusions:			
<ul style="list-style-type: none"> Applicant of seaman card, seaman book, CoC, CoR are required to key in particulars into SDPX via customer kiosk which is placed at front counter with effect from 1 May 2009 and subsequently print out slip and handed over to marine department personnel in-charge. As such, hard copy of Seafarer Registration Form and all supporting documents were not required. A unique reference number is assigned to each application by SDPX and verified prior to the acceptance. Malaysia Seafarer card in smart card design and Seafarer Identity Document were issued to local seafarers and foreign seafarer respectively when application found acceptable and in compliance with in-house requirements. Borang Penyerahan (JL/HEPP/B/15) as required upon completion of seaman document, certificate of competency (CoC) and certificate of recognition (CoR) were not implemented and send to IPL - See Assessment Finding Log, Minor NC0909CKF01 for further details. Crew Agreement and Official Log Book of previous applications had returned to headquarters at the time of LRQA audit. "Borang Penyerahan" and Notification letter of receipt of seaman document were maintained in local office Local port office almost deal with same customers for various type of applications. Customer satisfaction is received monthly. Customer satisfaction / complaint form for seaman affairs and port division were placed at front counter. Customer satisfaction feedback received by Local port office were analysed adequately. Overall, there are few customers who rated PTP Port Office below average. Unsatisfactorily areas were discussed.. There was no customer complaint reported. 			



Assessment of:	PTP Port Office: Seamen Certification (-Cont.-)	Auditee(s):	Fuad Hj. Naemooon (Head of HEPP, Southern Region) Roslee Bin Ibrahim ((Asst. Marine Officer) Siti Nor Qariualinisyak (Admin. Asst.) Norshida (Admin. Asst.)
Audit trails and sources of evidence:			
<ul style="list-style-type: none">• Application of Certificate of Competency (CoC) and supporting documents for new certificate, certificate replacement due to lost / damage, watchkeeping rating certificate, revalidation of certificate upon expiry, equivalent certificate, conversion of certificate for government seaman and endorsement of STCW• Application of Certificate of Recognition (CoR) and supporting documents for new certificate, renewal and illegible/ lost• Verification of modular course STCW 95 certificate e.g. BST (10-14 Aug 09) conducted by PULAMAR (training institute).• PT-HEPP-02 and PT-HEPP-08; PT-HEPP-04• Verified application of CoC (certificate no: 027774, 0277785) and CoR (cert. no: 035688 and 035217)• Related records: "Senarai Semak Permohonan Kekompetenan Bahagian Dek", "Senarai Semak Permohonan Kekompetenan Bahagian Injin", "Senarai Semak Permohonan Menduduki Peperiksaan Perakuan Kekompetenan", "Senarai Semak Permohonan Perakuan Pengiktirafan", 'Written Acknowledgement of Application for CoR', "Borang Pemeriksaan Senarai Peserta Kursus"			
Evaluation and conclusions:			
<ul style="list-style-type: none">• Applicant had keyed in his personal particulars into SDPX system through kiosk placed at front counter and obtained a slip upon completion. Local port office checked application of CoC and CoR with the aids of checklist as established by IPL. Data contain in slip and attached with scanned relevant certificates (e.g. CoC, CoE, modular course certificate, verification certificate, General Operator certificate for deck officer) to be verified. Attending staff had keyed in payment receipt number and scanned all relevant documents into SDPX system. Borang Penyerahan (JL/HEPP/B/15) as found in PT-HEPP-02 need to be removed since CoC application was done online, physical copy of Application form of CoC and its supporting documents were not required to be send to Ibu Pejabat Laut, Port Klang for further processing - See Assessment Finding Log, Minor NC0909CKF01 for further details.• Details of application were keyed into JALIN system as stipulated in PT-HEPP-02, issue 1, clause 6.1.4. Acknowledgement of receipt of CoC by applicant was still required on 'Borang Penyerahan Perakuan Kekompetenan'.• A temporary 'Written Acknowledgement of Application for CoR' was issued to new applicant when application was acceptable. Acknowledgement of receipt of CoR by applicant to be recorded in log book maintained by regional port office. CoC was issued to applicant only whilst CoR could be issued to either applicant or authorised shipping agent.• PTP port office verified participant attendance for modular course. Modular course certificate approval and issuance are done at Johor Bahru port office.			



Day 03: Ibu Pejabat Laut (Headquarters)

Assessment of:	Outstanding Issue	Auditee(s):	Yusnan (Marine Officer)
Audit trails and sources of evidence:			
Outstanding issue raised in previous visit.			
Evaluation and conclusions:			
<ul style="list-style-type: none">Corrective actions were taken and it addressed outstanding findings except 0906CKF03 was remained 'open' (Refer to Assessment Findings Log for details).			

Assessment of:	Organisation / Management Responsibility	Auditee(s):	Dato Captain Ahmad (Director General of Marine) Yusnan (Marine Officer)
Audit trails and sources of evidence:			
quality policy and objectives and performance monitoring, commitment of Top Management; exclusion on ISO clause			
Evaluation and conclusions:			
<p>The Director General of Marine was interviewed. Continuing suitability and effectiveness of quality policy and objectives and upgrading and the implementation of ISO9001:2008 system were discussed. The top management commitment in maintaining the ISO 9001 system was sighted. The quality policy was signed by Director General and a copy was displayed at headquarters and regional port offices. No change to the quality objectives since the last visit. Actual performance of quality objectives were monitored and analysed according to defined interval.</p> <p>Exclusion made on ISO 9001:2008 clause 7.3, 7.5.2 and 7.6 and its justifications are clearly stated in the quality manual was remained appropriate.</p>			



Assessment of:	Ibu Pejabat Laut, Port Klang - Management System Elements	Auditee(s):	Yusnan (Marine Officer) Mohd. Nazam (Asst. Technician) Shuhaimi (Marine Officer)
Audit trails and sources of evidence:			
<ul style="list-style-type: none">• Organisation / Staff responsibility• Quality policy / objectives performance for Aids to navigations, “Hal Ehwal Pelaut & Pelabuhan”, Hydrographic Unit (dredging), Internal Safety Management (ISM) and Ship Registration• Internal audit held in Aug & Sept 2009• Corrective action (Internal audit Findings (so called “Laporan Ketakakuran”) CAR & customer complaint)• Preventive action• Data analysis & continual improvement records: “Laporan Pencapaian Objective Kualiti”			



Evaluation and conclusions:

- No significant changes to the quality management system (QMS) except that the quality manual and some mandatory procedures have been revised according to ISO 9001:2008 standard whilst main process procedure of HEPP had been revised in according to SDPX (system dokumentasi pelaut X) with effect from 1 July 09. All ISO 9001 documents are currently maintained in electronic copy and are accessible by authorised staff through JALIN.
- Organisation chart in quality manual reflected the current reporting of staff at IPL and other regional port offices. Appointment of Deputy Director General as QMR was sighted. Individual staff responsibility and authority were stated in individual 'Senarai Tugas Harian' and a copy was placed in "Fail Meja". "Fail Meja" of employees were established and upkeep by Regional Headquarters office.
- Selected staff (total 98 consists of management and support staffs) attended ISO9001:2008 awareness course on 30 & 31 March 2009. Internal audit was planned and impartiality of internal auditor were sighted. **Noticed that eight of internal auditors who involved in internal audit held in Aug and Sept 09 yet to attend awareness course of ISO 9001:2008 – See Assessment Finding Log, Ref: Minor NC0909CKF02 for details.**
- Selected port offices as shown in Audit Schedule were audited based on ISO 9001:2008 standard in Aug and Sept 09. Internal audit findings (so called "Laporan Ketakakuran") were recorded and updated with Auditor's follow up comments. Internal audit records were maintained at IPL (headquarters).
- Top management and representative from IPL and Regional port offices had attended management review meeting. Management review inputs were discussed and recorded in minutes. **Changes of QMS documents according to ISO 9001:2008 standard was reported and recorded in management review minutes. However, there was no conclusion regarding compliance of current QMS against ISO 9001:2008 requirements (Ref: CKF-7).**
- **Noticed that CARs (so called "Laporan Ketakakuran") were closed out without corrective action recorded e.g. Wilayah Utara – Pulau Pinang (No. Ketakakuran: 0908MHA01 to 0908MHA06), Wilayah Utara – Lumut (No. Ketakakuran: 0908MHA01 and 0908MHA02). Closing out CAR without implementing corrective action is against ISO 9001:2008 clause 8.2.2 and 8.5.2. Corrective action process for the rest of CAR are still in progress and are remained open and to be followed up by Internal Auditor upon estimated completion date. (Ref: CKF-8)**
- There was no customer complaint reported to date.
- **Jabatan Laut Sarawak – Pejabat Pelabuhan Sarikei has proposed three preventive actions (No: SKI 01/09, SKI 02/09 and SKII 03/09). Implementation of preventive action and review of its effectiveness will be followed up by LRQA Assessor in next visit (Ref: CKF-9).**
- Data pertaining to quality objectives performance of individual Units were summarised monthly / quarterly. Data were analysed and presented in table format. Continual improvement action were discussed.



Assessment of:	Ibu Pejabat Laut, Port Klang - Management System Elements (Continued)	Auditee(s):	Yusnan (Marine Officer) Mohd. Nazam (Asst. Technician) Shuhaimi (Marine Officer)
Audit trails and sources of evidence:			
<ul style="list-style-type: none">• Customer satisfaction for Aids to navigation, "Hal Ehwal Pelaut & Pelabuhan", Hydrographic Unit (dredging), Internal Safety Management (ISM) and Ship Registration• Usage of logo / other marks• Statutory / regulatory requirements			
Evaluation and conclusions:			
<ul style="list-style-type: none">• Marine Department of Malaysia had distributed out Customer satisfaction feedback / complaint forms to obtain feedback of its seamen certification (consists of seamen registration, crew sign on / sign off, on-line port clearance, CoC, CoR, CoC examination, modular course certificates issuance), ship registration, Issuance of DoC of ISM code and aids to navigations. Rating of customer feedback was generally found to be satisfactorily to good. Customer feedback format had been created for dredging activity. An official letter requesting Regional Port Office to obtain customer feedback for dredging work carried out at their area had been issued out on 6 July 09. However, There was no feedback up to Aug 09 as reported in memo dated 8 Sept 09 (Ref: CKF10).• It was noted that LRQA / UKAS logo was printed on certificates issued out to applicants – See Assessment Finding Log, Ref: Minor NC0909CKF03 for details.• All statutory / regulatory which the organisation needs to comply such as Standard of Training, Certification and Watchkeeping of Seafarers 1995, Merchant Shipping Ordinance 1952, etc. had been identified and documented in quality manual.			



Assessment of: Ibu Pejabat Laut, Port Klang -
Compliance to ISO 9001:2008
Standard Requirements

Auditee(s): Yusnan (Marine Officer)

Audit trails and sources of evidence:

- Review the Quality Management System implementation against the requirements of ISO 9001:2008 Standard requirements: **Quality Manual and procedures (HEPP, WPK, etc.)**
- Document Change Requests, Gap Analysis to determine meeting of ISO 9001:2008
- LRQA ISO 9001:2008 Standard Checklist
- Other Quality Records.

Evaluation and conclusions:

- Selected company staffs (steering committee) had attended transition course on ISO 9001:2008 Standard. Certificate of attendance was sighted (See Internal audit section for further details).
- **The Quality Manual and relevant procedures have been revised to address ISO 9001:2008 requirements implemented on 1 July 2009.** Exclusion of QMS clauses and its justification remained. **ISO 9001:2008 documents are available in JALIN.**
- Competency requirement of staff who perform works affect conformity of product were stated in "Pekeliling Perkhidmatan Bilangan 31 tahun 2007 (Gred A29 and above)" and "Skim Perkhidmatan (N17 to N26), etc.".
- Implementation of changes introduced into ISO 9001:2008 e.g. information system was noted. Computer hardware and software are maintained by in-house IT and will seek assistance from outside contractor for defect beyond resolved in-house. Data related to product realization are backed up in storing device by Unit Teknologi Maklumat dan Kerajaan Electronic (UTMKE). Further details as reported under MIS.
- No CAR raised during recent Internal audit which is related to changes introduced in ISO 9001:2008.



Assessment of:	Ibu Pejabat Laut, Port Klang – Documents & Records Control & Bilik Fail	Auditee(s):	Yusnan (Marine Officer) Zauyah (Chief Clerk) Halimah (Admin Asst.)
Audit trails and sources of evidence:			
<ul style="list-style-type: none">Document Master List, Document Distribution List, ISO documents (Master copy and copy distributed), retention of obsolete documents; control on external document, quality record retention, storage / label of old quality recordsKawalan Dokumen (PS-BKhP-03), Borang Cadangan PindaanSite visit to “Bilik Fail” to verify record Control i.e. verified physical storage of records against computer system (JALIN).			
Evaluation and conclusions:			
<ul style="list-style-type: none">Quality manual and some mandatory procedures have been revised according to ISO 9001:2008 standard whilst main process procedure of HEPP had been revised in according to SDPX (system dokumentasi pelaut X) and its implementation with effect from 1 July 09. Two of existing HEPP procedures i.e. Urusan Perkhidmatan Pelaut (PT-HEPP-06) and Pemeriksaan Buku Log Rasmi (PT-HEPP-07) were removed during upgrading to ISO 9001:2008 standard however records pertaining to its implementation are still maintained by port office.Document Mater list is available. All ISO 9001 documents are currently maintained in electronic copy and are accessible by authorised staff through JALIN (Jabatan Laut Intranet). As such distribution of physical document to regional port offices is not longer required. A copy ISO 9001 documents as required by this organization’s QMS was satisfactorily maintained at QMR’s office.External documents such as STCW 95, ‘Ordinan Perkapalan Saudagar 1952’, etc. were distributed to relevant Units and its control was found satisfactorily.Quality records were maintained in accordance to retention time as required by government of Malaysia i.e. 5 years. Old records were currently stored in hard cover file at designated area and retrievable during audit. With the implementation of online application for seaman document, CoC, CoR with the aids of SDPX system, physical copy of application form and support documents are not longer required to be send to IPL (HEPP). Portable fire extinguishers were placed inside Bilik Fail as it is fire hazard.			

