



Surveillance (SV 4)

Report for:

Jabatan Laut Semenanjung Malaysia

LRQA reference: KLR 0403591/ 0001

Assessment dates: 27-29 Dec 2005

Assessment location: Port Klang, Selangor, Malaysia

Assessment criteria: ISO 9001:2000

Assessment team: Ir. Chong Kam Fook

LRQA office: LRQA KL



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Attachments

This report was presented to and accepted by:

Name:	Mr. Kapt. Ahmad Bin Othman
Job title:	Deputy Director General

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Executive report

Assessment outcome:
No Major except 1 Minor NC and 7 require correction (RC) was raised. The company demonstrated management system satisfying the requirements of ISO 9001:2000.
System effectiveness and continual improvement:
Overall, the system appears to provide adequate control over the quality management processes within the organisation. The company quality management was satisfactorily maintained. Resources were provided in maintaining and continuing improve the quality system (QMS). The performance of all quality objectives were consistently tracked (except ship certification of Penang and Port Klang) and the effectiveness and continuing suitability of the quality policy and objectives were discussed during management review.
Areas for management attention:
Discrepancy noted on distribution of management review minutes to regional port office and incomplete internal quality audit for other sites certified by LRQA Malaysia. The rest were stated in Audit Findings Log



Assessment details

Introduction:

Surveillance audit was conducted at Sarikei and Sibu Port Offices (27 Dec 05), Marine Department of Sarawak, Kuching & Muara Tebas Port Office (28 Dec 05) and 'Ibu Pejabat Laut' (Head Office) at Port Klang (29 Dec 05).

Outstanding issued raised in previous assessment were reviewed. Corrective actions were carried out and addressed discrepancies highlighted. All discrepancies were closed out.

Areas covered in this visit were as follows:

- a) Sarikei and Sibu Port Office, Sarawak – seamen certification
- b) Marine Department of Sarawak, Kuching - ship registration
- c) Muara Tebas Port Office, Kuching - seamen certification
- d) Head Office at Port Klang - management system elements, management of dredging works, MIS, documents and records control.

Seamen certification activities previously carried out at Jabatan Laut Sarawak, Kuching office was transferred to Muara Tebas with effect from 1 Oct 2005. Hence, assessment plan attached with this e-report was amended accordingly.

Assessor: Ir. Chong Kam Fook

Day 01 (27 Dec 05) – Sarikei Port Office, Sarawak



Process: Organisation & Management
Responsibility

Auditee(s): Mr. Rehim Abdullah

What we looked at:

Organisation chart, staff responsibilities and reporting, quality policy and objectives, business activities; internal audit, management review minutes

What we found:

The Sarikei port offices are headed by Mr. Rehim Abdullah and staffed of 26 persons. Organisation chart reflected the current organisation structure and it was displayed at front office. The staff responsibilities were defined and stated under individual 'File Meja'. Quality policy was displayed and it was understood by the staff. None of the quality objectives set under seamen certification was applicable to the local port office.

Activities related to seaman certification were audited by two auditors from Ibu Pejabat Laut, Port Klang and Johor Bahru port office respectively on 24 Aug 05. A total of 3 Observations were raised and all were closed out during follow-up audit done on 27 Sept 05. Audit report and 'Laporan Ketakakuran' were maintained. It was noted that above audit only covered seamen certification activities only. Other areas such as responsibility and authority, IQA, management review, etc. were not audited (raised as 'RC').

It was noted that annual management review meeting minutes was not circulated to the local port office (raised as 'RC').

Local port office processes application of seamen certification which included seamen registration, management of seamen service (crew agreement and sign on / sign off), official log book, receive application of certificate of competency (CoC) and forward them to the Ibu Pejabat of Jabatan Laut Semenanjung Malaysia located at Port Klang.

Related entries in the assessment findings log:

Raised as "RC" 0512.CKF01 – internal audit

Raised as "RC" 0512.CKF02 – management review



Process: Seamen Certification

Auditee(s): Mr. Zaidi Yaman
Ms. Nor Diana Mahdi

What we looked at:

Records related to Semen Registration (200513009315); Crew Agreement / Articles and Sign On/Sign Off & Official Log book (Arena Semarak (327836) and Raja Muara Tebas (QKH7955); Certificate Of Competency (COC); verification of application through 'JALIN' system; Procedures PT-HEPP-05; PT-HEPP-06, PT-HEPP-07 and PT-HEPP-02.

