

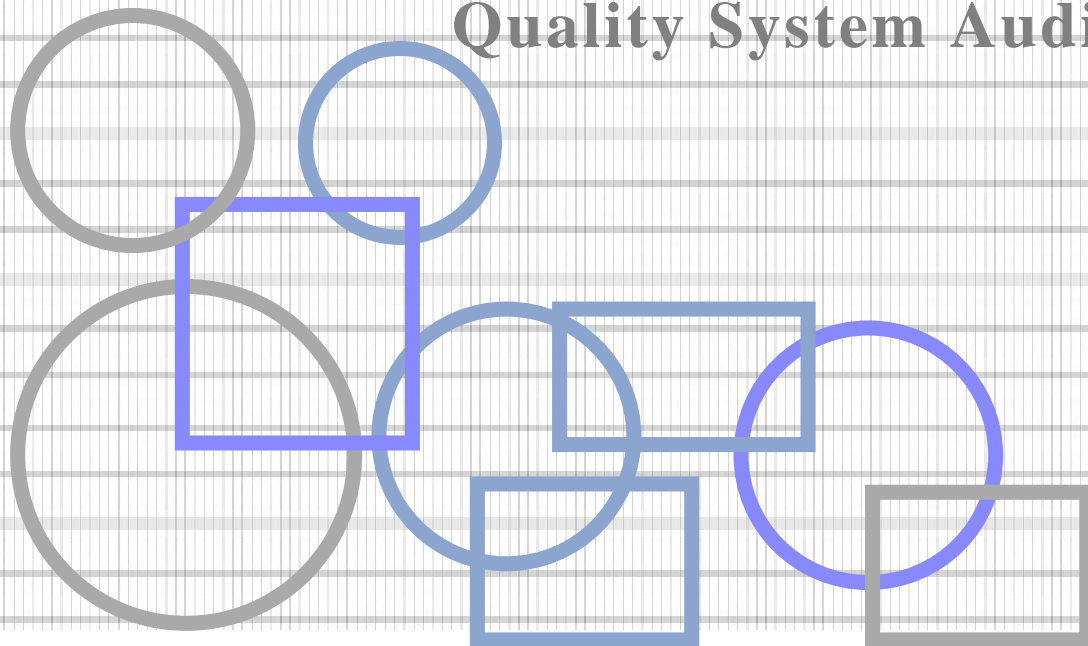


**MALAYSIA REGISTER OF CERTIFICATED AUDITORS
AUDITORS**

MCRA Certification Programme

for

Quality System Auditor



Booklet for Application

(Rev01 – 01 July 2011)

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1.0 INTRODUCTION

Quality Management Systems (QMS) Certification has become an important element in determining the capability of suppliers to meet customer requirements. In the International Market Recognition of such certification is important to the Principle of Free Trade. The value of such certifications is dependent upon the performance and integrity of QMS Certification Bodies and the skills and competence of their auditors.

MRCA Certification of Auditors of Quality Management Systems to internationally harmonized criteria can therefore assist this process of International Recognition.

Recognizing this need, the Institute of Quality Malaysia (IQM) has established MRCA Certification Programme. It is designed to provide recognition for Auditors engaged in Objective and Independent Audits of ISO 9001 and other standards that address complete Quality Systems.

2.0 OBJECTIVES

The objectives of MRCA Certification Programme are:-

1. Grant Professional Recognition to Auditors that meet or exceed the qualification, experience and requirements for Auditors specified in ISO 19011.
2. Identify and grant Recognition to Auditors that are competent to perform First, Second and Third Party Audits against Recognized Management System Standards (e.g. ISO 9000 Series).
3. To provide a Register of MRCA Certificated Auditors for the use of the market place such as the purchasers of goods and services.
4. To increase the pool of competent Quality Auditors in Malaysia and to maintain and enhance their competent.
5. To provide an effective and viable basis for International Recognition of Certified Malaysian Auditors.