Day 04: Ibu Pejabat Laut (Headquarters)



Assessment of:	Ibu Pejabat Laut, Port Klang – Issuance of Document of Compliance of ISM Code	Auditee(s):	Shuhaimi (BKT, ISM)
Audit trails and sources of evidence:			
Reviewed records (Audit Planner, Audit plan, Notification and confirmation of annual verification / initial audit, Audit Report, DoC Audit Report, NCR) related to: a) Annual verification for Sin Soon Hock S/B (DoC: 010/6062-BK/2004) b) Initial audit for Seven Seas Oil Trading Pte. Ltd. (DoC: 024/6062-HC/2009)			
Evaluation and conclusions:			
<ul style="list-style-type: none">The JLS responsible for verifying compliance with the requirements of the ISM Code and issuing DoC to Companies. JLS has certified a total of 122 companies as at July 09.Scheduled surveillance were planned for certified companies. Notification and confirmation of annual verification / initial audit was noted carried out and found in order. Audit was carried out according to audit plan. Audit discrepancy was graded accordingly, followed-up on corrective action and Major / Minor CAR was satisfactorily closed out. Audit Notes prepared by auditors were maintained. DoC Audit Report was submitted to and verified by Marine Department Director General. Draft of Document of Compliance was prepared and submitted to Marine dept Director for approval. Original DoC was endorsed upon satisfactorily closing of Minor / Major NC after each annual verification.Auditor should include comment in NCR when closing out major / minor NCR as this was highlighted during LRQA audit done in Sept 2006 (See 'RC'0609CKF04) – Ref: CKF-11			

Assessment of:	Ibu Pejabat Laut, Port Klang – Conduct of Hydrographic Survey	Auditee(s):	Mohd. Nazam (PTU-UKM)
Audit trails and sources of evidence:			
<ul style="list-style-type: none">Planning for year 2009 and bathymetric survey of: a) Kuala Sungai Muar, Muar (completed on 27 Jan 09) b) Kuala Sungai Melaka, Melaka (completed on 22 Feb 09) c) Tanjung Pengelih, Johor (completed on 25May 09)Related records: 'Projek Ukur Hidrografi 2009', bathymetric survey, Mobilasi			
Evaluation and conclusions:			
<ul style="list-style-type: none">A total of 12 locations / projects were identified for hydrographic survey for year 2009.Pre-survey was carried out by Jabatan Laut personnel to determine the need of dredging at channel or river mouth under jurisdiction of Marine Department. River mouths in Peninsular Malaysia which were identified for hydrographic survey in year 2009 was shown on 'Projek Ukur Hidrografi'.Data collection and processing were carried out with the aids of Hydropro and Terramodel softwares. Bathymetric survey maps were generated and a copy was submitted to Aids to navigation (users). Survey plans were maintained.Encho souder and GPS were calibrated in-house prior to each surveyConduct of survey was compliance with documented procedure PT-BKP-06.			



Assessment of:	Ibu Pejabat Laut, Port Klang – Mgmt. of Dredging Works	Auditee(s):	Mohd. Nazam (PTU-UKM)
Audit trails and sources of evidence:			
<ul style="list-style-type: none"> Proposed 5 years (2006-2010) Master Plan Detailed for Capital & Maintenance Dredging Works Under RMK9 Planning & monitoring of maintenance dredging works carried out by Malaysian Maritime & Dredging Corp. (MMDC) at: <ol style="list-style-type: none"> Sungai Sitiawan, Lumut (Kontrak: IPL 21/2008, completed on 23 Feb 2009) Kuala Besar, Kelantan (Kontrak: IPL 29/2008, completed on 6 May 2009) Review procedure PT-BKP-07; related records: Master Plan, Daily Report, Progress Reports from contractor, site meeting minutes, Certificate of Practical Completion 			
Evaluation and conclusions:			
<ul style="list-style-type: none"> Maintenance and capital dredging for river mouth / channel of Malaysia water were specified in 5 Year Master Plan of RMK9. There was no dredging work for year 2009 as budget allocation under RMK 9 has been used up. Dredging work will only proceed until budget allocation under RMK 10 is approved. Dredging activities is undertaken by Malaysia Maritime & Dredging Corporation (MMDC) and JLS only involved in management of dredging works. A dedicated Supervisor had monitored actual progress of dredging works. Weather, staff and labour at workplace and dredging support equipment were reported in in-house daily Report. Site meeting with contractor was held monthly. There was evidence that actual progress reported by MMDC monthly were discussed during monthly site meeting with MMDC and meeting minutes were maintained. 'Laporan Kemajuan Bulanan' was prepared and submitted to the Division Director monthly after each site meeting. Correspondance with local authorities such as Department of Environment, Land Office and Irrigation (JLS) on approval of dumping site were sighted. Project IPL 29/2008 were delayed and MMDC (contractor) had issued letter to Director General of Marine on 12 June 09 requesting for extension of time and exemption of liquidated ascertain damages (L.A.C) included reasons of delay. However, there is no reply. IPL is advised to expedite process of replying MMDC. LRQA Assessor will follow up in next visit (Ref: CKF-12) 			



Assessment of:	Ibu Pejabat Laut, Port Klang – Purchasing & Store	Auditee(s):	Mat Shah (Admin. Asst)
Audit trails and sources of evidence:			
<ul style="list-style-type: none">• Purchasing procedure (PS-BKhp-01); monitoring of supplier / subcontractor's performance through evaluation, 'Rekod Perolehan 2009'• Purchases made from Central Management Catalogue Agency (Pesanan: AE 724327, navigation system batteries), Ketara Teknik (Pesanan: AE 724022, light beacon pile) and Vetga (M) (Pesanan: AE 724052, paint for light buoy), Che Ani Harun S/B (tendering for repair and upgrading of passenger jetty of Kuala Perlis, Tender No.: IPL 2/2008)• Inventory control of office stationeries			
Evaluation and conclusions:			
<ul style="list-style-type: none">• All of purchased made since Jan 2009 are shown on 'Rekod Perolehan 2009'. Registered Subcontractor list' is sighted in soft copy. Purchase requirements stated on 'Borang Pesanan Pembelian / Pembaikan' received from the requestor were reviewed and suppliers were sourced accordingly. Specification stated on supplier's quotation was adequately reviewed by requestor prior to each purchase. 'Borang Pesanan' was issued to selected supplier / subcontractor.• Record evidences for tendering processes were maintained. Selection of contractor was carried out by Tender Board according to Government of Malaysia policy.• Supplier / contractor's performance (post evaluation) was evaluated and recorded in 'Rekod Perolehan 2009'. Overall, for registered supplier / subcontractor were rated "sangat memuaskan". It was noted that selection / evaluation and re-evaluation criteria as stated in previous revision of "Penilaian Prestasi Pembekal" has been removed from (PS-BKhp-01) during revision to ISO 9001:2008. JLS is advised to implementation defined criteria during selection and evaluation as it is required under ISO 9001:2008 clause 7.4.1 (Ref: CKF-13)• Office stationeries were kept at Asset Management Unit (Purchasing). Office stationeries were issued out to the requestors on needs basis.			
Assessor:	Dr. Ooi Cheng Lee		



Day 01: Sarikei and Sibuluan Port Offices, Sarawak

Assessment of:	Sarikei Port Office: <ul style="list-style-type: none">• Organisation & Management Responsibility• Management system elements	Auditee(s):	Yahya b. Mat (Pegawai Pelabuhan) Zaidi b. Yamen (Merinyu Laut) Amirul Syafig (Merinyu Laut)
Audit trails and sources of evidence:			
Organisation chart, staff responsibilities and reporting, quality policy and objectives. Internal audit. Management review. Customer satisfaction feedback/ customer complaint			
Evaluation and conclusions:			
<p>This Port Office is headed by Yahya b. Mat (Pegawai Pelabuhan) and 2 staff involved in seaman certification activities. Organisation chart dated 07 April 2009 and staff 'File Meja' (responsibilities, authority and competency) sighted. A copy of the quality policy was displayed at front office and it was understood by the staff.</p> <p>Following Quality objectives were monitored with monthly results against the specified targets by the local port office for the period Jan to Aug 2009:-</p> <ul style="list-style-type: none">(1) Seaman Card and Seaman Record Book (target of issuance within 3 working days) – achieved.(2) Certificate of Competency (CoC) (target of issuance within 30 working days) - achieved. <p>Internal audit carried out on 13 Aug 2009 by Mohd Hafiz b. Abdul Majid (Unit Perancangan Dasar & Pembangunan, Ibu Pejabat Laut) resulting in one minor non-conformity and 3 observations. Records sighted: "Laporan Audit Kualiti Dalam", "Laporan Ketakakuran", "Senarai Kehadiran", "Jadual Audit". Corrective action taken and the minor non-conformity and observations were closed off.</p> <p>Management review held on 11 May 2009. Minutes of last management review was available in hard copy printed from the electronic copy in Malaysia Marine Department website (JALIN system).</p> <p>There was a stoppage of obtaining customer feedback form after March 2009 onwards and this was raised as a minor non-conformity during the internal audit on 13 Aug 2009. Subsequently, customer feedback was continued for the month of Sep 2009. Overall, customer satisfaction rated as good. There was no customer complaint for the period Jan to Sep 2009.</p>			



Assessment of:	Sarikei Port Office: Seamen Certification	Auditee(s):	Zaidi b. Yamen (Merinyu Laut) Amirul Syafig (Merinyu Laut)
Audit trails and sources of evidence:			
Records related to Seamen Card and Seaman's Record Book for local seafarers and Seafarer Identity Document for foreign seafarer Application of Certificate of Competency (CoC) and supporting documents for new certificate, certificate replacement due to lost/damage, watch-keeping rating certificate, revalidation of certificate upon expiry.			
Evaluation and conclusions:			
Application and processing for Seamen Card and Seaman's Record Book (Seafarer Discharge Book) by local seafarers were reviewed. Seafarer Registration Form and all supporting documents (identity card and medical certificate) were available and verified prior to the acceptance. Identity Card, photograph and thumb print scanned. Seafarer's particulars were keyed into "Jalin/Maklumat Pelaut" seaman information system. Seamen Card and Seaman's Record Book issued when application found in compliance with requirements. Seaman's Record Book (Seafarer Discharge Book) contained the seaman's personal particulars, particulars of training course and record of service. Application and processing for Seafarer Identity Document for foreign seafarer were reviewed. Seafarer Registration Form and all supporting documents (passport and medical certificate) were available and verified prior to the acceptance. Application of CoC checked against a checklist ("Senarai Semak Kekompetenan Bahagian Injin" or "Senarai Semak Kekompetenan Bahagian Dek") as established by Ibu Pejabat Laut. Supporting documents required are Transcript or Diploma, Oral examination results, sea time (from Service Record in Seafarer Discharge Book) and medical examination certificate (with category stated). Details of application of CoC were keyed into JALIN system. CoC was issued to applicant only.			



Assessment of:	Sibulor Port Office: <ul style="list-style-type: none"> • Organisation & Management Responsibility • Business Activities • Management system elements 	Auditee(s):	Mohd. Marzuki Ibrahim (Ketua Penolong Pengarah) Alfred Tiri Collin (Merinyu Laut) Norazman b. Abd. Latiff (Merinyu Laut)
Audit trails and sources of evidence:			
Organisation chart, staff responsibilities and reporting, quality policy and objectives. Internal audit. Management review. Customer satisfaction feedback/ customer complaint			
Evaluation and conclusions:			
<p>This Port Office is headed by Mohd. Marzuki Ibrahim (Ketua Penolong Pengarah) and 2 staff involved in seaman certification activities. Organisation chart and staff 'File Meja' (responsibilities, authority and competency) sighted. A copy of the quality policy was displayed at front office and it was understood by the staff.</p> <p>Following Quality objectives were monitored with monthly results against the specified targets by the local port office for the period Jan to Aug 2009:-</p> <ol style="list-style-type: none"> (1) Seaman Card and Seaman Record Book (target of issuance within 3 working days) – noted that there were no results available to provide evidence of achievement of the objective. (2) Certificate of Competency (CoC) (target of issuance within 30 working days) – Achieved. (3) Certificate of Registration (CoR) (target of issuance within 3 months) - noted that there were no results available to provide evidence of achievement of the objective.. (4) Crew Agreement and Official Log Book (target of issuance within 3 hours) – noted that there were no results available to provide evidence of achievement of the objective. <p>Internal audit carried out on 12 Aug 2009 resulting in 5 observations. Records sighted: "Laporan Audit Kualiti Dalam", "Laporan Ketakakuran", "Senarai Kehadiran", "Jadual Audit". Corrective action taken and all observations closed off.</p> <p>Management review held on 11 May 2009. Minutes of last management review was available in hard copy printed from the electronic copy in Malaysia Marine Department website (JALIN system).</p> <p>This port office had received customer feedbacks for the period Jan to Aug 2009. Customer feedbacks sighted with suggestions for improvement. Overall, customer satisfaction rated as good. There was no customer complaint for the period Jan to Aug 2009.</p>			



Assessment of:	Sibu Port Office: Seamen Certification	Auditee(s):	Mohd. Marzuki Brahim (Ketua Penolong Pengarah) Alfred Tiri Collin (Merinyu Laut) Norazman b. Abd. Latiff (Merinyu Laut)
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Audit trails and sources of evidence:

Records related to Seamen Card and Seaman's Record Book for local seafarers and Seafarer Identity Document for foreign seafarer
Application of Certificate of Competency (CoC) and supporting documents for new certificate, certificate replacement due to lost/damage, watch-keeping rating certificate, revalidation of certificate upon expiry.
Application of Certificate of Recognition (CoR) by foreign seafarers.
Issuance of modular course STCW 95 certificate
Crew Agreement & Official Log book / Change to List of Crews.

Evaluation and conclusions:

Samples of application, processing and issuance of Seamen Card and Seaman's Record Book (Seafarer Discharge Book) for local seafarers were reviewed and found to be in order.

Samples of application, processing and issuance of Seafarer Identity Document for foreign seafarer were reviewed and found to be in order.

Samples of application, processing and issuance of CoC for local seafarers were reviewed and found to be in order.

Samples of application, processing and issuance CoR for foreign seafarers were reviewed and found to be in order. Supporting documents required are CoC (Certificate of Competency) and CoE (Certificate of Endorsement) from foreign registration body were scanned into JALIN/SDPX system. A temporary Written Acknowledgement of Application for CoR issued with a validity of 3 months. Application and the supporting documents were sent to Ibu Pejabat Laut, Port Klang for further verification to establish the authenticity of the application with the foreign registration body.

CoC was issued to applicant only whilst CoR could be issued to either applicant or authorised shipping agent.

This port issues (print) modular course certificates conducted by the approved training centres.

Samples of application, processing and issuance of Crew Agreement (Sign On/Sign Off) and Official Log Book were reviewed and found to be in order. The new Crew Agreement (Sign On/Sign Off) and Official Log Book are issued for a validity of 6 months. Old Crew Agreement and Old Official Log Book sent to Ibu Pejabat Laut, Port Klang with "Borang Penyerahan".



