



Communication and Multimedia Certification Section 2 (CMCS 2)
Product Certification & Inspection Department
SIRIM QAS International Sdn. Bhd.
Block 25, SIRIM Complex
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INFORMATION PACKAGE SIRIM TRUSTED MARK SCHEME (STMS) FOR SELLER IN E-COMMERCE PLATFORM

1.0 SIRIM TRUSTED MARK SCHEME (STMS)

STMS, a new certification scheme developed to award or recognize the Trusted Company that sell and/ or supply product on e-Commerce platform who demonstrates superior quality and practices in accordance with criteria determined by SQASI.

The following criteria have been identified for the STMS to determine the eligibility of a Trusted Company:

- a) 100 % in compliance with Regulatory Requirements (Compliance Approval, Import Permit and SLP).
- b) Completed Evaluation Checklist.
- c) In compliance with SIRIM Trusted Mark Scheme Agreement.
- d) Operate from legal premise approved by local authority.
- e) For Company with multiple e-stores, the SIRIM Trusted Mark shall be granted to the specific e-store specified in the application.

By fulfilling these criteria, the Company is deemed to portray trustworthiness hence is recognized and granted the usage of designated SIRIM Trusted Mark.

2.0 SIRIM TRUSTED MARK SCHEME CERTIFICATION PROCESS

There are six (6) steps involved in STMS certification process:

- i Step 1: Company Registration
- ii Step 2: Registration of STMS Application by Company
- iii Step 3: Quotation for Registration and On-site Audit
- iv Step 4: Off-site Verification (Documentation) by SQASI
- v Step 5: On-Site Audit (at premise) by SQASI



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- vi Step 6: Issuance of Certificate and SIRIM Trusted Mark
- vii Step 7: Re-registration of application

Each certification process is detailed out as follows:

Step 1: Company Registration

The company shall register their company in eComM at <https://ecomm.sirim.my>.

Step 2: Registration of STMS Application by Company

Upon registration, SQASI shall provide the following document to the company:

- a) Application Form for STMS
- b) Self-Evaluation Checklist

The company shall submit the application form to SQASI within 2 working days.

The company is recommended to submit the self-evaluation checklist within 5 working days. The company shall evaluate themselves accordingly and submit the checklist together with supporting evidence.

Step 3: Quotation for Registration and On-site Audit

Upon receiving the application form, SQASI shall provide the following items to the company.

- a) Quotation for registration fee and on-site audit fee
- b) Certification Agreement for STMS

The fee structure for the registration and audit is defined in below table:

| No. | Assessment | Fee |
|------------|---|------------|
| 1. | Registration + Off-site verification (documentation) | RM 500 |



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| | | |
|----|----------------------------|-----------------------------------|
| 2. | On-site audit (at premise) | RM 1000/ man-day + Incidental fee |
|----|----------------------------|-----------------------------------|

Note:

- i Application will be based on the e-store platform specified in the Application Form.
- ii Payment for the assessment fee shall be made upon submission of self-evaluation checklist.
- iii The company is recommended to submit the Certification Agreement for STMS within 5 working days. Failure to submit the agreement will detain the approval for the application.

Step 4: Off-Site Verification (Documentation) by SQASI

SQASI shall evaluate the self-evaluation checklist and supporting evidence submitted by the company.

Step 5: On-Site Audit by SQASI

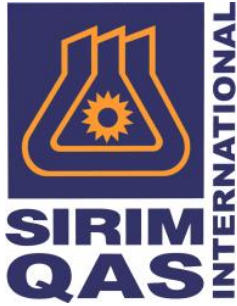
Upon submission of Self-Evaluation Checklist to SQASI, the company shall propose a date and time to SQASI for on-site audit to the company's warehouse/ premise. SQASI shall acknowledge the audit date and time proposed by the company.

The payment for the audit fee shall be made upon the registration of application.

On-Site Audit Requirement

The audit shall commence with mutual introduction between auditor and auditee, followed by presentation of audit plan by the Lead Auditor. The auditee/ company shall then describe the processes involved prior to selling the communication, multimedia and hybrid products on e-Commerce platform.

The auditee shall cooperate with the auditor by making him/herself available, responding to all audit questions, and providing evidence when required. SQASI auditor shall ensure all processes are audited and that all requirements are addressed.



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The audit shall be open and transparent with a debrief session conducted at the end of each day.