3.0 CERTIFICATION GRADES / LEVELS

MRCA Certification Programme offers the following Certification Grades:-

- MRCA Senior Auditors (MRCA-SA)
- MRCA Auditors (MRCA-OA)
- MRCA Internal Quality Auditors (MRCA-IA)
- MRCA Provisional Auditor Registration (MRCA-PA)

For MRCA – OA and MRCA – SA grades, the criteria used are based on criteria that have been produced with reference to ISO 19011 and any equivalent acceptable to MRCA

MRCA SENIOR AUDITOR (MRCA – SA)

MRCA Senior Auditor grade recognizes that a candidate has satisfied the criteria for MRCA Auditor and has demonstrated the ability to manage an Audit Team and co-ordinate all aspects of a completed Quality Management System Audit to ISO 19011 and any equivalent acceptable to MRCA.

MRCA AUDITOR (MRCA – OA)

MRCA Auditor grade recognizes that a candidate has satisfied the MRCA criteria and has demonstrated the ability to perform all or any part of a Quality Management System Audit; Solo, or as a Member of a Team, to ISO 19011 and any equivalent acceptable to MRCA.

MRCA INTERNAL QUALITY AUDITOR (MRCA – IA)

MRCA Internal Quality Auditor grade recognizes that a candidate’s ability to perform any part of an Internal Quality System Audit Process, either Solo, or as a Member of an Audit Team, following the guidance in ISO 19011 and any equivalent acceptable to MRCA.

MRCA PROVISIONAL AUDITOR (MRCA – PA)

MRCA Provisional Auditor registration is for candidates who meet the education, auditor training and industry / quality experience requirements for Auditor and Senior Auditor grade, but have yet to acquire auditing experience under the conditions required for advancement to other MRCA grades.

4.0 MAINTAINING CERTIFICATION

Under MRCA, certification is for a two-year period. The period for re-certification shall therefore at the beginning of the third (3) years. Each MRCA Auditor shall maintain an Audit Log in which he / she records details of each audit undertaken, and a record detailing Professional Development undertaken. These are required to demonstrate that they have maintained their level of auditing experience for the purpose of re-certification.

MRCA will maintain a confidential file on each applicant / registrant. Among others, the file will include their auditing logs, and documents on their Professional Development.

MRCA certificated auditors at all levels are required to observe MRCA Auditors’ Code of Conduct. Failure to do so may result in withdrawal of certification.

5.0 ADVANCEMENT OF GRADES

An applicant may apply for direct entry into the appropriate MRCA–OA grade or MRCA – SA grade if a candidate possesses the necessary qualification and experience that meet the appropriate MRCA criteria of entry.

The MRCA Programme also offers opportunity for advancement from one grade to other higher grades at any time as long that the relevant criteria are fulfilled.

Additional requirements for advancement are summarized in table below :-

Advancement to	Requirements
Advancement to MRCA – OA or MRCA – SA	<p>Applicant will require to submit a completed audit log demonstrating independent or external audit work undertaken that satisfies the relevant criteria.</p> <p>MRCA – IA auditor grade who have completed an MRCA approved Internal Auditor Training Course for certification, will also need to demonstrate successful completion of a MRCA approved Auditor Training Course.</p> <p>MRCA – PA and MRCA – IA are required to provide auditee’s references when applying for advancement to Auditor or Senior Auditor.</p> <p>Note 1 : Form MRCA – PD 10 is applicable for application for all grades, including for upgrading purposes.</p> <p>Note 2 : It is possible to advance for example from MRCA – IA grade to MRCA – SA grade provided all relevant MRCA conditions and requirements are fully met.</p>

6.0 CERTIFIED AUDITORS FROM OTHER PROGRAMMES

Auditors and Lead Auditors, currently certified in other programmes and seeking MRCA certification will be required to complete a MRCA application form. Exemptions may be given to applicants certified by programmes recognized by MRCA.

7.0 APPLICATION

Registration process involves :-

- i) Submission of application with fees;
- ii) Processing and evaluation of applications;
- iii) Interview of applicant, if deemed necessary;
- iv) Approval or other decision;
- v) Maintenance of certification.

