



SIJIL



SIRIM QAS International Sdn. Bhd. dengan ini mengesahkan bahawa

**JABATAN PERDANA MENTERI
BIRO PENGADUAN AWAM
ARAS 6, BLOK B1
PUSAT PENTADBIRAN KERAJAAN PERSEKUTUAN
62502 PUTRAJAYA
WILAYAH PERSEKUTUAN
MALAYSIA**

telah melaksanakan Sistem Pengurusan Kualiti yang menepati

ISO 9001 : 2008

QUALITY MANAGEMENT SYSTEMS - Requirements

Skop Pensijilan

PENGURUSAN ADUAN AWAM.

Tarikh dikeluarkan : **15 Julai 2016**

Tempoh sah : **30 Julai 2016 - 14 September 2018**

No. Pensijilan : **AR 5239**

SIRIM QAS International Sdn. Bhd.
(No. Syarikat 410334-X)
1, Persiaran Dato' Menteri
Seksyen 2, Peti Surat 7035
40700 Shah Alam
Selangor Darul Ehsan
MALAYSIA

Tel : 60-3-5544 6404
Faks : 60-3-5544 6787

<http://www.sirim-qas.com.my>
<http://www.malaysiancertified.com.my>

Khalidah Mustafa

Khalidah Mustafa
Pengarah Urusan
SIRIM QAS International Sdn. Bhd.

Penganugerahan sijil ini tertakluk kepada peraturan-peraturan dan syarat-syarat ternyata dalam Perjanjian Pensijilan



CERTIFICATE

IQNet and SIRIM QAS International hereby certify that

JABATAN PERDANA MENTERI
BIRO PENGADUAN AWAM
ARAS 6, BLOK B1
PUSAT PENTADBIRAN KERAJAAN PERSEKUTUAN
62502 PUTRAJAYA
WILAYAH PERSEKUTUAN
MALAYSIA

has implemented and maintains a

QUALITY MANAGEMENT SYSTEM

which fulfils the requirements of the following standard

ISO 9001 : 2008

for the following activities

PUBLIC COMPLAINTS MANAGEMENT.

Issued on : **15 July 2016**
Validity date : **14 September 2018**
Certification Number : **MY- AR 5239**



Michael Drechsel
President of IQNet

Khalidah Mustafa
Managing Director
SIRIM QAS International Sdn Bhd



IQNet Partners*:

AENOR Spain AFNOR Certification France AIB-Vincotte International Belgium APCER Portugal CCC Cyprus
CISQ Italy CQC China CQM China CQS Czech Republic Cro Cert Croatia DQS Holding GmbH Germany
FCAV Brazil FONDONORMA Venezuela ICONTEC Colombia IMNC Mexico Inspecta Certification Finland INTECO Costa Rica IRAM Argentina
JQA Japan KFQ Korea MIRTEC Greece MSZT Hungary Nemko AS Norway NSAI Ireland PCBC Poland
Quality Austria Austria RR Russia SIGE Mexico SII Israel SIQ Slovenia SIRIM QAS International Malaysia
SQS Switzerland SRAC Romania TEST St Petersburg Russia TSE Turkey YUQS Serbia

IQNet is represented in the USA by: AFNOR Certification, CISQ, DQS Holding GmbH and NSAI Inc.

* The list of IQNet partners is valid at the time of issue of this certificate. Updated information is available under www.iqnet-certification.com