Day 02: Muara Tebas and Kuching Port Offices, Sarawak

Assessment of:	Muara Tebas Port Office: <ul style="list-style-type: none">• Organisation & Management Responsibility• Management system elements	Auditee(s):	Enzuin b. Jalek (Penolong Pegawai Laut) Lee Soon Tiong (Merinyu Laut) Valentine John (Merinyu Kapal)
Audit trails and sources of evidence:			
Organisation chart, staff responsibilities and reporting, quality policy and objectives. Internal audit. Management review. Customer satisfaction feedback/ customer complaint			
Evaluation and conclusions:			
<p>This Port Office is headed by Enzuin b. Jalek (Penolong Pegawai Laut) and 2 staff involved in seaman certification activities. Organisation chart and staff 'File Meja' (responsibilities, authority and competency) sighted. A copy of the quality policy was displayed at front office and it was understood by the staff.</p> <p>Following Quality objectives were monitored with monthly results against the specified targets by the local port office for the period Jan to Aug 2009:-</p> <ol style="list-style-type: none">(1) Seaman Card and Seaman Record Book (target of issuance within 3 working days) – achieved.(2) Certificate of Competency (CoC) (target of issuance within 30 working days) - achieved.(3) Certificate of Registration (CoR) (target of issuance within 3 months) - achieved.(4) Crew Agreement and Official Log Book (target of issuance within 3 hours) – noted that there were no results available to provide evidence of achievement of the objective. <p>New Quality objectives specified in para 2.1 of Quality Manual (Copy no. 25) dated 01 Jul 2009 and specified targets:-</p> <ol style="list-style-type: none">(1) Certificate of Competency (CoC) (target of issuance within 30 working days).(2) Processing of eligibility for examinations (target of within 7 working days).(3) CoC examinations (target of at least 2x per year).(4) Issuance of Certificates after completion of Modular Courses (target of within 7 working days). <p>Internal audit carried out on 14 Aug 2009 resulting in 4 observations. Records sighted: "Laporan Audit Kualiti Dalam", "Laporan Ketakakuran", "Senarai Kehadiran", "Jadual Audit". Corrective action taken and all observations closed off.</p> <p>Management review held on 11 May 2009. Minutes of last management review was available in hard copy printed from the electronic copy in Malaysia Marine Department website (JALIN system).</p> <p>This port office had received 20 customer feedbacks for the period Jan to Aug 2009. Customer feedbacks sighted with suggestions for improvement. Overall, customer satisfaction rated as good. There was one customer complaint reported concerning the blockage of signage to the port office by tall grasses. Corrective action taken.</p> <p>Suggestion box opened at end of each month. Copies of forms placed in the racks opposite the front counter. Fees and List of Medical Practitioners displayed. Notification of CoC Examinations for Year (NPM 02/2009) sighted.</p>			



Assessment of:	Muara Tebas Port Office: Seamen Certification	Auditee(s):	Enzuin b. Jalek (Penolong Pegawai Laut) Lee Soon Tiong (Merinyu Laut) Valentine John (Merinyu Laut) Nor Siah
Audit trails and sources of evidence:			
Records related to Seamen Card and Seaman's Record Book for local seafarers and Seafarer Identity Document for foreign seafarer Application of Certificate of Competency (CoC) and supporting documents for new certificate, certificate replacement due to lost/damage, watch-keeping rating certificate, revalidation of certificate upon expiry. Application of Certificate of Recognition (CoR) by foreign seafarers. Issuance of modular course STCW 95 certificate Crew Agreement & Official Log book / Change to List of Crews.			
Evaluation and conclusions:			
Samples of application, processing and issuance of Seamen Card and Seaman's Record Book (Seafarer Discharge Book) for local seafarers were reviewed and found to be in order.			
Samples of application, processing and issuance of Seafarer Identity Document for foreign seafarer were reviewed and found to be in order.			
Samples of application, processing and issuance of CoC for local seafarers were reviewed and found to be in order.			
Samples of application, processing and issuance CoR for foreign seafarers were reviewed and found to be in order. Application and the supporting documents were sent to Ibu Pejabat Laut, Port Klang for further verification to establish the authenticity of the application with the foreign registration body.			
This port issues (print) modular course certificates conducted by the approved training centres.			
Samples of application, processing and issuance of Crew Agreement (Sign On/Sign Off) and Official Log Book carried out at Pending Office (Kuching Port Authority) were reviewed and found to be in order. The new Crew Agreement (Sign On/Sign Off) and Official Log Book are issued for a validity of 6 months. Old Crew Agreement and Old Official Log Book sent to Ibu Pejabat Laut, Port Klang with "Borang Penyerahan". Latest Statistics of Sign On and Sign Off available up to Aug 2009.			



Assessment of:	Kuching Port Office: Ship Registration	Auditee(s):	Claire Kiing Yong Yong (Merinyu Laut)
Audit trails and sources of evidence:			
Reviewed the application for Name of Ship in accordance to procedure PT-BKI-01. Reviewed the application for Ship Registration in accordance to procedure PT-BKI-02.			
Evaluation and conclusions:			
<p>The Ship Registration and Licensing Unit in Kuching Port Office is headed by Micheal Kebing (Penolong Pengarah) and there were 2 staff involved in ship registration activities. Organisation chart and staff 'File Meja' (responsibilities, authority and competency) sighted.</p> <p>Internal audit carried out on 14 Aug 2009 resulting in 5 observations. Corrective action taken and all observations closed off.</p> <p>Customer feedbacks (around 30% of applications) for ship registration sighted with suggestions for improvement. Overall, customer satisfaction rated as good. There was no customer complaint reported.</p> <p>Application for Name of Ship "Megaline no. 5" reviewed. Application form with supporting document "Appointment of an Authorised Officer" submitted by the company sighted. Verification of proposed ship name carried out to ensure compliance of name, validity and that same name has not been registered. Ship and owner's particulars were keyed into JALIN system after acceptance. Certificate of Approved Name issued to applicant.</p> <p>Application for Registration of Ship "Dayang Zamrud" reviewed. Application for Name of Ship had been made and approved earlier with Official no. 333049 and Call sign 9WKB5. Application form received on 02 Sep 2009 with supporting documents such as International Tonnage Certificate and interim Machinery Certificate issued by American Bureau of Shipping (ABS), Builder's Certificate (built by Shin Yang Shipyard). Carving and Marking Note ("Nota Ukiran dan Penandaan Kapal") issued upon carving and marking of ship name. Inspection of ship made by Ship Surveyor from Ibu Pejabat Laut and Certificate of Survey dated 03 Sep 2009 issued. Details and Certificate of Survey issued are entered into the JALIN system. Certificate of Malaysian Registry issued on 07 Sep 2009.</p> <p>Monthly results for the period Jan to Aug 2009 are available for the following objectives with specified targets:-</p> <ol style="list-style-type: none"> (1) Application for Ship Name (target of 2 working days). (2) Provisional Registration of Ship (target of 7 working days). (3) Permanent Registration of Ship (target of 7 working days). (4) Free of encumbrances (target of 2 working days). (5) Transfer of Port of Registration (target of 2 working days). (6) Transfer of Registration Details (target of 2 working days). <p>All the objectives/targets were achieved at 100%.</p>			



Day 03 & 04: Jabatan Laut Wilayah Tengah and Ibu Pejabat Laut Semenanjung Malaysia, Port Klang (Headquarters)

Assessment of:	Jabatan Laut Wilayah Tengah - Ship Registration	Auditee(s):	Adam (Merinyu Laut)
Audit trails and sources of evidence:			
Reviewed the application for Name of Ship and Ship Registration for the ship for compliance with requirements and ship registration procedure PT-BKI-01 and PT-BKI-02;			
Evaluation and conclusions:			
<p>Application for Name of Ship "EPIC WAJA" of new ship under construction reviewed. Application form from EPIC Industries (M) Sdn. Bhd. with supporting document "Appointment of an Authorised Officer" sighted. Verification of proposed ship name carried out to ensure compliance of name, validity and that same name has not been registered. Ship and owner's particulars were keyed into JALIN system after acceptance. Certificate of Approved Name issued to applicant.</p> <p>Application for Change of Name of Ship "Eagle Vienna" and Ship Registration reviewed. Supporting documents sighted are:- Bill of Sale, Deletion Certificate (from previous Registry), Custom Declaration Form 1, Memorandum and Articles of Association, Form 49 (Particulars of Directors, Managers & Secretaries), Form 9 (Certificate of Incorporation), Form 24 (Return Allotment of Shares). Proposed ship name verified to ensure compliance of name, validity and that same name has not been registered. Ship and owner's particulars were keyed into JALIN system after acceptance. Certificate of Approved Name issued to applicant. Official no. 334052 and Call Sign 9 MIL5 assigned. Certificate of Malaysian Registry - Provisional" dated 23 Mar 2009 with a validity of 6 months issued by port office. Carving and Marking Note ("Nota Ukiran dan Penandaan Kapal") issued upon carving and marking of ship name. Inspection of ship made by Ship Surveyor from Ibu Pejabat Laut and Certificate of Survey issued. Permanent Certificate of Malaysian Registry issued on 04 Jun 2009.</p> <p>Application for Registration of Ship "Semua Gembira" reviewed. Application for Name of Ship had been made and approved earlier with Official no. 333974 and Call sign 9 MIE4. Extension of 3 months for Transactions Subsequent to Registry. Builder's Certificate submitted for new ship. Upon completion of process of registration, Permanent Certificate of Malaysian Registry issued on 21 Jul 2009.</p> <p>Monthly results for the period Jan to Aug 2009 are available for the following objectives with specified targets:-</p> <ol style="list-style-type: none">(1) Application for Ship Name (target of 2 working days).(2) Provisional Registration of Ship (target of 7 working days).(3) Permanent Registration of Ship (target of 7 working days).(4) Free of encumbrances (target of 2 working days).(5) Transfer of Port of Registration (target of 2 working days).(6) Transfer of Registration Details (target of 2 working days). <p>All the objectives/targets were achieved at 100%.</p>			



Assessment of:	Jabatan Laut Wilayah Tengah - Seaman's Certification -:Modular Course Certificate	Auditee(s):	Rudzlay b. Mohd Yusof (Penolong Pegawai Laut) Hj. Tamarun (Merinyu Kapal Kanan)
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Audit trails and sources of evidence:

Sampled records for the application, processing and issuance of seamen card.
Sampled records for application for Certificate of Competency (CoC)
Sampled records for application for Certificate of Recognition (CoR)
Sampled Crew Agreement and Change to List of Crew, Official Ship Logbook.

Evaluation and conclusions:

Review of following samples:-

(1) Seamen Card and Seaman's Record Book (Seafarer Discharge Book) for local seafarers.

(2) Seafarer Identity Document for foreign seafarer.

(3) CoC for local seafarers.

For the CoC (200923000514) issued to Mohammad Afiq Firis, it was found that the item "sea time as Engine Cadet (6 months) with approved Diploma in Marine Engineering" in the Checklist "Senarai Semak Permohonan Kekompetenan Bahagian Injin" was not ticked as required by the personnel, Nor Azwana bt. Mohd Noor, who processed the application for the CoC. Also, the copy of the transcript was incomplete (without the results for semester 3 and 4 out of the 6 semesters).

For the CoC (200923005728) issued to Zainal Desa b, Samad, it was found that the item "sea time (36 months) as Mate of less than 500 GT Domestic Trade Voyages" in the Checklist "Senarai Semak Permohonan Kekompetenan Bahagian Dek" was not ticked as required by the personnel, Farahawa bt. Mahat, who processed the application for the CoC.

(4) CoR for foreign seafarers.

(5) Management of seamen service (Crew Agreement and sign on/sign off), Official log book. Collection of new Crew Agreement and Official Log Book recorded in a logbook.

Minor NC issued for the process for issuance of CoC listed in (3) above.

The other processes found to be in order.

Assessment of:	Jabatan Laut Wilayah Tengah -:Modular Course Certificate	Auditee(s):	Puan Zaiton
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Audit trails and sources of evidence:

Issuance of modular course certificate

Evaluation and conclusions:

Notification of modular course "Basic Safety Training" with names of participants received from the training centre "Centre of Maritime Excellence Sdn. Bhd.". A surprise check made to verify the attendees during the course. Certificates found to be issued (printed) within the 7 working days as seen from the monthly reports for issuance of certificates. Collection of certificates recorded in a logbook.



Assessment of:	Ibu Pejabat Laut, Port Klang - Human resource management	Auditee(s):	Arasu (Asst Director, HR)
Audit trails and sources of evidence:			
Staff competency and training needs identification; training plan; staff training records; evaluation of training effectiveness; recruitment and training for new staff			
Evaluation and conclusions:			
Training needs of staff identified by immediate superior through year end "Laporan Penilaian Prestasi (LNPT)". Training requests also made through survey form. The training needs are analysed and categorised and Training Plan for year 2009 submitted to Training Institute.			
Training attended by staff are recorded in the Excel spreadsheet of training attended. Where applicable, training also updated into individual 'Buku Perkhidmatan Kerajaan'. The effectiveness of training attended by staff was evaluated.			
A target of at least 7 days of training for each personnel, This is monitored as seen in the training statistics for the period Jan to Jun 2009..			
All new staff had attended induction training conducted by Government Agencies such as INTAN or in-house.			
Competency of new recruitment according to the specified requirements used by Suruhanjaya Perkhidmatan.			

Assessment of:	Ibu Pejabat Laut, Port Klang - Infrastructure (MIS) & work environment	Auditee(s):	Valerian Shem (IT Officer)
Audit trails and sources of evidence:			
Data Back-up, Licensing of Softwares / Server & Access Security / Security of Installed Computers / Software Evaluation / Hardware Purchase / Website Management			
Evaluation and conclusions:			
The IT network system consists of the main servers linked to the other servers in the individual port offices. The JALIN/SPDX system software used is a replicate in each server. Data inputs can be made on a stand alone basis to each server. The servers are auto backed-up at specified intervals.			
The work environment in the port offices found to be conducive for the type of operation carried out. The facilities and infrastructure are able to support the requirements of the work/service carried out.			
Currently, 4 port offices (Port Dickson, Kuala Perlis, Johor Bahru and Tanjung Gelang (Kuantan) are still using the old system whilst the other port offices are using the SPDX system that is linked to JALIN.			



Assessment of:	Ibu Pejabat Laut, Port Klang - Seamen Certification - Marine Training Centres	Auditee(s):	Mohd Hisham (Pegawai Laut)
Audit trails and sources of evidence:			
Approval and issuance of CoC and CoR. Audit of marine training centres appointed to deliver modular training course.			
Evaluation and conclusions:			
<p>CoC and CoR processing by port offices are forwarded to Ibu Pejabat Jabatan Laut Semenanjung Malaysia, Port Klang for approval and issuance of the CoC and CoR. The processed CoC and CoR awaits for acceptance and approval in the "Senarai Tugas" section of the SPDX system. The modular course and medical certificate are verified. Applications are approved, rejected or returned to port office for further checking. For CoR, checks made on-line or email with the foreign registration bodies involved. If no response, then application rejected. Applicant informed accordingly on the outcome of his application by letter.</p> <p>Audit schedule of marine training centres sighted - letter in file (1) dlm IPL 2418-s Jld 1(AUDIT PUSAT LATIHAN MARIN). However, it was found that a majority of the scheduled audits were not conducted with some centres without being audited for more than a year. Audit report available for the audit conducted on Pusat Latihan Polis Marin (PULAMAR) at Johor Bahru on 14 March 2008. Scheduled audit in Jun 2009 was not carried out.</p> <p>An on-line system analysis of CoC and CoR results for the period Jan to Sep 2009 shows the following:-</p> <ul style="list-style-type: none">(1) CoR (Deck) < 90 days = 1579 > 90 days = 26(2) CoR (Engine)< 90 days = 1394 > 90 days = 12(3) CoC (Deck) < 30 days = 1069 > 30 days = 424 (figure is doubtful and requires investigation)(4) CoC (Engine) < 30 days = 674 > 30 days = 290 (figure is doubtful and requires investigation)			



Assessment of:	Ibu Pejabat Laut, Port Klang - Navigational Aids System	Auditee(s):	Abdul Nasar (Principal Asst. Director) Syahrizan (Pegawai Laut)
Audit trails and sources of evidence:			
Maintenance of Navigational Aids System : Light Buoys, Light House and Beacons Reviewed maintenance records. Repairs of Navigational Aids System			
Evaluation and conclusions:			
Maintenance Schedules for Year 2009 of Buoys, Beacons and Lighthouses are available:- Reports of maintenance sighted: <ul style="list-style-type: none">(1) "Penyata Laporan Kerja Pelampung Pandu" – Spoil Ground, Karang, Penyu, Port Klang No. 14(2) "Penyata Laporan Kerja Tandarah Suar" – Tanjung Dawai, Kuala Perlis, Sungai Sanglang(Kedah/(3) "Penyata Laporan Kerja Rumah Api" - Kuala Selangor, Muka Head. Repairs initiated upon receipt of requests/complaints about malfunctioning of navigational aids system and "Borang Aduan Kerosakan Alat Bantuan Pelayaran" completed. The complaints were sequentially logged each month in the "Laporan Aduan Bulanan Kerosakan Bantuan Pelayaran". Customer feedback on the performance of Light Buoys, Lighthouse and Beacons obtained and analysed in the report "Laporan Stastik Maklumbalas Pelanggan Tahun 2009 showed a rating from satisfied to very satisfied. Availability of Lighthouse, Beacons and Light Buoys compared to IALA requirements reported in Tahunan Tahap Ketersediaan Untuk Alat Unit Bantuan Pelayaran" for the period Jan to Aug 2009. Results of 100% for lighthouse, 99.96% for Beacons and 99.98% for Light Buoys respectively are higher than IALA requirements.			