Application for registration may only be made on prescribed MRCA application form, which shall be accompanied by the appropriate fee and relevant supporting documentary evidence of :-

- a) Auditor training course and examination
- b) Educational qualifications
- c) Current auditor certification status (if applicable)
- d) Work experience (employer references – if applicable)

e) Auditing experience (Audit Log)

The application also requires two sponsors who are to verify and confirm the accuracy and completeness of all information contained within the application.

Each applicant and each MRCA auditor, in any grade, who is seeking certification or re-certification shall sign a declaration personally attesting that he or she, as appropriate, undertakes to, or has complied with, and will continue to comply with, the MRCA Auditors' Code of Conduct.

8.0 APPLICATION SPONSOR

Each applicant for initial certification shall be sponsored by someone who has detail knowledge of your work experience (e.g your employer, your line manager) or someone who have a business relation with the applicant or other sponsor who are the Certified Lead Auditors (e.g. MRCA, IRCA, RAB ,QSA). Sponsor shall have evidence and / or personal knowledge of those elements of the information contained within the application which they have confirmed.

9.0 EVALUATION OF APPLICATIONS

MRCA shall evaluate each applicant's qualifications for conformance with the MRCA criteria and shall verify all qualifications by objective evidence and other means. Evaluation is performed by two evaluators who will recommend whether to grant or denied certification. Evaluators are qualified persons who are themselves qualified auditors from MRCA Programme or equivalent certification programmes.

The outcome of the application shall be communicated to the applicant in writing. Applicants who are not satisfied with the decisions of MRCA may appeal to the MRCA council, whose decision shall be final.

10.0 CERTIFICATION

Upon successful registration, candidate will receive a certificate. The certificate is valid for two years and is renewable subject to the terms and conditions governing the MRCA certification programme. A register of Quality System Auditors will also be maintained by MRCA.

11.0 PROFESSIONAL DEVELOPMENT

Each MRCA Auditor and Senior Auditor shall, in each year, undertake at least 15 hours of appropriate **Continuing Professional Development** (CPD). Evidence of that CPD, verified by the provider, or the applicant's supervisor or manager, shall be submitted as part of the application for re-certification.

The professional development record shall show the duration and type of activity undertaken and details of the provider.

Note :-

In the selection of appropriate professional development, auditors need to consider their personal strengths and weaknesses and identify areas for personal improvement. Professional development activities undertaken shall be related to quality principles and practices; or improving auditing methodologies.

12.0 EDUCATION REQUIREMENTS (ALL GRADES)

Applicants shall have a tertiary degree or equivalent qualification determined by MRCA.

Documentary evidence of the educational standard claimed will be required. Copies of Degrees or Diplomas shall be required as objective evidence to satisfy the educational requirement.

13.0 TRAINING REQUIREMENTS (ALL GRADES)

Applicants shall have successfully completed an MRCA recognized auditor training course and passed an approved examination shall comply with the MRCA recognized criteria.

However, for certification to MRCA – IA and PA grade, candidates can alternatively complete a MRCA APPROVED Internal Auditor training course or its equivalent.

14.0 ELIGIBLE AUDITS FOR MRCA CERTIFICATION

Only independent audits satisfy the auditing experience requirements. The auditor and the auditor's organization shall have independent management and operating structure from the audited organization. Examples of acceptable relationships are :-

- a) A head office audit of a plant or division.
- b) One division or plant auditing another division or plant.
- c) A customer organization auditing a supplier.
- d) A third party certification audit.
- e) A consultant contracted to provide an independent compliance audit.
- f) An audit of a certification body by an accreditation body.

All audits conducted in accordance with ISO19011 including full system audits, partial system audits and surveillance audits are eligible.

Notes:-

1. All audits must be for the purposes of determining conformity, not combined with advice for developing / improving the quality management system.
2. An audit day shall be not less than 6 hours.