What we found:

Application and processing for seamen registration were reviewed. Seafarer Registration Form and all supporting documents were available and verified prior to the acceptance. Seafarer's particulars were keyed into "Jalin / Maklumat Pelaut" centralized computer system. Date of receipt and issuance of seaman identity document were noted on application forms. Crew sign on / sign off were updated into Crew Agreement. New Official Log Book and Crew Agreement were issued to applicant for each renewal. Application form of CoC was send to Ibu Pejabat Laut, Port Klang for further processing. Seafarer's file send by Ibu Pejabat Laut was satisfactorily maintained and cover letter to notify the examination was send out to applicant.

Application form, supporting documents, Official Log Book and Crew Agreement (expired) were send together with "Surat Penyerahan" to Ibu Pejabat Laut of Semenanjung Malaysia (HEPP) upon completion. Above activities were found in compliance with HEPP procedures.

Related entries in the assessment findings log:

Nil

Day 01 (27 Dec 05) – Sibul Port Office, Sarawak



Process: Organisation & Management
Responsibility

Auditee(s): Mr. Mohamad Marzuki

What we looked at:

Organisation chart, staff responsibilities and reporting, quality policy and objectives, business activities; internal audit, management review minutes

What we found:

The Sibu Port Office is headed by Mr. Mohamad Marzuki and staffed of 41 persons. Organisation chart reflected the current organisation structure and it was displayed at front office. The staff responsibilities were defined and stated under individual 'File Meja'. Quality policy was displayed and it was understood by the staff. It was noted that the actual achievement of quality objective i.e. 'pengeluaran sijil kursus modular < 7 hari bekerja' under seamen certification (refer to quality manual, clause 2.1.1.) was not worked out and reported by Sibu Port Office to the Top Management. Total number of modular courses conducted monthly were recorded instead (raised as 'RC').

Activities related to seaman certification were audited by two auditors from Ibu Pejabat Laut, Port Klang and Johor Bahru port office respectively on 23 Aug 05. A total of 11 Observations were raised and all were closed out during follow-up audit done on 27 Sept 05. Audit report and 'Laporan Ketakakuran' were maintained. It was noted that above audit only covered seamen certification activities only. Other areas such as responsibility and authority, IQA, management review, etc. were not audited (raised as 'RC').

It was noted that management review meeting minutes was not circulated to the local port office (raised as 'RC').

Local port office processes application of seamen certification which included seamen registration, management of seamen service (crew agreement and sign on / sign off), official log book, modular course receive application of certificate of competency (COC) and certificate of recognition (CoR) and forward them to the Ibu Pejabat of Jabatan Laut Semenanjung Malaysia located at Port Klang.

Related entries in the assessment findings log:

Raised as "RC" 0512.CKF03 – data analysis (quality objective)

Raised as "RC" 0512.CKF01 – internal audit

Raised as "RC" 0512.CKF02 – management review



Process: Seamen Certification

Auditee(s): Mr. Ismawi Beldin
Mr. Abdul Taib Sawi

What we looked at:

Records related to Semen Registration; Crew Agreement / Articles and Sign On/Sign Off & Official Log book (Bintang Harapan (324889)); modular course (Pelita Akademi Sdn. Bhd. (ref: JLS/SBU/A2/782/4); Certificate of Competency (CoC); Certificate of Recognition (CoR for Hasiholan (200424010881, deck watchkeeping officer) and Agus Tri Mulyono (200424007989, chief mate)); verification of application through 'JALIN' system; Procedures PT-HEPP-05; PT-HEPP-06, PT-HEPP-07 and PT-HEPP-02.

What we found:

Application and processing for seamen registration were reviewed. Seafarer Registration Form and all supporting documents were available and verified prior to the acceptance. Seafarer's particulars were keyed into "Jalin / Maklumat Pelaut" centralized computer system. Date of receipt and issuance of seaman identity document were noted on application forms. Crew sign on / sign off were updated into Crew Agreement. New Official Log Book and Crew Agreement were issued to applicant for each renewal. Application form of CoC was send to Ibu Pejabat Laut, Port Klang for further processing. Seafarer's file send by Ibu Pejabat Laut was satisfactorily maintained and cover letter to notify the examination was send out to applicant. Letter of Acknowledgement or Written of Acknowledgement of Application was issued to Applicant for renewal and fresh application of CoR respectively. Application form, supporting documents, Official Log Book and Crew Agreement (expired) were send together with "Surat Penyerahan" to Ibu Pejabat Laut of Semenanjung Malaysia (HEPP) upon completion. Above activities were found in compliance with HEPP procedures.