The Non-Conformance (NC) shall be classified as below:

- a) Major NC - if the client has failed to address any requirement of the standard in totality. Closure of such NC may generally require on-site verification.
- b) Minor NC - if the standard requirement is complied but isolated (one off) case of non-compliance is observed. Such NC can be closed offsite (evidence like report, photographs etc.) and may not require onsite verification.

The audit shall end with a closing meeting. The SQASI auditor shall discuss the audit findings, clarify any non-conformity (NC) or OFI (Opportunity for improvement), and agree on closure for corrective and preventive action timelines before concluding the audit.

Company has ninety (90) days to submit corrective action evidence to close the NC. In case the NC is not closed within the stipulated time, a complete re-audit will be required (as if the earlier audit is NULL and VOID).

A formal audit report shall be submitted to the client at the end of the audit (in paper format or email). The report shall be acknowledged by the company (by signing the report or by confirmatory mail).

Corrective Action

The SQASI auditor shall submit the audit findings at the end of the audit session. Company may decide to accept or reject any or all OFI. In a case the OFI is accepted, company shall record the action taken. In case the OFI is rejected, company shall record the justification / logic for rejecting the OFI.

Corrective action for every NC (Major or minor) is mandatory. Company shall understand the NC and identify the root cause. Company shall identify the correction (action taken to fix the NC), corrective action (action taken to ensure that such situation does not recur) and preventive action (action to determine if similar situation may occur elsewhere).

The Company shall submit to the SQASI auditor the root cause, correction, corrective action and preventive action planned within 1 month from the date of notification. Failing which, the Applicant is deemed to have failed the audit. On acceptance of the



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SQASI auditor, client shall implement the action and submit evidence to the SQASI auditor.

Follow-Up Audit

The SQASI auditor shall review the action plan for effectiveness and give his acceptance / observation. On receipt of evidences from the company, SQASI auditor shall determine if the verification requires onsite visit or the NC can be closed offsite. If offsite closure is possible (in case of minor NC), the SQASI auditor shall review the evidences and determine the effectiveness. If onsite verification is required, the follow-up visit shall be planned and SQASI auditor will be selected.

The SQASI auditor shall discuss the findings, give comment on evidences, and verified effectiveness of the action and finally conclude the meeting.

In case the action taken is not effective, SQASI auditor may decide to keep the NC open and company shall take necessary action to close the NC. However, if the 90 days period (from the date of initial issue of NC) is over, a complete re-audit of company activities shall be planned.

Step 6: Issuance of e-Certificate and SIRIM Trusted Mark

Approval on STMS will be granted within 3 working days after the completion of on-site audit.

The STMS certificate is valid for a period of 3 years from the issuance date of STMS. SQASI will provide the Trusted Mark kit which include the logo, guideline and certificate.

Step 7: Re-Registration of Application

The STMS certificate is valid for a period of 3 years. Nonetheless, the company must undergo yearly assessment by SQASI, least two (2) months prior to the end of each year. The required assessment are as follows:

- a) 1st year: Off-site verification (documentation)
- b) 2nd year: Off-site verification (documentation)



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As for the re-registration, the on-site audit is required.

Below is the applicable fee for off-site verification and on-site audit:

| No. | Assessment | Fee |
|-----|---------------------------------------|--------------------------------------|
| 1. | Off-site verification (documentation) | RM 500 |
| 2. | On-site audit (at premise) | RM 1000/ man-day + Incidental fee |

Re-registration will take 3 working days from the date of on-site audit.

3.0 CONDITION OF APPLICANT

- a) Company may be an organization with own retail brands or third-party retail or can also be a franchisee.
- b) Company is allowed to apply for selected e-stores under its own/ franchised. The Trusted Mark will be given only for the specified e-stores in the application form.
- c) Company may appoint Consultant/ Agent to apply for the SIRIM Trusted Mark Scheme (STMS).

4.0 FEE

- a) Audit fee to be directly paid to SIRIM QAS International as per man day calculations and other expenses as per mutually agreed terms between applicant and SIRIM QAS International.
- b) None of the fee paid to SIRIM QAS International is refundable.
- c) Details of payment for STMS fees are as follows:
 - i. Payment can be made by: - cash / credit card / cheque / transfer interbank.
 - ii. Payment is payable to:- SIRIM QAS INTERNATIONAL SDN BHD
Bank Name: RHB BANK BERHAD
Bank Account Number: 2-12451-4008608-7
 - iii. Applicant shall forward the proof of payment to SQASI for verification.
 - iv. Applicant shall provide the STMS application number upon submission of payment proof to SQASI.