3. The applicant shall be conversant with the language used at all audits submitted for certification.
4. The required auditing experiences for MRCA Auditor shall be gained at a minimum of 3 different operating facilities or business units.
5. Auditing on site includes the opening and closing meetings and the compliance auditing phase, but excludes planning, document review and preparation of the audit report even if these functions are performed on the premises of the auditee.

15.0 VERIFYING AUDITORS

Persons eligible to witness and verify the suitability of auditing experience and the performance of auditors shall be selected by their employer or approved by **MRCA** as being competent to guide the development and / or witness the performance of auditors compiling their audit logs for the purposes of auditor certification.

Selection criteria adopted by MRCA for verifying auditors is as follows:-

- a) High level of experience and ability in auditing management systems.
- b) Ability to impart knowledge to others.
- c) Ability to make judgement on a person's performance.
- d) Full understanding of **MRCA** criteria and the role being performed.

Verifying auditors are required to judge an auditor's ability to perform an audit and / or lead an audit team. Auditor candidates shall demonstrate the following competencies and attributes :-

- a) Knowledge of the quality management system standard being audited.
- b) Ability to perform the entire audit process (refer ISO 19011 clause 6).
- c) Personal attributes and skills (refer ISO19011 clause 7.2).
- d) In the case of candidates for **MRCA** Senior Auditor : that the candidate has the ability
- e) To coordinate all aspects of the audit and lead an audit team.

Verifying auditors are required to guide the development of candidates for **MRCA** auditor grades and to assess their competence for the grade sought independently of any other consideration.

Verifying auditors shall, when satisfied with an auditor's performance, sign the relevant sections of the audit log attesting to the competence of the candidate to perform audits and / or lead audit teams.

Verifying auditors will normally be **MRCA** Senior Auditors who have performed at that level for at least one year and have lead a minimum of 10 complete management system audits. However, in special circumstances, other competent persons who meet the criteria for this role may be considered. The selection of such persons shall be the responsibility of their employer, who shall be required to substantiate their selection to **MRCA**. **MRCA** shall prescribe procedures to assess the acceptability of alternative persons performing the role of verifying auditors.

16.0 ALTERNATIVE MANAGEMENT SYSTEM STANDARDS ACCEPTABLE TO MRCA

Acceptable quality management system standards for the purpose of auditing experience to attain and maintain certification are ISO 9000 and / or other standards or normative documents are such that they address quality management systems that are rigorous enough and that experience in auditing to the alternative documents can be readily transferred to auditing to ISO 9000.

Current alternative management system standards acceptable to MRCA are :-

- SO14001:2004
- OHSAS 18001:2007,
- ISO17025:1999,
- ISO13485:2003,
- ISO15189:2007,
- ISO22000: 2005 ,
- ISO/IEC 27001: 2005 ,
- ISO/TS 16949:2009 and etc

17.0 AUDITOR TRAINING COURSES ACCEPTABLE TO MRCA

Applicants shall have successfully completed an **MRCA** recognized auditor training course and passed an approved examination. Both the course and examination shall comply with the MRCA recognized criteria.

Current MRCA approved auditor training courses or courses recognized by **MRCA**, including:-

- IRCA, UK
- RAB, USA
- QSA, Australiasia

18.0 MRCA FEES SCHEDULE

Grade	Application Fee	Annual Fee
1) MRCA Senior Auditor (MRCA – SA)	RM 100	RM 300
2) MRCA Auditor (MRCA – OA)	RM 100	RM 200
3) MRCA Internal Quality Auditor (MRCA – IA)	RM 50	RM 100
4) MRCA Provisional Auditor (MRCA – PA)	RM 50	RM 50

The application fees, not refundable, are used for processing of application.

Upon approval of certification, successful applicant needs to pay in advance for 2 years annual fee as per schedule fee above. The certificate will be granted for 2 years.

For MRCA – PA and MRCA – IA grades applying for upgrading to the next category of auditor or senior auditor, they need only to pay an upgrading fee of RM 50.00 instead of the usual RM 100.00 application fees for those grades.