Assessment of:	Ibu Pejabat Laut, Port Klang - Ship Registration	Auditee(s):	Mohd Fairoz (Ketua Penolong Pengarah)
Audit trails and sources of evidence:			
Secretariat function and central registry for ship registration.			
Evaluation and conclusions:			
Ibu Pejabat Laut is the Secretariat for Ship Registration. Applications for Name of Ship sent from post office to Ibu Pejabat Laut, Port Klang are approved on-line in the system. The results for the quality objective for ship registration for the period Jan to Aug 2009 are 100% for all the port offices: Port Klang, Penang, Labuan, Kuching, Kota Kinabalu as seen in the "Laporan Penilaian Pencapaian Objektif Kualiti Tahun 2009.			



3. Assessment findings log - ISO 9001:2000

Grade 1	Status 2	Finding 3	Corrective action review 4	Process / aspect 5	Date 6	Reference 7	Clause 8
RC	Closed	'Laporan Audit Dalamana' was not distributed to local office as required under procedure PK-WPK-01, revision '1' clause 6.3.4.	Commented on 14 Nov 07 No evidence that necessary action was taken. Upgraded to Minor NC. Commented on 18 Dec 07 Corrective actions were taken and found satisfactory	internal audit – Kuala Perlis	09 Apr 07	0704CKF01	8.2.2
RC	Closed	Organisation chart in the quality manual (Copy Number 16) was carried Revision '0'. There was newer revision '1' attached with the cover letter issued out by IPL on 31 March 06, however, the latest revision was still in ISO correspondence file during this audit. Similar trend was observed on 'Laporan Ketakakuran' raised during recent internal audit (4 out of 6 Ketakakuran).	Commented on 14 Nov 07 No evidence that necessary action was taken. Upgraded to Minor NC Commented on 18 Dec 07 Corrective action was taken and found acceptable	document control – Kuala Perlis	09 Apr 07	0704CKF02	4.2.3
RC	Closed	Staff named Roslee Bin Ismail was promoted from Deckhand to Helmsman with effect from 1 Jan 2007 However, this was not reflected in organisation chart displayed in front office and 'Fail Meja' of staff.	Commented on 14 Nov 07 No evidence that necessary action was taken. Upgraded to Minor NC Commented on 18 Dec 07 Organisation chart had been updated.	organisation chart - Kuah office	10 Apr 07	0704CKF03	5.5.1
RC	Closed	Crew Agreement & Official Log book / Change to List of Crews of Express Bahagia 9 (official no: 328387, renewal done on 9 Oct 06), Champur Baru (official no: 329008, renewal done on 14 Nov 06), Labuan Express Tujuh (official no: 329838, renewal done on 27 April 06) are still kept in local port office instead of returning to IPL. Understand from local staff in-charge there is problem on posting into JALIN system.	Commented on 14 Nov 07 No evidence that necessary action was taken. Upgraded to Minor NC Commented on 18 Dec 07 Applications were send to IPL and Borang Penyerahan was sighted.	seaman document - Kuah office	10 Apr 07	0704CKF04	5.4.1
RC	Closed	Organisation chart (Melaka Port Office) and staff responsibility and authority as shown in individual 'File Meja (Senarai Tugas Harian)' were not updated. Unauthorised changes sighted on 'Senarai Tugas Harian of Chief Admin. Asst. (Mr. A. Jesudas). It is ISO 9001 clause 5.5.1 that staff responsibilities and authority shall be defined and documented.	Both organisation chart and 'senarai tugas' were updated.	Staff responsibility & authority- Sg. Udang office	14 Nov 07	0711CKF01	5.5.1
RC	Closed	Although details of each of application of modular course were posted in JALIN system, however, actual achievement for issuance of modular course certificate <7 days from application date were not monitored by Sungai Udang Port Office.	Monthly objective Performance data were monitored since Nov 2007 onwards	quality objective monitoring - Sg. Udang office	14 Nov 07	0711CKF02	5.4.1

1. Grading of the finding *	2. New, Open, Closed	3. Description of the LRQA finding	4. Review by LRQA	5. Process, aspect, department or theme
6. Date of the finding	7. YMM<Initials>seq.#	8. Clause of the applicable standard		
* Major NC = Major nonconformity	Minor NC = Minor nonconformity	RC = Requires correction	SFI = Scope for improvement	xLRQA = Issue for follow-up by LRQA at next visit



Grade 1	Status 2	Finding 3	Corrective action review 4	Process / aspect 5	Date 6	Reference 7	Clause 8
RC	Closed	Occasionally, ALAM did not register participant and modular course details into JALIN before commencement of course / training as required by procedure PT-HEPP-09, Issue 1, clause 6.1. As a consequence, regional port officer was not able to carry out ad-hoc visit to verify participant's attendance as the details were not available in JALIN system. Three affected courses conducted in year 2007	Official letter was send out to ALAM (Maritime Training Institute) to notify requirement for modular course registration and approval by Jabatan Laut.	Modular course registration - Sg. Udang office	14 Nov 07	0711CKF04	7.1, 8.2.3
RC	Closed	'Borang Penerimaan Perakuan Pengiktirafan' was revised on 23 Aug 06 in which page 2 of CoR bearing recipient's signature is not longer required to be returned back to IPL. However, Port Dickson Port Office was not using the latest 'Borang Penerimaan Perakuan Pengiktirafan'.	The latest format was used for application from Tideway Alliance Sdn. Bhd. (COR: 027994)	Record Revision Control – Port Dickson office	14 Nov 07	0711CKF05	4.2.4
RC	Closed	Audit scheduled for Ibu Pejabat Laut, Jabatan Laut Wilayah Utara, Jabatan Laut Wilayah Persekutuan Labuan on 31 Oct – 1 Nov 07 were not executed. There was no evidence that next audit dates were planned.	IPL, Jab Laut Wilayah Utara and Jab Laut Wilayah Persekutuan Labuan were audited on 27-30 Nov 07, 13-14 Nov, 31 Oct - 1 Nov 07 respectively.	internal audit schedule	15 Nov 07	0711CKF07	8.2.2
RC	Closed	'Penyata Laporan Kerja Pelampung Pandu' for Buoy Tokong Red of preventive maintenance planned to be carried out in the periods Feb-May 06 was not available.	'Penyata Laporan Kerja Pelampung Pandu' was sighted.	Maintenance record of buoy	15 Nov 07	0711CKF08	6.3
RC	Closed	Muhammad Taufan Anugerah (seaman card: 200724003961) was not longer work onboard vessel Soon Hing 87 (Official No: 325648) at the time of renewal . However, old crew agreement was not signed off before new Crew Agreement (No: 3052) was issued out by Sandakan Port Office on 1 Feb 2008. Neither cover letter nor Changes To List of Crew (JL/HEPP/D/02) from applicant was available. Further investigation revealed crew sign-off was updated into JALIN system.	Record evidences sighted.	Crew sign-on / sign-off (Sandakan Office)	09 Apr 08	0804CKF01	7.5.1 (a)
RC	Closed	a) Oral examination of COC was also carried out in other port offices nationwide as stated in 'Lampiran 7' of PT-HEPP-08. However, it is contradicted with procedure PT-HEPP-08 issue 1 clause 6.3 stated that oral examination is carried out at IPL. b) List of Examiners – deck and engine as shown at 'Lampiran 3' of PT-HEPP-08 was not updated. Few new examiners were recruited in year 2007.	a) Process owner had clarified the findings via email sent out to Marine Officer on 4 Dec 2008. Oral examination is conducted at regional port office only b) List of Examiners had been updated.	Examination of CoC (IPL)	10 Apr 08	0804CKF03	7.5.1

1. Grading of the finding *	2. New, Open, Closed	3. Description of the LRQA finding	4. Review by LRQA	5. Process, aspect, department or theme
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Grade 1	Status 2	Finding 3	Corrective action review 4	Process / aspect 5	Date 6	Reference 7	Clause 8
RC	Closed	Crew Agreement and Official Log Book of previous applications e.g. Low Kim Chuan (Official No: 329138), Bongawan No. 8 (No: 332503), etc. have yet to send to headquarters at the time of LRQA audit. Above documents together with 'Borang Penyerahan' need to send to HEPP headquarters upon completion of application as it is required under procedure PT-HEPP-06 Issue 1, clause 6.1.9. Auditee said IT Department at headquarter with the aids of consultant is developing new SDP 2 system which would enable local port office to key applicant particulars of crew agreement and official log book into SDP 2 system. As told, SDP 2 will go live in March 2009.	Said application and supporting documents were sent to IPL via Borang Penyerahan dated 27 Apr 09.	Official Log book (Lumut Port Office)	16 Dec 08	0812CKF01	4.2.4
RC	Closed	Penang port office - yet to complete 'For Office Use' section and return 'Borang Penerimaan Perakuan Pengiktirafan (Lampiran 4)' back to HEPP of IPL for recording purpose as stated under "Nota Kerja". Affected applications e.g. Pilihan Firdaus Ginting (No. Perakuan: 007256E11), Gotman (No: 007261E111), etc. It was also noted that requirement for local port office to complete "For Office Use" section and return of 'Borang Penerimaan Perakuan Pengiktirafan (Lampiran 4)' back to HEPP of IPL for recording was not stated in HEPP-04, issue 1, issue 2. Further investigation revealed that the management had modified 'Borang Penerimaan Perakuan Pengiktirafan (Lampiran 4)' and removed out certificate holder's signature (page 2), also clause 6.3.3 of HEPP-04 a couple of years ago.	Reviewed on 30 Sept 09: Necessary actions had been taken	certificate of recognition (Penang port office)	17 Dec 08	0812CKF02	8.2.3
RC	Closed	Internal audit finding raised to Kuala Perlis Port office (1 minor NC & 3 Observations), Kuah (2 minor NC & 2 Observations), Bintulu port office (4 Obs) and Miri (3 out of 5 Obs.) during internal audit held on 10 Mar, 11 Mar, 21 May and 22 May 08 respectively were remained open. No evidence that corrective actions were proposed / followed up	"Laporan Ketakakuran" for Kuala Perlis Port Office remained not sighted. LRQA Assessor will follow up again. Reviewed on 30 Sept 09: All "Laporan Ketakakuran" for Kuala Perlis Port Office had been closed out	corrective action (Laporan Ketakakuran) (IPL)	18 Dec 08	0812CKF03	8.5.2

1. Grading of the finding *	2. New, Open, Closed	3. Description of the LRQA finding	4. Review by LRQA	5. Process, aspect, department or theme
6. Date of the finding	7. YYMM<Initials>seq.#	8. Clause of the applicable standard		
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Grade 1	Status 2	Finding 3	Corrective action review 4	Process / aspect 5	Date 6	Reference 7	Clause 8
RC	Closed	Noticed that there was no customer satisfaction feedback obtained by Aids to Navigations and Hydrographic Unit (dredging). As required by ISO 9001:2000 clause 8.2.1, respective Unit / Department need to determine customer perception on individual services. Respective Unit has to follow up with customer in the event there was no response to customer satisfaction survey.	Customer satisfaction feedback obtained by Aids to Navigations for year 2008 and Jan-May 09 were sighted. However, as reported in memo prepared by Mohd. Nazam Sulaiman, there was no customer complaint reported to Hydrography Unit (Dredging) in Apr and May 09. Reviewed on 30 Sept 09: Customer feedback format had been created. An official letter regarding Regional Port Office to conduct survey for dredging work had been issued out on 6 July 09. There was no feedback up to Aug 09 as reported in memo dated 8 Sept 09.	Customer satisfaction feedback (IPL)	18 Dec 08	0812CKF04	8.2.1
RC	Closed	Change of practice for notification about postponement of scheduled ISM audit with effect from 1 April 08 was not reflected in procedure PT-BKI-XX. LRQA Assessor will follow up again in next audit.	Handling of change of scheduled audit was addressed in Procedure (PT-BKI-14 Revision '0')	ISM Code Audit (IPL)	18 Dec 08	0812CKF06	8.2.4
RC	Closed	Certain management system element e.g. organisation chart & staff responsibility, internal audit, management review, corrective action, preventive action, use of LRQA / UKAS logo, etc) were not specifically recorded in "Laporan Audit Kualiti Dalaman". Evidence in the form of written report is required to demonstrate that Internal Auditors have looked into all areas as stated in notification letter sent out by IPL on 30 Mar 09.	Management system elements had been audited during internal audit held in Aug & Sept 09	Internal audit (Bintulu Port Office)	15 Jun 09	0906CKF01	8.2.2
RC	Open	It was noted that the Miri Port Office had stopped monitoring actual performance related to seamen certification activities since Jan 2009. "Borang II – Pemantauan Objektif Kualiti Berpusat" as provided by IPL, Port Klang for recording of quality objective performance are available in Miri Port Office. As informed by the audtee, Miri Port Office is short-handed.	Reviewed on 30 Sept 09: No further action sighted. LRQA Assessor will follow up in next audit.	Quality objective (Miri Port Office)	16 Jun 09	0906CKF03	5.4.1
RC	Closed	It was noted that Hydrographic Unit yet to determine customer perception on its dredging services. This Unit does not has its own individual customer satisfaction feedback / survey form as such they only monitor customer complaint ("aduan") at the moment. There was no customer complaint reported to date.	The Unit has drafted customer feedback / survey form and presented to LRQA Assessor during audit. Will follow up on its implementation in next audit. Review on Customer feedback format had been created. An official letter regarding Regional Port Office to conduct survey for dredging work had been issued out on 6 July 09. There was no feedback up to Aug 09 as reported in memo dated 8 Sept 09.	Customer satisfaction (IPL)	17 Jun 09	0906CKF05	8.2.1

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4. Closed Findings - ISO 9001:2000

