



# SPECIFICATION FOR SUPPLIERS

GENERAL REQUIREMENT

**SPECIFICATION SAJ S/GR/ 001**

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QUALITY ASSURANCE DEPARTMENT  
RANHILL SAJ SDN BHD

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Ass General Manager Quality Management

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## SAJ SPECIFICATION FOR SUPPLIERS

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## SAJ SPECIFICATION FOR SUPPLIERS

### 1.0 General

- 1.1 This specification defines the basic quality and procedure required to SAJ Ranhill.
- 1.2 This specification is part of the supplier selection, quality, production, assemblies and performance prior tender to supply.
- 1.3 If a conflict arises between this specification and any other relevant document, the following order of precedence applies unless otherwise agreed contractually;
  - i- Agreements (Quality, Supply, Contract)
  - ii- Specification requirements
  - iii- Product Specific Quality Agreement or similar document, if any
  - iv- Quality expectations guide for suppliers
  - v- Technical drawing, if any.

### 2.0 Suppliers

- 2.1 Suppliers shall be responsible for furnishing materials to current standard and SAJ specifications as specified in the contract.
- 2.2 Suppliers shall be responsible to set clear expectations to make sure that the quality of products and services meets requirements as follows in **Table 1 – Supplier Quality Management**. All the supplier quality management is subject to SAJ requirements.

**Table 1 – Supplier Quality Management**

Phase	Requirements	Elements
<b>1. Supplier Assessment</b>		
Initial Risk Assessment	a. Product Service	<ul style="list-style-type: none"> <li>▪ Custom or off-the-shelf product</li> <li>▪ Part criticality</li> <li>▪ Risk management planning</li> <li>▪ Long-term serviceability and support</li> <li>▪ Continuous supply</li> </ul>
	b. Quality systems risk	<ul style="list-style-type: none"> <li>▪ Quality system practice</li> <li>▪ Control and monitor on management responsibility and quality objective</li> <li>▪ Control and monitor on design controls</li> <li>▪ Control and monitor document controls</li> <li>▪ Control and monitor on materials/raw materials</li> <li>▪ Control and monitor on production and process</li> </ul>

		<ul style="list-style-type: none"> <li>▪ Control and monitor on calibration equipment controls</li> <li>▪ Control and monitor on facilities</li> <li>▪ Control and monitor on CAPA (Corrective and Preventive Actions)</li> <li>▪ Control and monitor change controls</li> <li>▪ Control and monitor on complaint handling</li> </ul>
<b>2. Supplier Qualification</b>		
I. Audit or onsite visit		<ul style="list-style-type: none"> <li>▪ Quality management system compliance and other regulatory requirements</li> <li>▪ Production and process controls for conformance to specification</li> <li>▪ History of compliance with quality requirements</li> <li>▪ Testing on product</li> </ul>
II. Product specific quality	a. Supply agreement b. Quality agreement	
III. Component qualification		<ul style="list-style-type: none"> <li>▪ Risk management plan</li> <li>▪ Measurement system analysis</li> <li>▪ List of tool, equipment and gauge</li> <li>▪ Control plan</li> <li>▪ Material specifications</li> <li>▪ Packaging and labeling specifications</li> </ul>
IV. Acceptable activities		<ul style="list-style-type: none"> <li>▪ Customer order management</li> <li>▪ Manufacturing batch records traceability</li> <li>▪ Packaging and labeling</li> <li>▪ Product release activities</li> </ul>
<b>3. Supplier Monitoring</b>		
I. Non-conformance management		
II. Corrective management		
III. Change control management		
IV. Ongoing performance review management	a. Non-conformance data b. Corrective action data c. Responsiveness (past due, on-time response) d. Key process indicators, SOP	
<b>4. Procurement and Purchasing Expectations</b>		<ul style="list-style-type: none"> <li>▪ Supplier previous assessment should be above 50%.</li> </ul>
<b>5. Business and Regulatory Expectations</b>		<ul style="list-style-type: none"> <li>▪ Continuous supply</li> <li>▪ Warranty and guarantee of products supplied.</li> </ul>

- 2.3 Prior tendering, suppliers shall be allowing SAJ representatives to inspect to determine the quality level of materials and end products. All the subject matter experts, requested data, records and procedures and other objective evidences of compliance shall provided by suppliers, if any. If the suppliers are not manufacturer, suppliers shall be appointed by manufacturer as sole agent.
- 2.4 When a supplier has been notified the defective material has been detected by SAJ, the supplier shall reply in writing with irreversible corrective action taken to prevent recurrence of the defect and other information that may be requested regarding the circumstances and implications of the defect. Suppliers shall responsible for replacement of defective materials as rapidly as possible.