APPENDIX 1

AUDITOR'S CODE OF CONDUCT

MRCA certification auditors shall at all times abide by auditors' code of conduct and associated procedures. All certification auditors shall be aware of their responsibilities detailed in the code of conduct.

MRCA shall take disciplinary action in accordance with MRCA procedure, for breaches of the code of conduct which covers, among others, those as listed below :-

1. To act professionally, accurately and in an unbiased manner.
2. To strive to increase the competence and prestige of the auditing profession.
3. To assist those in the audit team in developing their management, quality and auditing skills.
4. Not to represent conflicting or competing interests and to disclose to any client or employer any relationships that may influence my judgement.
5. Not to discuss or disclose any information relating to an audit unless authorized in writing by the auditee and the auditing organization.
6. Not to accept any inducement, commission, gift or any other benefit from auditee organizations, their employees or any interested party or knowingly allow members of the audit team to do so.
7. Not intentionally communicate false or misleading information that may compromise the integrity of any audit or the auditor certification process.
8. Not to act in any way that would prejudice the reputation of **MRCA** or the auditor certification process and to cooperate fully with an enquiry in the event of any alleged breach of this code.

APPENDIX 2

CRITERIA FOR MRCA AUDITOR GRADES APPLICATION

MRCA PROVISIONAL AUDITOR (MRCA – PA) CERTIFICATION

WORK EXPERIENCE

Applicants for all grades shall have at least 4 years full-time work experiences in a technical, professional or management position of accountability involving the exercise of judgement.

Candidates shall provide documentary evidence of work experience, which must be signed by the candidate's employer. Candidates shall provide employer references giving information on work actually carried out, positions held, reporting levels and areas of responsibility. In processing applications, such documentary evidence shall be evaluated and verified by **MRCA**.

QUALITY EXPERIENCE

Applicants shall have a minimum of 2 years relevant experiences in the implementation and / or operation of quality management systems, which provides the practical knowledge necessary to effectively audit such quality management systems. The quality management system experience required may be concurrent with work experience, but must have been achieved in the 6 years immediately prior to initial certification.

AUDITING EXPERIENCE

MRCA PROVISIONAL AUDITOR (MRCA – PA) registration is for candidates who meet the education, auditor training and industry / quality experience requirements for Auditor and Senior Auditor grade, but have yet to acquire auditing experience under the conditions required for advancement to other MRCA grades.

However, MRCA – PA grade of auditors should inform themselves of the requirements for advancement to other grades within a maximum of two (2) years.

Each provisional auditors is therefore require to maintain audit log in order to demonstrate that his / her future auditing experience is to be gained under the prescribed conditions and within the above stated time frame.

MRCA INTERNAL QUALITY AUDITOR (MRCA – IA) CERTIFICATION

WORK EXPERIENCE

Applicants for all grades shall have at least 4 years full-time work experiences in a technical, professional or management position of accountability involving the exercise of judgement.

Candidates shall provide documentary evidence of work experience, which must be signed by the candidate's employer. Candidates shall provide employer references giving information on work actually carried out, positions held, reporting levels and areas of responsibility. In processing applications, such documentary evidence shall be evaluated and verified by **MRCA**.

QUALITY EXPERIENCE

Applicants shall have a minimum of 2 years relevant experiences in the implementation and / or operation of quality management systems, which provides the practical knowledge necessary to effectively audit such quality management systems. The quality management system experience required may be concurrent with work experience, but must have been achieved in the 6 years immediately prior to initial certification.

AUDITING EXPERIENCE

MRCA INTERNAL QUALITY AUDITOR (MRCA – IA) grade recognizes that a candidate's ability to perform any part of an internal quality system audit process, either solo, or as a member of an audit team.

Each applicant shall maintain an audit log in order to demonstrate that his / her auditing experience was gained under the prescribe conditions and within the required time frame.

Applicants for **MRCA** Internal Auditor grade must satisfy all auditing requirements for **MRCA – IA** Auditor.