Related entries in the assessment findings log:

Nil

Day 02 (28 Dec 05) – Kuching and Muara Tebas Port Office, Sarawak



Process: Organisation & Management
Responsibility

Auditee(s): Mr. James
Mr. Zuraidi Aris

What we looked at:

Organisation chart, staff responsibilities and reporting, quality policy and objectives, business activities; internal audit, management review minutes

What we found:

The Kuching port offices (HEPP) is headed by Haji Idrus and staffed of 9 persons whereas ship registry was headed by Mohamad Abang and staffed of 2 persons. Organisation chart reflected the current organisation structure. The staff responsibilities were defined and stated under 'Senarai Tugas Harian' and a copy was available in individual 'File Meja'. Quality policy was displayed and it was understood by the staff. Actual performance of quality objective set for ship registration was monitored and reported monthly.

Activities related to seaman certification and ship registration were reviewed by two auditors from Ibu Pejabat Laut and Johor Bharu Port Office on 26 Aug 2005. A total of 1 minor non-conformance & 8 Observations and 1 Observation were issued on seaman certification and ship registration respectively. All of above 'laporan ketidakakuran' had been followed up by the auditor and closed out during this audit. It was noted that above audit only covered seamen certification activities only. Other areas such as responsibility and authority, IQA, management review, etc. were not audited (raised as 'RC').

It was noted that management review meeting minutes was not circulated to the local port office. The management review meeting minutes dated Sept 2004 was only sighted in the local office (raised as 'RC').

Local port office processes application of seamen certification which included seamen registration, management of seamen service (crew agreement and sign on / sign off), official ship logbook, receive application of certificate of competency (COC) and certificate of recognition (COR) and ship registration.

Related entries in the assessment findings log:

Raised as "RC" 0512.CKF01 – internal audit

Raised as "RC" 0512.CKF02 – management review



Process: Seamen Certification

Auditee(s): Mr. Zuraidi Aris
Ms. Azlinawati

What we looked at:

Records related to Semen Registration (200513009728, Franky Embuas, local seamfarer) and (200524009694, Mohidin Muhdin, foreign seafarer)); Crew Agreement / Articles and Sign On/Sign Off & Official Log book (Harbour Challenger (329338) & Johan Star (329493)); Certificate of Competency (Cert. No: 001586, David Chong) and (008342, Wanday Anak Juran)); Certificate of Recognition (CoR for Nangkok Manurung (011576, chief mate) and Alham (010943, deck watchkeeping officer)); verification of application through 'JALIN' system; Procedures PT-HEPP-05; PT-HEPP-06, PT-HEPP-07 and PT-HEPP-02.

What we found:

Application and processing for seamen registration were reviewed. Seafarer Registration Form and all supporting documents were available and verified prior to the acceptance. Seafarer's particulars were keyed into "Jalin / Maklumat Pelaut" centralized computer system. Date of receipt and issuance of seaman identity document were noted on application forms. Crew sign on / sign off were updated into Crew Agreement. New Official Log Book and Crew Agreement were issued to applicant for each renewal. Application form of CoC was send to Ibu Pejabat Laut, Port Klang for further processing. Seafarer's file send by Ibu Pejabat Laut was satisfactorily maintained and cover letter to notify the examination was send out to applicant. Letter of Acknowledgement or Written of Acknowledgement of Application was issued to Applicant for renewal and fresh application of CoR respectively. Application form, supporting documents, Official Log Book and Crew Agreement (duly expired) were send together with "Surat Penyerahan" to Ibu Pejabat Laut of Semenanjung Malaysia (HEPP) upon completion. Above activities were found in compliance with HEPP procedures.

*** Above audit was conducted at Muara Tebas Port Office, Kawasan Sarawak Barat which was commenced operation since 1 October 2005.

Related entries in the assessment findings log:

Nil



Process: Ship Registration

Auditee(s): Mr. Seruji Haji Abid
Ms. Clare Kiing

What we looked at:

Ship registration procedure (PT-BKI-01 and PT-BKI-02); verification of previous application through JALIN system; Application for ship registration from Gimhwak Enterprise (Ref: 20050211, permanent registry) and Seabright Sdn. Bhd. (under provision registry) were reviewed.