Grade 1	Status 2	Finding 3	Corrective action review 4	Process / aspect 5	Date 6	Reference 7	Clause 8
Minor NC	Closed	Corrective actions and auditor follow-up of 'Laporan Ketakakuran' No: 1 /3, 2/3 and 3/3 raised on 23 Feb 06 to Kuah Port Office were remained not filled at the time of the audit. The auditee shall initiate necessary corrective action timely and submit it back to the auditor for review and close out. This measure is essential to prevent quality management system further deterioration.	Commented on 14 Nov 07 Laporan Ketakakuran 1/3, 2/3 and 3/3 were remained open as corrective actions had yet to follow up and closed out. Commented on 18 Dec 07 Corrective actions had been followed up and Laporan Ketakakuran closed out	corrective action	11 Apr 07	0704CKF05	8.5.2
Minor NC	Closed	It was noted that sign on / sign off crews were updated into hard copy of crew agreement and change to list of crews. However, it was not posted into SIS (JALIN) as required by procedure PT-HEPP-06, Issue 1, clause 6.1.8. Further investigation found out Seaman number which is created by SDP (new computer system) for new seaman registration or renewal of seaman card / seaman record book was not able be posted into 'crew agreement' and 'official log book' module which is still in SIS (old system). As such, IPL might not able to trace details of application as Sg. Udang port office did not send application form and its supporting documents to IPL (headquarters) due to above problem. As told by auditee, SDP was go live and used at IPL, Penang and Kuala Terengganu Port Offices. The affected cases e.g. M.T. Quasar (official no: 327376, renewal), M.T. Tuah Putri (official no: 330585, change of crews), M.V. Setia Damai (official no: 325978, change ship master). Under core process procedure, all documents shall be send to IPL together with Borang Penyerahan end of process.	Necessary actions have been taken and addressed LRQA findings	crew sign on / sign off - Sg. Udang office	14 Nov 07	0711CKF03	8.2.3
Minor NC	Closed	No record pertaining to actual performance data monitoring for 'Management of dredging activity'. There are 2 quality objectives set for this Unit.	Dredging planned versus completed and budget allocation for the periods Jan - Dec 2007 were reported	quality objective monitoring	15 Nov 07	0711CKF06	5.4.1

1. Grading of the finding *	2. New, Open, Closed	3. Description of the LRQA finding	4. Review by LRQA	5. Process, aspect, department or theme
6. Date of the finding	7. YYMM<Initials>seq.#	8. Clause of the applicable standard		
* Major NC = Major nonconformity	Minor NC = Minor nonconformity	RC = Requires correction	SFI = Scope for improvement	xLRQA = Issue for follow-up by LRQA at next visit



Grade 1	Status 2	Finding 3	Corrective action review 4	Process / aspect 5	Date 6	Reference 7	Clause 8
Minor NC	Closed	<p>a) Three and five Observations ('Laporan Ketakakuran') were raised during internal audit held on 27 Feb 08 and 28 Feb 08 at Tawau and Sandakan Port Office respectively had yet to follow up. Corrective action and follow up section of 'Laporan Ketakakuran' was not filled up at the time of the audit.</p> <p>b) Corrective action ('Tindakan Pembetulan') was not recorded into 'Laporan Ketakakuran' raised during internal audit e.g. Wilayah Utara (3 findings raised on 13 Nov 07), Wilayah Tengah (7 findings raised on 26-27 Feb 08), Unit Bantuan Pelayaran, IPL (4 findings raised on 12 Mar 08), etc. 'Laporan Ketakakuran' were not followed up and closed out timely. ISO 9001:2000, clause 8.2.2 required the organisation to ensure that necessary corrective actions are taken without undue delay to eliminate detected non-conformity and their root cause.</p>	<p>a) Laporan Ketakakuran had been closed out</p> <p>b) Corrective actions were proposed, implemented and recorded.</p>	Internal audit (Sandakan, Tawau, Wilayah Utara, IPL)	09 Apr 08	0804CKF02	8.2.2
SFI	Closed	It was noted that actual delivery time for issuance of certificate of registry for ship was 1.2 working days for Nov 08. The management should consider to revise the current quality objective target set at 7 working days which is more meaningful for continual improvement process.	There was no further revision to original target.	Certificate of registry- (Wilayah Tengah)	18 Dec 08	0812CKF05	8.5.1
SFI	Closed	Local port office checked application of CoC and CoR with the aids of checklist as established by IPL. The checklists are blur as it was duplicated many times. It will be good to place said checklist in JALIN hence it is easily downloaded by regional port office.	Checklist is attached with procedure which is available in JALIN system. Said checklist is readily downloaded and printed out when necessary.	CoC, CoR (Bintulu and Miri Port Offices)	15 Jun 09	0906CKF02	4.2.4
Minor NC	Closed	It was noted that Internal audit Findings (so called "Laporan Ketakakuran") raised to HEPP, IPL (3 Observations raised on 24 Mar 09) and Kuah Port Office (2 minor NC & 3 Observations) are remained open and there are no corrective action proposed since issue date. As required by ISO 9001:2000 clause 8.2.2 stated that the management shall ensure that any necessary corrections and corrective actions are taken without undue delay to eliminate detected nonconformities and their causes.	All Laporan Ketakakuran have been closed out	Corrective action (IPL)	17 Jun 09	0906CKF04	8.5.2

1. Grading of the finding *	2. New, Open, Closed	3. Description of the LRQA finding	4. Review by LRQA	5. Process, aspect, department or theme
6. Date of the finding	7. YMM<Initials>seq.#	8. Clause of the applicable standard		
* Major NC = Major nonconformity	Minor NC = Minor nonconformity	RC = Requires correction	SFI = Scope for improvement	xLRQA = Issue for follow-up by LRQA at next visit



5. Assessment findings log - ISO 9001:2008

Grade 1	Status 2	Finding 3	Corrective action review 4	Process / aspect 5	Date 6	Reference 7	Clause 8
Minor NC	New	Borang Penyerahan (JL/HEPP/B/15) as required by procedure PT-HEPP-05 Revision 0, clause 6.1.10, PT-HEPP-02 Revision 0, clause 8, PT-HEPP-08 Revision 0, clause 8 upon completion of seaman document, certificate of competency (CoC) and certificate of recognition (CoR) application was not implemented and send to IPL (HEPP). Based on SDPX software system, Regional port office may not require to fill up and return Borang Penyerahan (JL/HEPP/B/15) together with support documents to IPL (HEPP) as application is done online and scanned support documents are attached with SDPX.	Process Owner from IPL (HEPP) review current HEPP procedure latest by 31 Oct 09. Will inform Regional Port Office to put up a notice about interruption to some applications caused by SDPX system.	Application of Seaman Doc, CoC, CoR (Wilayah Selatan)	29 Sep 09	0909CKF01	4.2.4
Minor NC	New	Noticed that eight of internal auditors who involved in internal audit held in Aug and Sept 09 yet to attend awareness course of ISO 9001:2008. All internal auditors shall attend ISO 9001:2008 course in order that they are aware of changes as introduced in new standard hence to determine compliance of current QMS towards ISO 9001:2008 requirements.	Deputy QMR will arrange another round of Transition Course for affected Internal Auditors in one month time	Internal auditor (All)	30 Sep 09	0909CKF02	8.2.2
Minor NC	New	LRQA / UKAS logos are printed on Seafarer Identity Document for Foreigner (Seafarer No: 200953000081, 200823004340, etc.), Written Acknowledgement of Application for Cert of Recognition (CoR), Provisional Approval and Full Approval Certificate to Maritime Training Institute and Modular Course certificate. Assessor has found out LRQA / UKAS logo was only included into above certificates since implementation of ISO 9001:2008 standard. As stated in Usage of logo / mark guideline issued out to certified organizations, LRQA / UKAS logo is not allowed to be shown on product, product packaging and certificate issued to customer of certified organization.	IPL (HEPP) will notify all port offices regarding prohibition of LRQA / UKAS logo on certificate issued to applicant with immediate effect	Usage of LRQA / UKAS logo (All)	30 Sep 09	0909CKF03	Guideline of LRQA

1. Grading of the finding *	2. New, Open, Closed	3. Description of the LRQA finding	4. Review by LRQA	5. Process, aspect, department or theme
6. Date of the finding	7. YYMM<Initials>seq.#	8. Clause of the applicable standard		
* Major NC = Major nonconformity	Minor NC = Minor nonconformity	RC = Requires correction	SFI = Scope for improvement	xLRQA = Issue for follow-up by LRQA at next visit



Grade 1	Status 2	Finding 3	Corrective action review 4	Process / aspect 5	Date 6	Reference 7	Clause 8
Minor NC	New	<p>For the CoC (200923000514) issued to Mohammad Afiq Firis, it was found that the item “sea time as Engine Cadet (6 months) with approved Diploma in Marine Engineering” in the Checklist “Senarai Semak Permohonan Kekompetenan Bahagian Injin” was not ticked as required by the personnel, Nor Azwana bt. Mohd Noor, who processed the application for the CoC. Also, the copy of the transcript was incomplete (without the results for semester 3 and 4 out of the 6 semesters).</p> <p>For the CoC (200923005728) issued to Zainal Desa b, Samad, it was found that the item “sea time (36 months) as Mate of less than 500 GT Domestic Trade Voyages” in the Checklist “Senarai Semak Permohonan Kekompetenan Bahagian Dek” was not ticked as required by the personnel, Farahawa bt. Mahat, who processed the application for the CoC.</p>	To issue memo to remind all process owner to complete check list and to ensure all support documents for application are complete. Target: one week time	Monitoring and measurement of processes	01 Oct 09	0910OCL01	8.2.3
Minor NC	New	Audit schedule of marine training centres sighted - letter in file (1) dlm IPL 2418-s Jld 1(AUDIT PUSAT LATIHAN MARIN). However, it was found that a majority of the scheduled audits were not conducted with some centres without being audited for more than a year.	Revised current Audit Plan end of Oct 2009. Carry out overdue audits targeted completion end of this year 2009.	Monitoring and measurement of processes	01 Oct 09	0910OCL02	8.2.3

1. Grading of the finding *	2. New, Open, Closed	3. Description of the LRQA finding	4. Review by LRQA	5. Process, aspect, department or theme
6. Date of the finding	7. YYMM<Initials>seq.#	8. Clause of the applicable standard		
* Major NC = Major nonconformity	Minor NC = Minor nonconformity	RC = Requires correction	SFI = Scope for improvement	xLRQA = Issue for follow-up by LRQA at next visit



6. Assessment schedule

Management system elements to be assessed at each visit: <ul style="list-style-type: none"> • Management review • Management of change • Continual improvement • Internal audit 	Scheme specific elements: <ul style="list-style-type: none"> • Corrective action • Preventive action and system planning • Use of LRQA logo and other marks • Customer feedback and complaints
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	SV 1	SV 2	SV 3	SV 4	SV 5		Certificate renewal
Visit type >							
Due date >	Apr 10	Oct 10	Apr 11	Oct 11	Apr 12		Oct 12
Start date >							TBC
End date >							
Assessor days >	3	3	3	3	3		8
Process / aspect <i>Final selection will be determined after review of management elements and actual performance</i>							
Seamen Certification (Head Office)							
Navigational Aids System (Head Office)							
Ship Registration (Head Office)							
Issuance of DoC of ISM Code (H/O)							
Conduct of Hydrographic Survey (H/O)	√						
Mgmt. of Dredging Work (H/O)							
Purchasing (H/O)							
Stores (H/O)							
MIS (H/O)	√						
Human Resource Management (H/O)							
Infrastructure & Work Environment (H/O)							
Doc. & Records Control & Bilik File (H/O)							
Ship Registration (JL Wilayah Tengah – H/O and Port Klang)							
Seamen Certification (JL Wilayah Tengah – Port Klang)							
Seamen Certification (JL Wilayah Tengah - Sg. Udang, Melaka)							
Seamen Certification (JL Wilayah Tengah - Port Dickson)							
Seamen Certification (Wilayah Selatan- Tg Pelepas)							
Seamen Certification (Wilayah Selatan- Pasir Gudang)							
Seamen Certification (Wilayah Selatan- Johor Bahru)							



Visit type >	SV 1	SV 2	SV 3	SV 4	SV 5			Certificate renewal
Due date >	Apr 10	Oct 10	Apr 11	Oct 11	Apr 12			Oct 12
Start date >								TBC
End date >								
Assessor days >	3	3	3	3	3			8
Process / aspect								
Final selection will be determined after review of management elements and actual performance								
Seamen Certification (JL Wilayah Utara- Ibu Pejabat)								
Seamen Certification & Ship Registration (JL Wilayah Utara – JL Pulau Pinang)								
Seamen Certification (JL Wilayah Utara – Kuala Perlis)								
Seamen Certification (JL Wilayah Utara – Kuah)								
Seamen Certification (JL Wilayah Utara – Lumut)								
Seamen Certification (Wilayah Timur – Ibu Pejabat)	√							
Seamen Certification (Wilayah Timur – Kuantan)	√							
Seamen Certification (Wilayah Timur – Kemaman)	√							
Ship Registration (JL Sarawak – Ibu Pejabat)								
Seamen Certification (JL Sarawak – Muara Tebas)								
Seamen Certification (JL Sarawak – Sibu)								
Seamen Certification (JL Sarawak – Sarikei)								
Seamen Certification (JL Sarawak – Tg. Kidurong, Bintulu)								
Seamen Certification (JL Sarawak – Kuala Baram, Miri)								
Seamen Certification & Ship Registration (JL Sabah -Ibu Pejabat)								
Seamen Certification (JL Sabah - Sandakan)								
Seamen Certification (JL Sabah - Tawau)								
JL Wilayah Persekutuan Labuan (Labuan)								



Next visit details

Visit type	Surveillance SV 1				
Assessor days	3	Due date	Apr 2010	Actual start / end dates	TBC
Locations	Tanjung Gelang → Kemaman → Kuala Terengganu → IPL, Malaysia				
Activity codes	6322				
Team	To be assigned				
Criteria	ISO 9001:2008				
Remarks and instructions					
Accreditation of Maritime Training Institute is one of activities under seaman certification which is carried out at IPL (headquarters).					
Please refer to “Visit Theme Selection” for details of next visit.					