MRCA AUDITOR (MRCA – OA) CERTIFICATION

WORK EXPERIENCE

Applicants for all grades shall have at least 4 years full-time work experiences in a technical, professional or management position of accountability involving the exercise of judgement.

Candidates shall provide documentary evidence of work experience, which must be signed by the candidate's employer. Candidates shall provide employer references giving information on work actually carried out, positions held, reporting levels and areas of responsibility. In processing applications, such documentary evidence shall be evaluated and verified by **MRCA**.

QUALITY EXPERIENCE

Applicants shall have a minimum of 2 years relevant experiences in the implementation and / or operation of quality management systems, which provides the practical knowledge necessary to effectively audit such quality management systems. The quality management system experience required may be concurrent with work experience, but must have been achieved in the 6 years immediately prior to initial certification.

AUDITOR TRAINING COURSE

Applicants shall have successfully completed an **MRCA** recognized auditor training course and passed an approved examination. Both the course and examination shall comply with the **MRCA** recognized criteria.

AUDITING EXPERIENCE

Each applicant and all **MRCA** auditors shall maintain an audit log in order to demonstrate that his / her auditing experience was gained under the prescribe conditions and within the required time frame.

The totality of an applicant's auditing experience shall include :-

- (a) Each element of a complete quality management system standard, e.g. ISO 9001, ISO 14001 , or an acceptable alternative management system standard;
- (b) The complete audit process in accordance with ISO 10911, Clause 6 ;
- (c) Audits of whole operating facilities or business units (ie. A facility which has its own management and carries out all the management functions associated with producing products or services or a range of products or services).

Applicants for **MRCA** Auditor grade shall have :-

- (a) Have acted in a satisfactory manner as a member of an audit team in 30 days of auditing, including a minimum of 20 days auditing on site. At least 2 audits shall have been of 2 days duration on site and involved the auditor in making judgement on the effectiveness of a complete quality management system.

- (b) All auditing experience shall be under the guidance of a verifying auditor who shall be present for all phases of the audit (from preparation to reporting) and for most of the audit duration.
- (c) The same verifying auditor may not be used to verify all required audits. At least two different verifying auditors shall be used.
- (d) Training and auditing experience required shall be gained in the 3 years immediately prior to the application for this grade.

MANAGEMENT CAPABILITIES AND PERSONAL ATTRIBUTES

Candidates should have the capability of using the necessary skills required for conducting an audit. He / she should have the personal attributes described in ISO 19011, clause 7.2.

MAINTAINING CERTIFICATION – MRCA AUDITOR

Each MRCA Certificated Auditor shall maintain an audit log in which he / she records details of each audit undertaken, and a record detailing professional development undertaken.

For re-certification, **MRCA** Auditors shall submit documentary evidence of having undertaken audits covering in totality all elements of the standard, either by having performed a minimum of 2 complete quality management system audits, or demonstrating auditing experience equivalent to 2 complete system audits for each year of the required period for re-certification. All audits shall be in accordance with ISO 19011,. A maximum of 18 months is permitted between certification audits.

MRCA SENIOR AUDITOR (MRCA – SA) CERTIFICATION

WORK EXPERIENCE

Applicants for all grades shall have at least 4 years full-time work experiences in a technical, professional or management position of accountability involving the exercise of judgment.

Candidates shall provide documentary evidence of work experience, which must be signed by the candidate's employer. Candidates shall provide employer references giving information on work actually carried out, positions held, reporting levels and areas of responsibility. In processing applications, such documentary evidence shall be evaluated and verified by **MRCA**.

QUALITY EXPERIENCE

Applicants shall have a minimum of 2 years relevant experiences in the implementation and / or operation of quality management systems, which provides the practical knowledge necessary to effectively audit such quality management systems. The quality management system experience required may be concurrent with work experience, but must have been achieved in the 6 years immediately prior to initial certification.

AUDITOR TRAINING COURSE

Applicants shall have successfully completed an **MRCA** recognized auditor training course and passed an approved examination. Both the course and examination shall comply with the **MRCA** recognized criteria.

