

MALAYSIAN PALM OIL BOARD



MPOB CERTIFICATION BODY STANDARD OPERATING PROCEDURE

08

APPEAL

 M P O B	MALAYSIAN PALM OIL BOARD CODES OF PRACTICE	Rev. No	3
		Eff. Date	01/04/2023
	STANDARD OPERATING PROCEDURE	Doc. Name	MPOB/CoP/SOP/08
	Appeal		

OBJECTIVE : To receive, evaluate and make decision on appeals to comply the requirement of MPOB Codes of Practice.

SCOPE : This procedure covers process on handling the appeals.

RECORD : Letter of Appeal

NO.	PROCEDURE	RESPONSIBILITY	INTERFACE
1.	After received official notification on suspension/withdraw certification from Secretariat, the certified clients can appeal within 30 days from the date of suspension/withdraw letter issued.	Auditee Secretariat	Letter of suspension/withdraw
2.	Letter of appeal received from auditee, Letter processed by secretariat and pass to Evaluation Committee.	Secretariat	Letter of Appeal
3.	The Evaluation Committee deliberates on the appeal and if the justification is satisfactory, Certification is still valid.	Evaluation Committee (EC)	
4.	If the justification is not acceptable, then recommendation is made to Evaluation Committee for full or special audit depending on the seriousness of the non-conformance. Refer to procedure for Special Audit.	Certification Committee (CC)	SOP 09- Special Audit
5.	Audit shows compliance, then continues certification, while non-compliance withdrawal of certification.		
6.	If certified clients did not appeal within 30 days of issued letter, MPOB has the rights to proceed with suspension/withdraw		



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