What we found:

Application was verified against check list and necessary supporting documents were submitted. Proposed ship name was verified to ensure validity and non existence prior to the acceptance. Ship and owner's particulars were keyed into JALIN system after accepted. Certificate of Approved Name was issued to applicant when it was approved by Ibu Pejabat Laut, Port Klang. A temporary "certificate of Malaysian Registry- Provisional " was issued if supporting document is incomplete. "Certificate of Malaysian Registry" was issued upon receiving of complete documents. Above samples were found in order. Storage of file for past applications were found satisfactorily. Selected samples were verified against JALIN system and it was found in order.

*** Above audit was carried out at Jabatan Laut Sarawak, Kuching office

Related entries in the assessment findings log:

Nil

Day 03 (29 Dec 05) – Ibu Pejabat Laut, Port Klang



Process: Ibu Pejabat Laut, Port Klang -
Management System Elements

Auditee(s): Mr. Yusnan
Mr. Khairuddin Abbas

What we looked at:

Quality Policy & Objectives, System & Organisation Changes, Internal Audit, Management Review, Corrective Actions (customer complaints received since Jan'05, CAR raised during recent IQA, Data Analysis; System Improvements, customer satisfaction; Preventive Action, Legislative Issue.

What we found:

No change to the quality policy and objectives since the last visit. There was evidence that actual performance of objectives were monitored and analysed according to defined interval except that performance data concerning ship registration at Jabatan Laut Wilayah Tengah (Port Klang) and Jabatan Laut Wilayah Utara (Penang) was not reported (raised as 'RC').

Exclusion made on ISO clause stated in the quality manual was remained appropriate. There was slight re-organisation take effect from 16 Sept 05. Jabatan Laut Semenanjung received letter of confirmation for above re-structuring from Public Service Department recently. Noticed although updated organisation chart was sighted, however, the copy in the quality manual (page 15/44) remained not update. Besides that, new port office i.e. Muara Tebas which commenced operation since 1 Oct 05 was not reflected (raised as 'RC'). Responsibilities of employees were remained unchanged and it was documented in individual 'Senarai Tugas Harian'.

Ibu Pejabat Laut, Jabatan Laut Wilayah Utara (Gelugor and Leboh Light), Jabatan Laut Wilayah Selatan (Tg. Pelepas and Pasir Gudang) and Jabatan Laut Sarawak (Kuching, Sibu, Sarikei) were audited on 24-25 Aug, 24-25 Aug, 24-25 Aug and 24-26 Aug 05 respectively. No major except some minor CAR and Observations were raised and all CAR were closed out during this audit. 'Laporan Audit' and 'Laporan Ketakakuran' were reviewed. There was no evidence that other sites / port offices e.g. Kuah, Lumut, Melaka, etc. were audited at frequency required under quality management system i.e. minimum once a year (refer to quality manual, clause 7 and PK-WPK-01, issue 2, clause 6.1.1 (i)). Besides that quality system elements such as IQA, management review, organisation and staff responsibility, etc., supporting services e.g. MIS, etc. were not covered in above audit. The 'Jadual Pengauditan ISO 9001 - 2005/2006' only shown the operational processes carried out by Jabatan Laut Semenanjung. (raised as 'minor NC').

The management review was held on 6 June 05, chaired by the Director and attended by the WPK, Deputy WPK, Regional Director ISO Secretary. All necessary agenda were discussed included review of actual performance for quality objectives for the periods Jan-April' 05. Minutes and supporting materials were maintained.

All minor CAR and Observations raised in recent IQA were followed-up by the auditors in-charged and it was closed out. There was no customer complaint reported.

Customer satisfaction were determined through survey. Survey forms were send out to Seman Card, Certificate of Compliance (CoC), Issuance of DoC of ISM Code. Rating of customer feedback was generally found to be satisfactorily. It was noted that customer satisfaction on modular course, on-line port clearance had yet to determine during this audit (raised as 'RC').

There was no preventive action initiated since the last visit.

Data analysis carried out on quality objective performance, suppliers / subcontractors' performance and customer satisfaction feedbacks were found adequate. Continual improvement plan to improve the current JALIN system were proposed and shown in 'Perancangan projek ISP'.

The LRQA / UKAS logo were printed on employees' business cards, letterheads and website. The usage of logo was found satisfactorily.

There was no change to legislative issue since the last visit.