AUDITING EXPERIENCE

Each applicant and all **MRCA** auditors shall maintain an audit log in order to demonstrate that his / her auditing experience was gained under the prescribe conditions and within the required time frame. Applicants for **MRCA** Senior Auditor grade must satisfy all auditing requirements for **MRCA** Auditor; and

- (a) Have acted in a satisfactory manner as a trainee team leader conducting and managing 5 audits involving at least one other auditor, all in accordance with ISO 19011. At least 3 audits shall have been of 2 days duration on site and involved the auditor in making judgement on the effectiveness of a complete quality management system.
- (b) All trainee team leader experience shall be under the guidance of a verifying auditor who shall be present during all phases of the audit (from preparation to reporting) and for most of the audit duration.
- (c) The same verifying auditor may not be used to verify all required audits. At least two different verifying auditors shall be used.
- (d) The 5 audits shall have been completed within 3 years prior to applying for **MRCA** Senior Auditor.

MANAGEMENT CAPABILITIES AND PERSONAL ATTRIBUTES

Candidates should have the capability of using the necessary skills required for managing an audit such as organizing, communicating and directing. He / she should have the personal attributes described in ISO 19011, Clause 7.2.

Other details are available from MRCA.

MAINTAINING CERTIFICATION

Each MRCA Senior Auditor shall maintain an audit log in which he / she records details of each audit undertaken, and a record detailing professional development undertaken.

For re-certification, **MRCA** Senior Auditors shall submit documentary evidence of having undertaken audits covering in totality all elements of the standard, either by having performed at least 2 complete quality management system audits, or demonstrating auditing experience equivalent to 2 complete system audits for each year of the required period for re-certification. All audits shall be in accordance with ISOI 10011, Part1. At least 50% of the audits required for re-certification shall have been in the capability of audit team leader managing a team of at least one other auditor. A maximum of 18 months is permitted between re-certification audits.

APPENDIX 3

BRIEF SUMMARY OF REQUIREMENTS FOR MRCA CERTIFICATION FOR ALL GRADES

Grade	Education / Training	Work Experience	Training	Audit Exp.	Cond. Imposed on Audit Day	Audit Day Duration	Verified Audit by Verifying Auditor (VA)
Senior Auditor MRCA-SA	Degree or equivalent professional qualification	4 years plus 2 years quality related	MRCA recognized auditor training courses and pass an approved exam	5 Audits *Gained in the 3 Years prior to Application *Acted as a Trainee Team Leader in 5 Audits *audits involving at least one other auditor	On-Site	At least 3 of 2 Days Duration	Yes Involved at least 2 different VA
Auditor MRCA- OA	Degree or equivalent professional qualification	4 years plus 2 years quality related	MRCA recognized auditor training courses and pass an approved exam	30 Audit Day (not Solo) * Gained in the 3 Years prior to Application *Acted as a Member of an Audit Team	Of which 20 Days On-Site	At least 2 of 2 Days Duration	Yes Involved at least 2 different VA

Grade	Education / Training	Work Experience	Training	Audit Exp.	Cond. Imposed on Audit Day	Audit Day Duration	Verified Audit by Verifying Auditor (VA)
Internal Auditor MRCA-IA	Degree or equivalent professional qualification	4 years plus 2 years quality related	MRCA approved internal auditor training course <i>or its equivalent</i>	4 Audits (Int. / Ext.) *Experience gained in the 2 Years prior to Application *Have been actively involved in Internal or External Audits	Taking a minimum of 20 Audits Days	At least 2 of 2 days Minimum Duration	Info Supported by Sponsors
Provisional Auditor MRCA-PA	Degree or equivalent professional qualification	4 years plus 2 years quality related years	MRCA approved internal auditor training course <u>or</u> <i>its equivalent</i>	N / A * Need to inform themselves on other MRCA grades for Advancement within a Maximum of 2 Years * No requirement for Auditing Experience except for requirements for Training / Examination	N / A	N / A	Info Supported by Sponsors