7. Continual improvement tracking log ([ISO 9001], [Port Klang, Malaysia])

Baseline information				
1. Improvement objective reference number:		CI-0604-01	Date first recorded: 6 April 06	
2. What is to be improved?		3. Baseline performance	4. Target performance	5.Target completion date
Issuance of Certificate of Recognition		85.8% as at Mar 06.	Issuance certificate within 3 month from date of receipt of complete application	31 Dec 2006 Extend to April 08
Progress information				
6. Visit type / date	7. Progress summary	8. Current performance	9. Findings log cross reference (if applicable)	10. Status
CR (28 Sept 06)	Close monitoring through JALIN system to ensure certificate is issued within 3 months. Continue to monitor to ensure target is consistently achieved.	Consecutively 3 months (Jul – Sept 06) achieved target i.e. 100%	Nil	Open
SV 1 9-11 Apr 07	Letter was send out to each Regional Port Office on 2 April 07 concerning revision on sea times requirements for certain position: a) Application for Master if applicant has at least 12 months sea times as Chief Mate b) Application for Chief Engineer if applicant has at least 12 months sea times as 2 nd Engineer c) Application for 2 nd Engineer or Chief Mate if applicant has at least 12 months sea times as Watchkeeping Engineer / Officer	95% (Jan- Dec 06) 97% (Jan – Mar 07)	Nil	Open
SV 2 13-15 Nov 07	HEPP will continue to monitor performance and will decide new CI in next LRQA audit	April – June 07 = 97% Jul – Sept 07 = 100%	Nil	Open
SV 3 8-10 Apr 08	Target achieved and management decided to close out.	99% of 503 applications (Oct – dec 07) 100% of 952 applications (Jan-Mar 08)	Nil	Closed

Baseline information				
1. Improvement objective reference number:		CI-0804-01	Date first recorded: 10 April 08	
2. What is to be improved?		3. Baseline performance	4. Target performance	5.Target completion date
Issuance of Modular Course Certificate		92.42% as at Mar 08	Issuance certificate within 7 working days after course completed	31 Dec 2009 1 st extension to April 2010
Progress information				
6. Visit type and date	7. Progress summary	8. Current performance	9. Findings log cross reference (if applicable)	10. Status
SV 4 0812	Causes of non achievement were identified and recorded in 3 rd quarter 2008 quality objective performance report. The organisation had given authority to 'Akademik Laut Malaysia (ALAM)' to print out modular course certificate upon approval from IPL with effect from mid Oct 08. Improvement in term achievement of target was sighted in Nov 08.	2 nd quarter 08 : 85.76% 3 rd quarter 08: 88.41%	Nil	Open
SV 5 0906	<ul style="list-style-type: none">The management had authorised regional port officer to approve and issue modular course certificate to Training Institute with effect from 1 June 2009. Letter was issued to Regional Directors on 5 May 09HEPP Unit will continue to monitor performance until target completion date.	4 th quarter 08: 93.76% 1 st quarter 09: 98.06% 2 nd quarter 09: 97.05%	Nil	open
CR 3 0909	<ul style="list-style-type: none">Approval of modular course is carried out at regional port office with effect from . Such change was stated in procedure PT-HEPP-09 dated 1 July 09.	3 rd quarter 09: 96.6% Average (1 st to 3 rd QTR 09)= 98.1%	Nil	open



8. Visit theme selection

Visit type:	SV 3		
Due date (yy-mm):	08-04	Location:	Port Klang, Sandakan, Tawau
Actual date:	To be confirmed	Team:	To be assigned
Duration:	3 mandays		
Selected theme(s) (include reasons for theme selection)		Processes	
<p>Increase examination frequency for Certificate of Competency (CoC).</p> <p>Above theme was chosen as service provider, Jabatan Laut Semenanjung Malaysia is responsible to qualify more local seafarer to cater for high demand for mariner of various grades due to booming of oil & gas industry.</p> <p>Note:</p> <p>Theme is applied to IPL (headquarters) only.</p>		<p>Management System Elements</p> <p>Internal Audit, Management Review, Quality objectives performance Corrective action included customer complaint Preventive action</p> <p>Areas Related to Theme</p> <p>Data analysis and continual improvement pertaining to examination conducted and CoC issued out Seaman certification: CoC</p>	

Visit type:	SV 4		
Due date (yy-mm):	08-10	Location:	Lumut → Penang (Georgetown) → Wilayah Tengah, Port Klang
Actual date:	16-18 Dec 2008	Team:	Ir. Chong Kam Fook
Duration:	3 mandays		
Selected theme(s) (include reasons for theme selection)		Processes	



<p>1) To reduce the delivery time for issuance of Certificate of Registry from 7 working days to 5 working days.</p> <p>2) To improve the procedure of ISM audit.</p> <p>The management wish to provide better to applicant / company</p> <p>Note: Theme is applied to IPL (headquarters) and Wilayah Tengah (Port Klang) only.</p>	<p><u>Management System Elements</u></p> <p>Internal Audit, Management Review, Quality objectives performance Corrective action included customer complaint Preventive action Use of logo / other marks</p> <p><u>Areas Related to Theme</u></p> <p>a) Review Issuance of Registry Certificate procedure (before & after)</p> <p>b) Data analysis and continual improvement pertaining to time taken for issuance of Registry Certificate</p> <p>c) Review of ISM audit procedure (before & after)</p> <p>d) Data analysis and continual improvement pertaining to ISM audit</p>
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Visit type:	SV 5		
Due date (yy-mm):	09-04	Location:	Bintulu, Miri, Port Klang
Actual date:	15-17 June 2009	Team:	Ir. Chong
Duration:	3 mandays		
Selected theme(s) (include reasons for theme selection)		Processes	



<p>1) Improving corrective action undertaking and follow-up / close out for Internal audit findings (Laporan Ketakakuran)</p> <p>2) Improving customer satisfaction feedback for all activities within ISO 9001 scopes</p> <p><u>Reasons:</u></p> <p>Top management concern about above areas as it was highlighted by LRQA Assessor during closing meeting</p> <p>Note:</p> <p>Theme is applied to IPL (headquarters) and Wilayah Tengah (Port Klang) only.</p>	<p><u>Bintulu & Miri Port Offices</u></p> <p>Seamen certification</p> <p><u>Essential Indicators</u></p> <p>Organisation / Staff responsibility</p> <p>Quality policy / objectives performance</p> <p>Corrective action included customer complaint</p> <p>Preventive action</p> <p>Data analysis & continual improvement</p> <p>Change to legislative issue</p> <p><u>Areas Related to Theme</u></p> <ol style="list-style-type: none"> 1. Review of corrective action proposal, implementation and follow up / close out processes for IQA findings 2. Data analysis on times taken for CAR close out (Year 2007 – 2008) and continual improvement 3. Review customer satisfaction survey processes: distribution, follow up, data compilation for each Unit / Department 4. Data analysis of Customer satisfaction responses of each Units.
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Visit type:		SV 1	
Due date (yy-mm):	2010-04	Location:	Tanjung Gelang → Kemaman → Kuala Terengganu → IPL, Malaysia
Actual date:		Team:	Ir. Chong
Duration:	3 mandays		
Selected theme(s) (include reasons for theme selection)		Processes	



<ol style="list-style-type: none"> 1. Improving management of dredging project 2. Improving ensure SDPX is fully implementation in selected port office <p><u>Reasons:</u></p> <p>Top management concern about above areas as it was highlighted by LRQA Assessor during closing meeting</p> <p>Note:</p> <p>Theme is applied to IPL (headquarters) and Wilayah Tengah (Port Klang) only.</p>	<p><u>Kuantan & Kemaman Port Offices & Wilayah Timur – Ibu Pejabat</u></p> <p>Seamen certification</p> <p><u>Essential Indicators</u></p> <p>Internal Audit</p> <p>Management review</p> <p>Corrective action included customer complaint</p> <p>Preventive action</p> <p>Data analysis & continual improvement</p> <p>Customer satisfaction feedback</p> <p>Change to legislative issue</p> <p><u>Areas Related to Theme</u></p> <ol style="list-style-type: none"> 5. Review of dredging project management and necessary monitoring 6. Review implementation of SDPX system, problems encountered and its continual improvement activities.
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9. Assessment plan

Assessment type Initial/ Re-certification / Change to Approval	Assessment criteria ISO 9001:2008	
Assessment team Ir. Chong Kam Fook (Team Leader) Dr. Ooi Cheng Lee	Assessment dates 28 Sept – 1 Oct 09	Issue date 17 June 09

Assessment Scope:

Provision of Seamen Certification and Ship Registration. Operations of Navigational Aids System. Issuance of Document of Compliance (DoC) of ISM Code. Conduct of Hydrographic Survey. Management of Dredging Works. (Details of other sites are given CIF (Multisite) (Total 26 sites inclusive headquarters)

(Day 1)

10:00	Introductory meeting with management to explain the scope of the visit, assessment methodology, method of reporting and to discuss the company's organisation (approximately 30 minutes). The Team Leader will agree a time to meet with top management to discuss policy and objectives for the management system.	
	LRQA team briefing for a team of two or more assessors or (experts).	
	Ir. Chong Kam Fook (Team Leader)	Dr. Ooi Cheng Lee
Guide: Yusnan	Pejabat Pelabuhan Pasir Gudang:	Jabatan Laut Sarikei
	• Seamen certification	Guide: Hisham Rubani
1:00	Lunch.	1:00 Lunch.
2:00	Jabatan Laut Wilayah Selatan:	2:00 Pejabat Pelabuhan Sibul
	• seamen certification	• Seamen Certification
	Report writing.	Report writing.
5:00	Close.	Close.

(Day 2)

9:00	Review of findings from previous day. Review of the assessment plan for the day.	
Guide: Yusnan	Pejabat Pelabuhan PTP:	9:00 Jabatan Laut Muara Tebas:
	• Seamen certification	Guide: Hisham Rubani
1:00	Lunch	Lunch
2:00		Jabatan Pelabuhan Kuching:
		• Ship Registration
	Report writing.	Report writing.
5:00	Close	Close



(Day 3)

9:00	Review of findings from previous day. Review of the assessment plan for the day.			
Guide: Yusnan	Ibu Pejabat Laut Semenanjung Malaysia, Port Klang	9:30	Jabatan Laut Wilayah Tengah:	
	<ul style="list-style-type: none"> Review outstanding LRQA findings Organisation / management responsibility Internal audit Management review Corrective action Preventive action Data analysis & continual improvement Review QMS documents against requirements introduced in ISO 9001:2008 	Guide: Hisham Rubani	<ul style="list-style-type: none"> Ship Registration Seamen Certification 	
1:00	Lunch		Lunch	
	Ibu Pejabat Laut Semenanjung Malaysia, Port Klang		Ibu Pejabat Laut Semenanjung Malaysia, Port Klang	
	<ul style="list-style-type: none"> Usage of Logos Customer satisfaction Document & records control & Bilik File 		<ul style="list-style-type: none"> Human resource management Infrastructure (MIS) & work environment 	
	Report writing.		Report writing.	
5:00	Close		Close	

(Day 4)

9:00	Review of findings from previous day. Review of the assessment plan for the day.			
	Discussion of all outstanding issues from previous visits.			
Guide: Yusnan	Ibu Pejabat Laut Semenanjung Malaysia, Port Klang	Guide: Hisham Rubani	Ibu Pejabat Laut Semenanjung Malaysia, Port Klang:	
	<ul style="list-style-type: none"> Issuance of DoC of ISM codes Conduct of Hydrographic Survey Mgmt. of Dredging Work 		<ul style="list-style-type: none"> Seamen certification Navigational Aids System 	
1:00	Lunch		Lunch	



2:00	Ibu Pejabat Laut Semenanjung Malaysia, Port Klang	• Ship Registration
	• Purchasing (goods & services)	
	Store	
	Review of day's findings	Review of day's findings
	Preparation of final report	Preparation of final report
4:00	Closing meeting with management to present a summary of findings and recommendations.	

10. Certificate details



DRAFT CERTIFICATE OF APPROVAL

This is to certify that the Management System of:

**Jabatan Laut Semenanjung Malaysia
(Marine Department Peninsula Malaysia - Headquarters)
Port Klang, Selangor, Malaysia**

has been approved by Lloyd's Register Quality Assurance
to the following Management System Standards:

ISO 9001:2008

The Management System is applicable to:

**Provision of seamen certification. Operations of navigational
aids system. Issuance of Document of Compliance (DoC) of ISM
Code. Conduct of Hydrographic Survey. Management of
Dredging Works.**

Technical review date:

Office use only

Certificate expiry: **10 Oct 2012**

Office use;
Assessor enter if
non-standard

Type of certificate:

<input type="checkbox"/> Single certificate <small>(Complete this form)</small>	<input checked="" type="checkbox"/> Certificate per location <small>(Complete separate forms for each location)</small>	<input type="checkbox"/> Multi-site certificate <small>(Complete additional multi-site form)</small>	<input type="checkbox"/> Multiple languages <small>(Complete separate forms for each required language)</small>
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Accreditation / number of certificates:

<input checked="" type="checkbox"/> UKAS / 2	<input type="checkbox"/> RvA /	<input type="checkbox"/> /	<input type="checkbox"/> Not accredited /
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Reason for issue of certificate

<input type="checkbox"/> Initial certification	<input checked="" type="checkbox"/> Change of certification	<input checked="" type="checkbox"/> Certificate renewal
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Further instructions: (e.g. module and / or annex for directives):

QA Register entry (for UKAS accreditation only)

Required

☒

Not required

☐

11. Certificate details



DRAFT CERTIFICATE OF APPROVAL

This is to certify that the Management System of:

**Jabatan Laut Wilayah Tengah - Ibu Pejabat
(Marine Department Central Region- Headquarters)
Port Klang, Selangor, Malaysia**

*has been approved by Lloyd's Register Quality Assurance
to the following Management System Standards:*

ISO 9001:2008

The Management System is applicable to:

Provision of ship registration

**Suffix/ A1 Technical review
date:**

Certificate expiry: 10 Oct 2012

Type of certificate:

<input type="checkbox"/> Single certificate <small>(Complete this form)</small>	<input checked="" type="checkbox"/> Certificate per location <small>(Complete this form for each location)</small>	<input type="checkbox"/> Multi-site certificate <small>(Complete additional multi-site form)</small>	<input type="checkbox"/> Multiple languages <small>(Complete required forms for each required language)</small>
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Accreditation / number of certificates:

<input checked="" type="checkbox"/> UKAS / 2	<input type="checkbox"/> RvA /	<input type="checkbox"/> /	<input type="checkbox"/> Not accredited /
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Reason for issue of certificate

<input type="checkbox"/> Initial certification	<input checked="" type="checkbox"/> Change of certification	<input checked="" type="checkbox"/> Certificate renewal
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Further instructions:

QA Register entry (for UKAS accreditation only)

Required

☐

Not required

☒

12. Certificate details



DRAFT CERTIFICATE OF APPROVAL

This is to certify that the Management System of:

**Jabatan Laut Wilayah Tengah - Pejabat Pel. Pelabuhan Klang
(Marine Department Central Region- Port Klang Port Office)
Port Klang, Selangor, Malaysia**

*has been approved by Lloyd's Register Quality Assurance
to the following Management System Standards:*

ISO 9001:2008

The Management System is applicable to:

Provision of seaman certification and ship registration

**Suffix/ A2 Technical review
date:**

Certificate expiry: 10 Oct 2012

Type of certificate:

<input checked="" type="checkbox"/> Single certificate <small>(Complete this form)</small>	<input type="checkbox"/> Certificate per location <small>(Complete this form for each location)</small>	<input type="checkbox"/> Multi-site certificate <small>(Complete additional multi-site form)</small>	<input type="checkbox"/> Multiple languages <small>(Complete required forms for each required language)</small>
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Accreditation / number of certificates:

<input checked="" type="checkbox"/> UKAS / 2	<input type="checkbox"/> RvA /	<input type="checkbox"/> /	<input type="checkbox"/> Not accredited /
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Reason for issue of certificate

<input type="checkbox"/> Initial certification	<input checked="" type="checkbox"/> Change of certification	<input checked="" type="checkbox"/> Certificate renewal
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Further instructions:

QA Register entry (for UKAS accreditation only)	Required	<input type="checkbox"/>	Not required <input checked="" type="checkbox"/>

13. Certificate details



DRAFT CERTIFICATE OF APPROVAL

This is to certify that the Management System of:

**Jabatan Laut Wilayah Tengah - Pejabat Pel. Sungai Udang
(Marine Department Central Region- Sungai Udang Port Office)
Sungai Udang, Melaka, Malaysia**

*has been approved by Lloyd's Register Quality Assurance
to the following Management System Standards:*

ISO 9001:2008

The Management System is applicable to:

Provision of seaman certification

**Suffix/ A3 Technical review
date:**

Certificate expiry: 10 Oct 2012

Type of certificate:

<input type="checkbox"/> Single certificate <small>(Complete this form)</small>	<input type="checkbox"/> Certificate per location <small>(Complete this form for each location)</small>	<input type="checkbox"/> Multi-site certificate <small>(Complete additional multi-site form)</small>	<input type="checkbox"/> Multiple languages <small>(Complete required forms for each required language)</small>
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Accreditation / number of certificates:

<input type="checkbox"/> UKAS /	<input type="checkbox"/> RvA /	<input type="checkbox"/> /	<input type="checkbox"/> Not accredited /
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Reason for issue of certificate

<input type="checkbox"/> Initial certification	<input type="checkbox"/> Change of certification	<input type="checkbox"/> Certificate renewal
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Further instructions:

QA Register entry (for UKAS accreditation only)	Required	<input type="checkbox"/>	Not required	<input type="checkbox"/>
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14. Certificate details



DRAFT CERTIFICATE OF APPROVAL

This is to certify that the Management System of:

**Jabatan Laut Wilayah Tengah - Pej. Pel. Port Dickson
(Marine Department Central Region- Port Dickson Port Office)**

Port Dickson, Negeri Sembilan, Malaysia

*has been approved by Lloyd's Register Quality Assurance
to the following Management System Standards:*

ISO 9001:2008

The Management System is applicable to:

Provision of seamen certification

**Suffix/ A4 Technical review
date:**

Certificate expiry: 10 Oct 2012

Type of certificate:

<input type="checkbox"/> Single certificate <small>(Complete this form)</small>	<input checked="" type="checkbox"/> Certificate per location <small>(Complete this form for each location)</small>	<input type="checkbox"/> Multi-site certificate <small>(Complete additional multi-site form)</small>	<input type="checkbox"/> Multiple languages <small>(Complete required forms for each required language)</small>
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Accreditation / number of certificates:

<input checked="" type="checkbox"/> UKAS / 2	<input type="checkbox"/> RvA /	<input type="checkbox"/> /	<input type="checkbox"/> Not accredited /
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Reason for issue of certificate

<input type="checkbox"/> Initial certification	<input checked="" type="checkbox"/> Change of certification	<input checked="" type="checkbox"/> Certificate renewal
--	---	---

Further instructions:

QA Register entry (for UKAS accreditation only)

Required

☐

Not required

☒

15. Certificate details



DRAFT CERTIFICATE OF APPROVAL

This is to certify that the Management System of:

**Jabatan Laut Wilayah Selatan - Pej. Pel. Tanjung Pelepas
(Marine Department Southern Region - Tanjung Pelepas Port
Office)**

Tanjung Pelepas, Johor, Malaysia

*has been approved by Lloyd's Register Quality Assurance
to the following Management System Standards:*

ISO 9001:2008

The Management System is applicable to:

Provision of seamen certification

**Suffix/ B1 Technical review
date:**

Certificate expiry: 10 Oct 2012

Type of certificate:

<input type="checkbox"/> Single certificate <small>(Complete this form)</small>	<input checked="" type="checkbox"/> Certificate per location <small>(Complete this form for each location)</small>	<input type="checkbox"/> Multi-site certificate <small>(Complete additional multi-site form)</small>	<input type="checkbox"/> Multiple languages <small>(Complete required forms for each required language)</small>
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Accreditation / number of certificates:

<input checked="" type="checkbox"/> UKAS / 2	<input type="checkbox"/> RvA /	<input type="checkbox"/> /	<input type="checkbox"/> Not accredited /
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Reason for issue of certificate

<input type="checkbox"/> Initial certification	<input checked="" type="checkbox"/> Change of certification	<input checked="" type="checkbox"/> Certificate renewal
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Further instructions:

QA Register entry (for UKAS accreditation only)	Required	<input type="checkbox"/>	Not required	<input checked="" type="checkbox"/>
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16. Certificate details



DRAFT CERTIFICATE OF APPROVAL

This is to certify that the Management System of:

**Jabatan Laut Wilayah Selatan - Pejabat Pel. Pasir Gudang
(Marine Department Southern Region- Pasir Gudang Port
Office)
Pasir Gudang, Johor, Malaysia**

*has been approved by Lloyd's Register Quality Assurance
to the following Management System Standards:*

ISO 9001:2008

The Management System is applicable to:

Provision of seamen certification

**Suffix/ B2 Technical review
date:**

Certificate expiry: 10 Oct 2012

Type of certificate:

<input type="checkbox"/> Single certificate <small>(Complete this form)</small>	<input checked="" type="checkbox"/> Certificate per location <small>(Complete this form for each location)</small>	<input type="checkbox"/> Multi-site certificate <small>(Complete additional multi-site form)</small>	<input type="checkbox"/> Multiple languages <small>(Complete required forms for each required language)</small>
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Accreditation / number of certificates:

<input checked="" type="checkbox"/> UKAS / 2	<input type="checkbox"/> RvA /	<input type="checkbox"/> /	<input type="checkbox"/> Not accredited /
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Reason for issue of certificate

<input type="checkbox"/> Initial certification	<input checked="" type="checkbox"/> Change of certification	<input checked="" type="checkbox"/> Certificate renewal
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Further instructions:

QA Register entry (for UKAS accreditation only)	Required	<input type="checkbox"/>	Not required	<input checked="" type="checkbox"/>
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17. Certificate details



DRAFT CERTIFICATE OF APPROVAL

This is to certify that the Management System of:

Jabatan Laut Wilayah Selatan - Pejabat Pel. Johor Bahru
(Marine Department Southern Region- Johor Bahru Port Office)
Johor Bahru, Johor, Malaysia

*has been approved by Lloyd's Register Quality Assurance
to the following Management System Standards:*

ISO 9001:2008

The Management System is applicable to:

Provision of seaman certification

Suffix/ B3 Technical review
date:

Certificate expiry: 10 Oct 2012

Type of certificate:

<input type="checkbox"/> Single certificate <small>(Complete this form)</small>	<input checked="" type="checkbox"/> Certificate per location <small>(Complete this form for each location)</small>	<input type="checkbox"/> Multi-site certificate <small>(Complete additional multi-site form)</small>	<input type="checkbox"/> Multiple languages <small>(Complete required forms for each required language)</small>
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Accreditation / number of certificates:

<input checked="" type="checkbox"/> UKAS / 2	<input type="checkbox"/> RvA /	<input type="checkbox"/> /	<input type="checkbox"/> Not accredited /
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Reason for issue of certificate

<input type="checkbox"/> Initial certification	<input checked="" type="checkbox"/> Change of certification	<input checked="" type="checkbox"/> Certificate renewal
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Further instructions:

QA Register entry (for UKAS accreditation only)	Required	<input type="checkbox"/>	Not required	<input checked="" type="checkbox"/>
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18. Certificate details



DRAFT CERTIFICATE OF APPROVAL

This is to certify that the Management System of:

**Jabatan Laut Wilayah Utara - Ibu Pejabat
(Marine Department Northern Region - Headquarters)
Gelugor, Penang, Malaysia**

*has been approved by Lloyd's Register Quality Assurance
to the following Management System Standards:*

ISO 9001:2008

The Management System is applicable to:

Provision of seamen certification

**Suffix/ C1 Technical review
date:**

Certificate expiry: 10 Oct 2012

Type of certificate:

<input type="checkbox"/> Single certificate <small>(Complete this form)</small>	<input checked="" type="checkbox"/> Certificate per location <small>(Complete this form for each location)</small>	<input type="checkbox"/> Multi-site certificate <small>(Complete additional multi-site form)</small>	<input type="checkbox"/> Multiple languages <small>(Complete required forms for each required language)</small>
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Accreditation / number of certificates:

<input checked="" type="checkbox"/> UKAS / 2	<input type="checkbox"/> RvA /	<input type="checkbox"/> /	<input type="checkbox"/> Not accredited /
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Reason for issue of certificate

<input type="checkbox"/> Initial certification	<input checked="" type="checkbox"/> Change of certification	<input checked="" type="checkbox"/> Certificate renewal
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Further instructions:

QA Register entry (for UKAS accreditation only)	Required	<input type="checkbox"/>	Not required	<input checked="" type="checkbox"/>
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19. Certificate details



DRAFT CERTIFICATE OF APPROVAL

This is to certify that the Management System of:

**Jabatan Laut Wilayah Utara - Pej. Pel. Pulau Pinang
(Marine Department Northern Region - Pulau Pinang Port Office
Leboh Light, Penang, Malaysia**

*has been approved by Lloyd's Register Quality Assurance
to the following Management System Standards:*

ISO 9001:2008

The Management System is applicable to:

Provision of seamen certification and ship registration

**Suffix/ C2 Technical review
date:**

Certificate expiry: 10 Oct 2012

Type of certificate:

<input type="checkbox"/> Single certificate <small>(Complete this form)</small>	<input checked="" type="checkbox"/> Certificate per location <small>(Complete this form for each location)</small>	<input type="checkbox"/> Multi-site certificate <small>(Complete additional multi-site form)</small>	<input type="checkbox"/> Multiple languages <small>(Complete required forms for each required language)</small>
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Accreditation / number of certificates:

<input checked="" type="checkbox"/> UKAS / 2	<input type="checkbox"/> RvA /	<input type="checkbox"/> /	<input type="checkbox"/> Not accredited /
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Reason for issue of certificate

<input type="checkbox"/> Initial certification	<input checked="" type="checkbox"/> Change of certification	<input checked="" type="checkbox"/> Certificate renewal
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Further instructions:

QA Register entry (for UKAS accreditation only)

Required

☐

Not required

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20. Certificate details



DRAFT CERTIFICATE OF APPROVAL

This is to certify that the Management System of:

Pejabat Laut Wilayah Utara - Pej. Pel. Kuala Perlis
(Marine Department Northern Region - Kuala Perlis Port Office)
Kuala Perlis, Perlis, Malaysia

*has been approved by Lloyd's Register Quality Assurance
to the following Management System Standards:*

ISO 9001:2008

The Management System is applicable to:

Provision of seamen certification

**Suffix/ C3 Technical review
date:**

Certificate expiry: 10 Oct 2012

Type of certificate:

<input type="checkbox"/> Single certificate <small>(Complete this form)</small>	<input checked="" type="checkbox"/> Certificate per location <small>(Complete this form for each location)</small>	<input type="checkbox"/> Multi-site certificate <small>(Complete additional multi-site form)</small>	<input type="checkbox"/> Multiple languages <small>(Complete required forms for each required language)</small>
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Accreditation / number of certificates:

<input checked="" type="checkbox"/> UKAS / 2	<input type="checkbox"/> RvA /	<input type="checkbox"/> /	<input type="checkbox"/> Not accredited /
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Reason for issue of certificate

<input type="checkbox"/> Initial certification	<input checked="" type="checkbox"/> Change of certification	<input checked="" type="checkbox"/> Certificate renewal
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Further instructions:

QA Register entry (for UKAS accreditation only)	Required	<input type="checkbox"/>	Not required	<input checked="" type="checkbox"/>
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21. Certificate details



DRAFT CERTIFICATE OF APPROVAL

This is to certify that the Management System of:

**Pejabat Laut Wilayah Utara - Pej. Pel. Kuah
(Marine Department Northern Region - Kuah Port Office)
Kuah, Pulau Langkawi, Malaysia**

*has been approved by Lloyd's Register Quality Assurance
to the following Management System Standards:*

ISO 9001:2008

The Management System is applicable to:

Provision of seamen certification

**Suffix/ C4 Technical review
date:**

Certificate expiry: 10 Oct 2012

Type of certificate:

<input type="checkbox"/> Single certificate <small>(Complete this form)</small>	<input checked="" type="checkbox"/> Certificate per location <small>(Complete this form for each location)</small>	<input type="checkbox"/> Multi-site certificate <small>(Complete additional multi-site form)</small>	<input type="checkbox"/> Multiple languages <small>(Complete required forms for each required language)</small>
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Accreditation / number of certificates:

<input checked="" type="checkbox"/> UKAS / 2	<input type="checkbox"/> RvA /	<input type="checkbox"/> /	<input type="checkbox"/> Not accredited /
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Reason for issue of certificate

<input type="checkbox"/> Initial certification	<input checked="" type="checkbox"/> Change of certification	<input checked="" type="checkbox"/> Certificate renewal
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Further instructions:

QA Register entry (for UKAS accreditation only)

Required

☐

Not required

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22. Certificate details



DRAFT CERTIFICATE OF APPROVAL

This is to certify that the Management System of:

**Pejabat Laut Wilayah Utara - Pej. Pel. Lumut
(Marine Department Northern Region - Lumut Port Office)
Sri Manjung, Perak, Malaysia**

*has been approved by Lloyd's Register Quality Assurance
to the following Management System Standards:*

ISO 9001:2008

The Management System is applicable to:

Provision of seamen certification

**Suffix/ C5 Technical review
date:**

Certificate expiry: 10 Oct 2012

Type of certificate:

<input type="checkbox"/> Single certificate <small>(Complete this form)</small>	<input checked="" type="checkbox"/> Certificate per location <small>(Complete this form for each location)</small>	<input type="checkbox"/> Multi-site certificate <small>(Complete additional multi-site form)</small>	<input type="checkbox"/> Multiple languages <small>(Complete required forms for each required language)</small>
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Accreditation / number of certificates:

<input checked="" type="checkbox"/> UKAS / 2	<input type="checkbox"/> RvA /	<input type="checkbox"/> /	<input type="checkbox"/> Not accredited /
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Reason for issue of certificate

<input type="checkbox"/> Initial certification	<input checked="" type="checkbox"/> Change of certification	<input checked="" type="checkbox"/> Certificate renewal
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Further instructions:

QA Register entry (for UKAS accreditation only)

Required

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Not required

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23. Certificate details



DRAFT CERTIFICATE OF APPROVAL

This is to certify that the Management System of:

**Jabatan Laut Wilayah Timur - Ibu Pejabat
(Marine Department Eastern Region - Headquarters)
Kuala Terengganu, Terengganu, Malaysia**

*has been approved by Lloyd's Register Quality Assurance
to the following Management System Standards:*

ISO 9001:2008

The Management System is applicable to:

Provision of seamen certification

**Suffix/ D1 Technical review
date:**

Certificate expiry: 10 Oct 2012

Type of certificate:

<input type="checkbox"/> Single certificate <small>(Complete this form)</small>	<input checked="" type="checkbox"/> Certificate per location <small>(Complete this form for each location)</small>	<input type="checkbox"/> Multi-site certificate <small>(Complete additional multi-site form)</small>	<input type="checkbox"/> Multiple languages <small>(Complete required forms for each required language)</small>
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Accreditation / number of certificates:

<input checked="" type="checkbox"/> UKAS / 2	<input type="checkbox"/> RvA /	<input type="checkbox"/> /	<input type="checkbox"/> Not accredited /
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Reason for issue of certificate

<input type="checkbox"/> Initial certification	<input checked="" type="checkbox"/> Change of certification	<input checked="" type="checkbox"/> Certificate renewal
--	---	---

Further instructions:

QA Register entry (for UKAS accreditation only)

Required

☐

Not required

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24. Certificate details



DRAFT CERTIFICATE OF APPROVAL

This is to certify that the Management System of:

**Jabatan Laut Wilayah Timur - Pej. Pel. Kuantan
(Marine Department Eastern Region - Kuantan Port Office)
Kuantan, Pahang, Malaysia**

*has been approved by Lloyd's Register Quality Assurance
to the following Management System Standards:*

ISO 9001:2008

The Management System is applicable to:

Provision of seamen certification

**Suffix/ D2 Technical review
date:**

Certificate expiry: 10 Oct 2012

Type of certificate:

<input type="checkbox"/> Single certificate <small>(Complete this form)</small>	<input checked="" type="checkbox"/> Certificate per location <small>(Complete this form for each location)</small>	<input type="checkbox"/> Multi-site certificate <small>(Complete additional multi-site form)</small>	<input type="checkbox"/> Multiple languages <small>(Complete required forms for each required language)</small>
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Accreditation / number of certificates:

