Customer Charter for Product Certification Process

1. **Submission of Application to AMSDS (Asset Management Strategy & Design Standard)**
   Kindly refer to the required documents for application submission to AMSDS
2. **Technical Evaluation Process**
   Upon acceptance of application by TNBD Engineering (AMSDS), our evaluation period requires 25 working days (provided the technical evaluator has the entire requirements to conduct and complete the evaluation (inclusive of documentation and physical conduct).
3. **Field Trial process**
   If the product pass the technical evaluation, the product shall undergo a field trial process for a minimum period of 6 months
4. **QCC (Quality Certification Committee)**
   Upon successful of Field Trial, the application will be presented to QCC (Quality Certification Committee) for approval which occur once a month.

STEP 1: PIC (AMSDS)

All of SGP applications shall be submitted to **AMSDS.**

The PIC is:

PUAN SITI NOR AMIRAH BINTI RAMLEE (email : snamirah@tnb.com.my)

P/A to:

Ir. RUMAIZI BIN HAMID (rumaizi@tnb.com.my)
General Manager (Asset Management Strategy & Design Standard)
Distribution Network
Distribution Division, TNB
Level 11, Wisma TNB
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46200 Petaling Jaya
Selangor
Tel : 03 - 7967 9215
Fax : 03 - 7960 0324

Required Documents for Submission to AMSDS

For Your Reference:

SGP Product Certification Guide Handbook 2nd edition (as attached) & PowerPoint Presentation Slide

- You may refer to page 5 & 6 of the handbook for general requirements for SGP certification
- You may refer to page 5 of presentation slide for SGP Process Flow

Required documents:

1. Application form
   - Please refer to checklist in SGP Application form – Part C) Mandatory Documents & D) Other Key Documents
2. Equipment Characteristic Form
3. Table of Compliance to TNB Technical Spec
   - Please refer to 'Technical Table of Spec Compliance' as attached & TNB technical spec of your product
   - TNB Technical specification can be obtained at TNB Jln Timur; Phone No. : 03 7967 9000

SGP Mandatory Requirements:

S	**S**pecification: valid TNB Technical Specification • SGP Certification is issued according to TNB Technical Spec • 1 TNB Technical Spec = 1 SGP Application
L	**L**evel of product • SGP Certification is currently issued only for Distribution products for product category of level 1 and level 2 only
I	**I**SO 9001 • Applicant shall have ISO 9001 certification, the scope covering the product to be SGP certified
M	**M**anufacturer or Assembler of product • Applicant shall bear the status of manufacturer (local/abroad) or local assembler • SGP is not issued to a purely trading-based company
T	**T**ype Test • passed & by accredited & recognized lab (ISO/IEC 17025)
E	correct **E**quipment Characteristic declaration • incl. approved technical drawings, qualified materials / components / parts used and declaration of key manufacturing processes
A	Approved Drawing • applicant shall submit technical drawing of the product to AMU for endorsement

AMSDS will evaluate the type test reports & technical drawings submitted by the applicant. If AMSDS has given permission for TNBR QATS to start the SGP process, a letter of AMSDS feedback will be issued to TNBR QATS & applicant.

STEP 2,3,4 : PIC (TNBR QATS)

Once TNBR QATS / applicant receives the above letter, a discussion session between applicant and QA Officer (TNBR QATS) will be scheduled. The document that have been submitted to AMSDS (above) will be reviewed by our QA Officer in terms of "completeness" and "fit for processing".

If the document is incomplete / not fit / not fulfilling SGP mandatory criteria, e.g. to have ISO 9001 certification, the application will not be accepted and will be returned to applicant.

During the session, applicant should also bring:

i) original copy of type test report
ii) original copy of ISO 9001 certification
iii) softcopy of document application

SGP Key Processes:

1. Technical evaluation – verification on documentation & product physical unit
2. Field trial

Should you require further assistance on SGP or other services, feel free to email us.
You may also refer to our website for further information.