### **3.0 Requirements and Conditions**

- 3.1 The supplier who supplies equipment, device, material, system or facility shall be register with SPAN and compliance with Water Services Industry Act 2006 (Act 655).
- 3.2 The supplier shall be accompany with the following document below prior the tendering and during the contract period.
- a. Form 9, 24 and 49 of Registered of Company
  - b. Organization Management Chart
  - c. Certificate of ISO Quality Management System
  - d. Letter of Appointment (as an agent or distributor)
  - e. Product Catalogue
  - f. Product Certificate/Certificate of Conformity (shall showed the expiry date and the validity not less than three months)
  - g. Technical Specification ( for products registered under Category B only)
  - h. Design criteria (for products registered under Category B only)
  - i. Engineering drawing (for products registered under Category B only)
  - j. Operation manual (for products registered under Category B only)
  - k. Test Report/Performance Report/Report of Pilot Project (for products registered under Category B only)
  - l. Halal Certificate and Safety Data Sheet (SDS), (for water treatment chemicals only)
  - m. Pattern Approval and Certificate of Approval Weighing/Measuring/Weighing Devices/Measuring Devices which produced by National Metrology Institute of Malaysia (NMIM), (for custody transfer meter only)
  - n. Perakuan Pematuhan Standard (PPS) issued by CIDB (for local & imported products of building materials which stated in the Fourth Schedule of Act 520 only)
  - o. Any other additional information, document, specification and requirements as may be required by SPAN.

### **4.0 Certifications**

- 4.1 The supplier shall submit a material certification with every delivery to SAJ. The document shall include test data, batch number, date of production and any information related for traceability and CoA.

## 5.0 Quality Assurance Requirements

### 5.1 Quality Organization

The supplier shall have a quality organization of sufficient number, talent and experience to adequately perform the duties associated with quality management.

### 5.2 Policies and Procedures

The supplier shall have written policies and procedures describing the control system and organizational responsibilities to assure compliance with this specification and other purchase order requirements.

### 5.3 Classification of characteristics

Part characteristics shall be classified in accordance with their importance to the form, for or function of the part and to their potential that a non-conformance of that characteristic will occur in manufacture for the purpose of assuring proper consideration to product quality. Critical characteristics may be specified by the purchase order and shall receive special attention throughout the manufacturing cycle, including inspection and including statistical treatment, where warranted.

### 5.4 Quality Systems

A quality system showing satisfactory controls of incoming material, in-process material and finished products will be effect at the supplier's facility.

Emphasis will be placed on process capability, process control, early detection of defects, segregation of non-conforming materials, analysis of defects, corrective action and follow up to assure defect-free shipments.

### 5.5 Facility Requirements

The supplier shall provide and maintain other measuring and testing devices to ensure that devices conform to National Metrology Institute of Malaysia, (NMIM) requirements. The supplier shall records the schedule for maintenance and calibration of equipment.

For production fixtures, tool masters and other devices used as a media of inspection, suppliers must be inspected and approved for accuracy prior production use.

The supplier shall maintain a housekeeping standard compatible with the quality level of product produced.

### 5.6 Records and Reports

The supplier shall retain quality records as follows MS ISO 9001, Quality Management Systems. Quality System Documents include inspection instructions, laboratory test instructions, manufacturing process sheets and similar documents which define inspection and test (including sample size and frequency) to be performed and test equipment to be used to determine conformance to specifications.

**5.7 Material Identification and Traceability**

The supplier shall maintain a system for identifying the quality status of material at all time through the use of tags, stamps, or other devices.

The system shall provide traceability of material through manufacturing, processing and shipping.

The control system shall also provide lot identification in those cases where proper control of the process requires lot or batch segregation.

**5.8 Non-conforming Materials**

Whenever inspection shows lack of conformance to specifications, suppliers must immediately identify and segregate non-conforming material and exercise extreme care to prevent shipment of the material.

No shipments of material are to be made when non-conformance to specifications has been detected without first sorting and replacing the material or without prior written approval from SAJ through purchasing depend on S.O instructions.

**6.0 Subcontracted Services**

- 6.1 Whenever it is necessary for a supplier to subcontract services, the supplier shall be responsible for controlling the subcontractor's quality to assure conformance to the original specification requirements.

**7.0 Handling, Packaging and Shipping**

- 7.1 Supplier shall be responsible for implementing a system for handling, packaging and moving material to preserve the quality of that material.
- 7.2 All shipments must be labeled with the following information as minimum;
- a. Part number
  - b. Revision level
  - c. Shipment date and expiry date
  - d. Quantity
  - e. Verification that the shipment has been inspected.