Related entries in the assessment findings log:



Raised as "RC" 0512.CKF04 – quality objectives
Raised as "RC" 0512.CKF05 – responsibility & authority customer complaint
Raised as "Minor NC" 0512.CKF06 – internal audit
Raised as "RC" 0512.CKF07 – customer satisfaction

Process: Ibu Pejabat Laut –
Mgmt. of Dredging Works

Auditee(s): Encik Nordin Mohamadin

What we looked at:

Planning & monitoring of dredging works carried out by Malaysia Maritime & Dredging Corp. at Kuala Sungai Rompin, Pahang (Kontrak: IPL 41/2005 signed on 19 Sept 05); procedure PT-BKP-07

What we found:

Dredging activities carried out by Malaysia Maritime & Dredging Corporation (MMDC) was commenced since 24 May 05. There was evidence that actual progress reported by MMDC monthly were discussed during monthly meeting with MMDC and meeting minutes were maintained. 'Laporan Kemajuan Bulanan' was prepared and submitted to the Director monthly. The overall progress of dredging reported as at Oct 2005 was 57.7% versus target 48%.

Related entries in the assessment findings log:

Nil

Process: Ibu Pejabat Laut –
Management Information System
(MIS)

Auditee(s): Encik Ridzuan

What we looked at:

Preventive maintenance breakdown maintenance for computer system used in Port Offices in Peninsula Malaysia for Year 2005.

What we found:

'Jadual Perancangan Kerja 3rd Preventive Maintenance' submitted by Lengkap Utuh Sdn. Bhd. (the contractor) was sighted. It was noted that preventive maintenance on computer system used at Ibu Pejabat Laut and other regional port offices were planned however preventive maintenance on computers used at Jabatan Laut Wilayah Utara was not shown on 'Jadual Perancangan Kerja' (raised as 'RC'). Preventive maintenances carried out were shown on 'Pengesahan Kerja-Kerja Penyenggaraan submitted by the Contractor. Normal computer system breakdown were rectified and recorded into 'Borang Penyenggaraan KT'.

Related entries in the assessment findings log:

Raised as "RC" 0512.CKF08 – MIS



Process: Ibu Pejabat Laut –
Documents & Records Control

Auditee(s): Mr. Khairuddin
Mr. Yusnan

What we looked at:

Document Master List, Document Distribution List, ISO documents (Master copy and copy distributed), retention of obsolete documents; control on external document, control of in-house deliverable drawings quality record retention, storage / label of old quality records

What we found:

Control on both master and copy of ISO documents distributed to the regional port offices were found satisfactorily. Document Master List ('Senarai Induk Dokumen') reflected implementation data of ISO documents and history of document changes. Document changes were carried out in proper manner and approved by the defined authority prior to the distribution. Description of change was summarised on 'Rekod Pindaan'. All revised documents were distributed to port offices and acknowledgement of recipient was sighted on 'Borang Pengedaran Dokumen Kulaiti'. External documents such as was distributed to relevant departments and its control was found satisfactorily.

Quality records were maintained in accordance to retention time defined. Old records were currently stored in hard cover file at designated area and retrievable during audit.

Related entries in the assessment findings log:

Nil



Assessment Findings Log - ISO 9001:2000

Grade 1	Status 2	Finding 3	Corrective action review 4	Process / Aspect 5	Date 6	Ref 7	Clause 8
RC	New	It was noted that above audit only covered seamen certification activities only. Other areas such as responsibility and authority, IQA, management review, etc. were not audited		internal audit	27 Dec 05	0512CKF01	8.2.2
RC	New	It was noted that annual management review meeting minutes was not circulated to the local port office		management review minutes	27 Dec 05	0512CKF02	5.6.1
RC	New	It was noted that the actual achievement of quality objective i.e. 'pengeluaran sijil kursus modular < 7 hari bekerja' under seamen certification (refer to quality manual, clause 2.1.1.) was not worked out and reported by Sibu Port Office to the Top Management. Total number of modular courses conducted monthly were recorded instead		data analysis (quality objective)	27 Dec 05	0512CKF03	8.4
RC	New	There was evidence that actual performance of objectives were monitored and analysed according to defined interval except that performance data concerning ship registration at Jabatan Laut Wilayah Tengah (Port Klang) and Jabatan Laut Wilayah Utara (Penang) was not reported		quality objective	29 Dec 05	0512CKF04	5.4.1
RC	New	Noticed although updated organisation chart was sighted, however, the copy in the quality manual (page 15/44) remained not update. Besides that, new port office i.e. Muara Tebas which commenced operation since 1 Oct 05 was not reflected		responsibility & authority	29 Dec 05	0512CKF05	5.5.1
Minor NC	New	There was no evidence that other sites / port offices e.g. Kuah, Lumut, Melaka, etc. were audited at frequency required under quality management system i.e. minimum once a year (refer to quality manual, clause 7 and PK-WPK-01, issue 2, clause 6.1.1 (i)). Besides that quality system elements such as IQA, management review, organisation and staff responsibility, etc., supporting services e.g. MIS, etc. were not covered in above audit. The 'Jadual Pengauditan ISO 9001 - 2005/2006' only shown the operational processes carried out by Jabatan Laut Semenanjung		internal audit	29 Dec 05	0512CKF06	8.2.2
RC	New	It was noted that customer satisfaction on modular course, on-line port clearance had yet to determine during this audit		customer satisfaction	29 Dec 05	0512CKF07	8.2.1
RC	New	It was noted that preventive maintenance on computer system used at Ibu Pejabat Laut and other regional port offices were planned however preventive maintenance on computers used at Jabatan Laut Wilayah Utara was not shown on 'Jadual Perancangan Kerja'		MIS	27 Dec 05	0512CKF08	6.3

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



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 • Corrective action • Preventive action and system planning • Use of LRQA logo and other marks 	Scheme specific elements: <ul style="list-style-type: none"> • Customer feedback and complaints • Legal compliance • Communications • Prevention of pollution
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		SV 1	SV 2	SV 3	SV 4	SV 5		Certificate renewal
Visit type >								
Due date >		Apr 04	Oct 04	Apr 05	Oct 05	Apr 06		Oct 06
Start date >					27/12/05	TBC		
End date >					29/12/05			
Assessor days >		3	3	3	3	3		TBC
Process / Aspect								
Seamen Certification (Head Office)				x				
Navigational Aids System (Head Office)		x						
Ship Registration (Head Office)				x				
Issuance of DoC of ISM Code (HO)						✓		
Conduct of Hydrographic Survey (HO)						✓		
Mgmt. of Dredging Work (HO)					x			
Purchasing				x				
Stores		x						
MIS					x			
Human Resource Management			x					
Infrastructure & Work Environment						✓		
Doc. & Records Control					x			
Ship Registration (JL Wilayah Tengah)			x					
Seamen Certification (JL Wilayah Tengah)			x					
Ship Registration (JL Wilayah Utara)				x				
Seamen Certification (JL Wilayah Utara)				x				
Ship Registration (Kuching)					x			
Seamen Certification (Muara Tebas)					x			
Ship Registration (Labuan)						✓		
Seamen Certification (Labuan)						✓		
Seamen Certification (Wilayah Selatan)								
Seamen Certification (Wilayah Timur)								
Seamen Certification (Kemaman)								



Visit type >		SV 1	SV 2	SV 3	SV 4	SV 5		Certificate renewal
Due date >		Apr 04	Oct 04	Apr 05	Oct 05	Apr 06		Oct 06
Start date >					27/12/05	TBC		
End date >					29/12/05			
Assessor days >		3	3	3	3	3		TBC
Process / Aspect								
Seamen Certification (Kuala Perlis)								
Seamen Certification (Kuah)								
Seamen Certification (Lumut)		x						
Seamen Certification (Melaka)						✓		
Seamen Certification (Port Dickson)								
Seamen Certification (Tg Pelepas)				x				
Seamen Certification (Pasir Gudang)								
Seamen Certification (Tg. Gelang)		x						
Seamen Certification (Sibu)					x			
Seamen Certification (Sarikei)					x			
Seamen Certification (Bintulu)			x					
Seamen Certification (Miri)								
Seamen Certification (Ibu Pejabat KotaKinabalu)								
Seamen Certification (Kota Kinabalu)								
Seamen Certification (Sandakan)								
Seamen Certification (Tawau)			x					

Next visit details

Next visit details					
Visit type	SV 5				
Assessor days	3	Due date	April 06	Actual start/end dates	TBA
Locations	Port Klang, Labuan, Melaka, Malaysia				
Codes	6322, 8040				
Team	TBA				
Criteria	ISO 9001:2000				
Remarks and instructions					
Note: opening meetings will be at 09:30 hours and closing meetings at 16:00 hours unless agreed otherwise.					