<input checked="" type="checkbox"/> UKAS / 2	<input type="checkbox"/> RvA /	<input type="checkbox"/> /	<input type="checkbox"/> Not accredited /
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Reason for issue of certificate

<input type="checkbox"/> Initial certification	<input checked="" type="checkbox"/> Change of certification	<input checked="" type="checkbox"/> Certificate renewal
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Further instructions:

QA Register entry (for UKAS accreditation only)

Required

☐

Not required

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25. Certificate details



DRAFT CERTIFICATE OF APPROVAL

This is to certify that the Management System of:

**Jabatan Laut Wilayah Timur - Pej. Pel. Kemaman
(Marine Department Eastern Region - Kemaman Port Office)
Kemaman, Terengganu, Malaysia**

*has been approved by Lloyd's Register Quality Assurance
to the following Management System Standards:*

ISO 9001:2008

The Management System is applicable to:

Provision of seamen certification

**Suffix/ D3 Technical review
date:**

Certificate expiry: 10 Oct 2012

Type of certificate:

<input type="checkbox"/> Single certificate <small>(Complete this form)</small>	<input checked="" type="checkbox"/> Certificate per location <small>(Complete this form for each location)</small>	<input type="checkbox"/> Multi-site certificate <small>(Complete additional multi-site form)</small>	<input type="checkbox"/> Multiple languages <small>(Complete required forms for each required language)</small>
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Accreditation / number of certificates:

<input checked="" type="checkbox"/> UKAS / 2	<input type="checkbox"/> RvA /	<input type="checkbox"/> /	<input type="checkbox"/> Not accredited /
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Reason for issue of certificate

<input type="checkbox"/> Initial certification	<input checked="" type="checkbox"/> Change of certification	<input checked="" type="checkbox"/> Certificate renewal
--	---	---

Further instructions:

QA Register entry (for UKAS accreditation only)

Required

☐

Not required

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26. Certificate details



DRAFT CERTIFICATE OF APPROVAL

This is to certify that the Management System of:

**Jabatan Laut Sarawak - Ibu Pejabat
(Marine Department Sarawak - Headquarters)
Kuching, Sarawak, Malaysia**

*has been approved by Lloyd's Register Quality Assurance
to the following Management System Standards:*

ISO 9001:2008

The Management System is applicable to:

Provision of ship registration

**Suffix/ E1 Technical review
date:**

Certificate expiry: 10 Oct 2012

Type of certificate:

<input type="checkbox"/> Single certificate <small>(Complete this form)</small>	<input checked="" type="checkbox"/> Certificate per location <small>(Complete this form for each location)</small>	<input type="checkbox"/> Multi-site certificate <small>(Complete additional multi-site form)</small>	<input type="checkbox"/> Multiple languages <small>(Complete required forms for each required language)</small>
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Accreditation / number of certificates:

<input checked="" type="checkbox"/> UKAS / 2	<input type="checkbox"/> RvA /	<input type="checkbox"/> /	<input type="checkbox"/> Not accredited /
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Reason for issue of certificate

<input type="checkbox"/> Initial certification	<input checked="" type="checkbox"/> Change of certification	<input checked="" type="checkbox"/> Certificate renewal
--	---	---

Further instructions:

QA Register entry (for UKAS accreditation only)

Required

☐

Not required

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27. Certificate details



DRAFT CERTIFICATE OF APPROVAL

This is to certify that the Management System of:

**Jabatan Laut Sarawak - Pej. Pel. Muara Tebas
(Marine Department Sarawak - Muara Tebas Port Office)
Kuching, Sarawak, Malaysia**

*has been approved by Lloyd's Register Quality Assurance
to the following Management System Standards:*

ISO 9001:2008

The Management System is applicable to:

Provision of seamen certification

**Suffix/ E2 Technical review
date:**

Certificate expiry: 10 Oct 2012

Type of certificate:

<input type="checkbox"/> Single certificate <small>(Complete this form)</small>	<input checked="" type="checkbox"/> Certificate per location <small>(Complete this form for each location)</small>	<input type="checkbox"/> Multi-site certificate <small>(Complete additional multi-site form)</small>	<input type="checkbox"/> Multiple languages <small>(Complete required forms for each required language)</small>
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Accreditation / number of certificates:

<input checked="" type="checkbox"/> UKAS / 2	<input type="checkbox"/> RvA /	<input type="checkbox"/> /	<input type="checkbox"/> Not accredited /
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Reason for issue of certificate

<input type="checkbox"/> Initial certification	<input checked="" type="checkbox"/> Change of certification	<input checked="" type="checkbox"/> Certificate renewal
--	---	---

Further instructions:

QA Register entry (for UKAS accreditation only)

Required

☐

Not required

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28. Certificate details



DRAFT CERTIFICATE OF APPROVAL

This is to certify that the Management System of:

**Jabatan Laut Sarawak - Pej. pel. Sibul
(Marine Department Sarawak - Sibul Port Office)
Sibul, Sarawak, Malaysia**

*has been approved by Lloyd's Register Quality Assurance
to the following Management System Standards:*

ISO 9001:2008

The Management System is applicable to:

Provision of seamen certification

**Suffix/ E3 Technical review
date:**

Certificate expiry: 10 Oct 2012

Type of certificate:

<input type="checkbox"/> Single certificate <small>(Complete this form)</small>	<input checked="" type="checkbox"/> Certificate per location <small>(Complete this form for each location)</small>	<input type="checkbox"/> Multi-site certificate <small>(Complete additional multi-site form)</small>	<input type="checkbox"/> Multiple languages <small>(Complete required forms for each required language)</small>
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Accreditation / number of certificates:

<input checked="" type="checkbox"/> UKAS / 2	<input type="checkbox"/> RvA /	<input type="checkbox"/> /	<input type="checkbox"/> Not accredited /
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Reason for issue of certificate

<input type="checkbox"/> Initial certification	<input checked="" type="checkbox"/> Change of certification	<input checked="" type="checkbox"/> Certificate renewal
--	---	---

Further instructions:

QA Register entry (for UKAS accreditation only)

Required

☐

Not required

☒

29. Certificate details



DRAFT CERTIFICATE OF APPROVAL

This is to certify that the Management System of:

**Jabatan Laut Sarawak - Pej. Pel. Sarikei
(Marine Department Sarawak - Sarikei Port Office)
Sarikei, Sarawak, Malaysia**

*has been approved by Lloyd's Register Quality Assurance
to the following Management System Standards:*

ISO 9001:2008

The Management System is applicable to:

Provision of seamen certification

**Suffix/ E4 Technical review
date:**

Certificate expiry: 10 Oct 2012

Type of certificate:

<input type="checkbox"/> Single certificate <small>(Complete this form)</small>	<input checked="" type="checkbox"/> Certificate per location <small>(Complete this form for each location)</small>	<input type="checkbox"/> Multi-site certificate <small>(Complete additional multi-site form)</small>	<input type="checkbox"/> Multiple languages <small>(Complete required forms for each required language)</small>
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Accreditation / number of certificates:

<input checked="" type="checkbox"/> UKAS / 2	<input type="checkbox"/> RvA /	<input type="checkbox"/> /	<input type="checkbox"/> Not accredited /
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Reason for issue of certificate

<input type="checkbox"/> Initial certification	<input checked="" type="checkbox"/> Change of certification	<input checked="" type="checkbox"/> Certificate renewal
--	---	---

Further instructions:

QA Register entry (for UKAS accreditation only)

Required

☐

Not required

☒

30. Certificate details



DRAFT CERTIFICATE OF APPROVAL

This is to certify that the Management System of:

**Jabatan Laut Sarawak- Pej. Pel. Tg. Kidurong
(Marine Department Sarawak - Tg. Kidurong Port Office)
Bintulu, Sarawak, Malaysia**

*has been approved by Lloyd's Register Quality Assurance
to the following Management System Standards:*

ISO 9001:2008

The Management System is applicable to:

Provision of seamen certification

**Suffix/ E5 Technical review
date:**

Certificate expiry: 10 Oct 2012

Type of certificate:

<input type="checkbox"/> Single certificate <small>(Complete this form)</small>	<input checked="" type="checkbox"/> Certificate per location <small>(Complete this form for each location)</small>	<input type="checkbox"/> Multi-site certificate <small>(Complete additional multi-site form)</small>	<input type="checkbox"/> Multiple languages <small>(Complete required forms for each required language)</small>
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Accreditation / number of certificates:

<input checked="" type="checkbox"/> UKAS / 2	<input type="checkbox"/> RvA /	<input type="checkbox"/> /	<input type="checkbox"/> Not accredited /
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Reason for issue of certificate

<input type="checkbox"/> Initial certification	<input checked="" type="checkbox"/> Change of certification	<input checked="" type="checkbox"/> Certificate renewal
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Further instructions:

QA Register entry (for UKAS accreditation only)	Required	<input type="checkbox"/>	Not required	<input checked="" type="checkbox"/>
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31. Certificate details



DRAFT CERTIFICATE OF APPROVAL

This is to certify that the Management System of:

**Jabatan Laut Sarawak – Pej. Pel. Kuala Baram
(Marine Department Sarawak - Kuala Baram Port Office)
Miri, Sarawak, Malaysia**

*has been approved by Lloyd's Register Quality Assurance
to the following Management System Standards:*

ISO 9001:2008

The Management System is applicable to:

Provision of seamen certification

**Suffix/ E6 Technical review
date:**

Certificate expiry: 10 Oct 2012

Type of certificate:

<input type="checkbox"/> Single certificate <small>(Complete this form)</small>	<input checked="" type="checkbox"/> Certificate per location <small>(Complete this form for each location)</small>	<input type="checkbox"/> Multi-site certificate <small>(Complete additional multi-site form)</small>	<input type="checkbox"/> Multiple languages <small>(Complete required forms for each required language)</small>
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Accreditation / number of certificates:

<input checked="" type="checkbox"/> UKAS / 2	<input type="checkbox"/> RvA /	<input type="checkbox"/> /	<input type="checkbox"/> Not accredited /
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Reason for issue of certificate

<input type="checkbox"/> Initial certification	<input checked="" type="checkbox"/> Change of certification	<input checked="" type="checkbox"/> Certificate renewal
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Further instructions:

QA Register entry (for UKAS accreditation only)

Required

☐

Not required

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32. Certificate details



DRAFT CERTIFICATE OF APPROVAL

This is to certify that the Management System of:

**Jabatan Laut Sabah - Ibu Pejabat
(Marine Department Sabah - Headquarters)
Kota Kinabalu, Sabah, Malaysia**

*has been approved by Lloyd's Register Quality Assurance
to the following Management System Standards:*

ISO 9001:2008

The Management System is applicable to:

Provision of Seamen Certification and ship registration

**Suffix/ F1 Technical review
date:**

Certificate expiry: 10 Oct 2012

Type of certificate:

<input type="checkbox"/> Single certificate <small>(Complete this form)</small>	<input checked="" type="checkbox"/> Certificate per location <small>(Complete this form for each location)</small>	<input type="checkbox"/> Multi-site certificate <small>(Complete additional multi-site form)</small>	<input type="checkbox"/> Multiple languages <small>(Complete required forms for each required language)</small>
--	---	---	--

Accreditation / number of certificates:

<input checked="" type="checkbox"/> UKAS / 2	<input type="checkbox"/> RvA /	<input type="checkbox"/> /	<input type="checkbox"/> Not accredited /
--	--------------------------------	----------------------------	---

Reason for issue of certificate

<input type="checkbox"/> Initial certification	<input checked="" type="checkbox"/> Change of certification	<input checked="" type="checkbox"/> Certificate renewal
--	---	---

Further instructions:

QA Register entry (for UKAS accreditation only)

Required

☐

Not required

☒

33. Certificate details



DRAFT CERTIFICATE OF APPROVAL

This is to certify that the Management System of:

**Jabatan Laut Sabah – Pej. Pel. Sandakan
(Marine Department Sabah - Sandakan Port Office)
Sandakan, Sabah, Malaysia**

*has been approved by Lloyd's Register Quality Assurance
to the following Management System Standards:*

ISO 9001:2008

The Management System is applicable to:

Provision of seamen certification

**Suffix/ F2 Technical review
date:**

Certificate expiry: 10 Oct 2012

Type of certificate:

<input type="checkbox"/> Single certificate <small>(Complete this form)</small>	<input checked="" type="checkbox"/> Certificate per location <small>(Complete this form for each location)</small>	<input type="checkbox"/> Multi-site certificate <small>(Complete additional multi-site form)</small>	<input type="checkbox"/> Multiple languages <small>(Complete required forms for each required language)</small>
--	---	---	--

Accreditation / number of certificates:

<input checked="" type="checkbox"/> UKAS / 2	<input type="checkbox"/> RvA /	<input type="checkbox"/> /	<input type="checkbox"/> Not accredited /
--	--------------------------------	----------------------------	---

Reason for issue of certificate

<input type="checkbox"/> Initial certification	<input checked="" type="checkbox"/> Change of certification	<input checked="" type="checkbox"/> Certificate renewal
--	---	---

Further instructions:

QA Register entry (for UKAS accreditation only)

Required

☐

Not required

☒

34. Certificate details



DRAFT CERTIFICATE OF APPROVAL

This is to certify that the Management System of:

**Jabatan Laut Sabah – Pej. Pel. Tawau
(Marine Department Sabah - Tawau Port Office)
Tawau, Sabah, Malaysia**

*has been approved by Lloyd's Register Quality Assurance
to the following Management System Standards:*

ISO 9001:2008

The Management System is applicable to:

Provision of seamen certification

Suffix/ F3

**Technical
review date:**

Certificate expiry: 10 Oct 2012

Type of certificate:

☐ Single certificate
(Complete this form)

☒ Certificate per location
(Complete this form for each location)

☐ Multi-site certificate
(Complete additional multi-site form)

☐ Multiple languages
(Complete required forms for
each required language)

Accreditation / number of certificates:

☒ UKAS / 2

☐ RvA /

☐ /

☐ Not
accredited /

Reason for issue of certificate

☐ Initial certification

☒ Change of
certification

☒ Certificate renewal

Further instructions:

QA Register entry (for UKAS accreditation only)

Required

☐

Not required

☒

35. Certificate details



DRAFT CERTIFICATE OF APPROVAL

This is to certify that the Management System of:

**Jabatan Laut Wilayah Persekutuan Labuan – Pej. Pel. Labuan
(Marine Department Federal Territory Labuan - Labuan Port Office)
Labuan, Malaysia**

*has been approved by Lloyd's Register Quality Assurance
to the following Management System Standards:*

ISO 9001:2008

The Management System is applicable to:

Provision of seamen certification and ship registration

Suffix/ G

**Technical
review date:**

Certificate expiry: 10 Oct 2012

Type of certificate:

<input type="checkbox"/> Single certificate (Complete this form)	<input checked="" type="checkbox"/> Certificate per location (Complete this form for each location)	<input type="checkbox"/> Multi-site certificate (Complete additional multi-site form)	<input type="checkbox"/> Multiple languages (Complete required forms for each required language)
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Accreditation / number of certificates:

<input checked="" type="checkbox"/> UKAS / 2	<input type="checkbox"/> RvA /	<input type="checkbox"/> /	<input type="checkbox"/> Not accredited /
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Reason for issue of certificate

<input type="checkbox"/> Initial certification	<input checked="" type="checkbox"/> Change of certification	<input checked="" type="checkbox"/> Certificate renewal
--	---	---

Further instructions:

QA Register entry (for UKAS accreditation only)

Required

☐

Not required

☒