

# MALAYSIAN STANDARD

MS 1900:2014

**Shariah-based quality management  
systems - Requirements with guidance  
(First revision)**

For internal circulation and training purposes only - KCA@IIUM

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## Committee representation

The Industry Standards Committee on *Halal* Standards (ISC I) under whose authority this Malaysian Standard was developed, comprises representatives from the following organisations:

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Department of Standards Malaysia  
Department of Veterinary Services  
Federal Agriculture Marketing Authority  
Federation of Malaysian Manufacturers  
Halal Industry Development Corporation Sdn Bhd  
Institute of Islamic Understanding Malaysia  
Institute of Quality Malaysia  
International Islamic University Malaysia  
Malaysian Association of Standards Users  
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Halal Industry Development Corporation Sdn Bhd  
Institute of Islamic Understanding Malaysia  
International Islamic University Malaysia  
Malaysia Productivity Corporation  
Malaysian Administration and Management Planning Unit  
Malaysian Anti-Corruption Commission  
Muslim Consumers' Association of Malaysia  
Research Institute of Standards in Islam  
SIRIM Berhad (Secretariat)  
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International Islamic University Malaysia (Kulliyyah of Islamic Revealed Knowledge and Human Sciences)  
Malaysian Administration and Management Planning Unit  
Malaysian Institute of Integrity  
SIRIM Berhad (Secretariat)  
SIRIM QAS International Sdn Bhd  
Yayasan Ilmuwan

## Foreword

This Malaysian Standard was developed by the Working Group on Quality Management Systems from Islamic Perspectives under the authority of the Industry Standards Committee on *Halal* Standards.

Major modifications in this revision are:

- a) the title has been changed to "*Shariah-based quality management systems - Requirements with guidance*";
- b) the structure has been changed by removing the text boxes, and *Shariah* elements have been incorporated into the text;
- c) introduction of requirement on *Shariah* critical control points within an organisation's process or activities;
- d) introduction of organisational values management; and
- e) introduction of an annex on guidance on the use of this standard.

This Malaysian Standard cancels and replaces MS 1900:2005, *Quality management systems - Requirements from Islamic perspectives*.

Compliance with a Malaysian Standard does not of itself confer immunity from legal obligations.

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## Introduction

### 0.1 General

The adoption of a *Shariah*-based quality management system should be a strategic decision of an organisation. The design and implementation of an organisation's quality management system is influenced by varying needs, particular objectives, the products provided, the processes employed and the size and structure of the organisation. It is not the intent of this standard to imply uniformity in the structure of quality management systems or uniformity of documentation.

This Malaysian Standard is developed with the aim to ensure that organisations are managed in accordance with the *Shariah* principles and practice of the quality management system. This standard requires organisations to identify *Shariah* critical control points throughout their processes, guided by the principles of *halal* and *haram* and principles of *muamalat* (transactions). This standard also incorporates core organisational values framework for good governance.

The quality management system requirements specified in this standard are complementary to requirements for *halal* products. Information marked "NOTE" is for guidance in understanding or clarifying the associated requirement.

This standard can be used by internal and external parties, including certification bodies, to assess the organisation's ability to meet *Shariah*, customer, regulatory and the organisation's own requirements.

The objectives of this standard are:

- a) to inculcate, enhance and practise *Shariah* requirements into an organisation quality management system that emphasises on universal values;
- b) to enhance the good governance and efficiency of the organisation which is consistent with the Islamic principles; and
- c) to provide confidence and enhance satisfaction among Muslims and other stakeholders of the organisation.

### 0.2 Process approach

This standard promotes the adoption of a process approach when developing, implementing and improving the effectiveness of a *Shariah*-based quality management system, to enhance customer satisfaction by meeting customer requirements.

For an organisation to function effectively, it has to identify and manage numerous linked activities. An activity using resources, and managed in order to enable the transformation of inputs into outputs, can be considered as a process. Often the output from one process directly forms the input to the next.

The application of a system of processes within an organisation, together with the identification and interactions of these processes, and their management, can be referred to as the "process approach".

An advantage of the process approach is the ongoing control that it provides over the linkage between the individual processes within the system of processes, as well as over their combination and interaction.

This approach emphasises the importance of:

- a) understanding and meeting *Shariah* requirements;
- b) understanding and meeting customer, legal and other requirements;
- c) the need to consider processes in terms of added value;
- d) obtaining results of process performance and effectiveness; and
- e) continual improvement of processes based on objective measurement.

The model of a *Shariah*-based quality management system shown in Figure 1 illustrates the process linkages presented in Clauses 4 to 8. This illustration shows that *Shariah* requirements are fundamental to the establishment of the organisation's quality management system, and customers play a significant role in defining requirements as *Shariah*-based inputs. Monitoring of customers satisfaction requires the evaluation of information relating to customer perception as to whether the organisation has met the customer and *Shariah* requirements.

NOTE. In addition, the methodology known as "Plan-Do-Check-Act" (PDCA) can be applied to all processes. PDCA can be briefly described as follows.

Plan: establish the objectives and processes necessary to deliver results in accordance with customer requirements and the organisation's policies.

Do: implement the processes.

Check: monitor and measure processes and product against policies, objectives and requirements for the product and report the results.

Act: take actions to continually improve process performance.

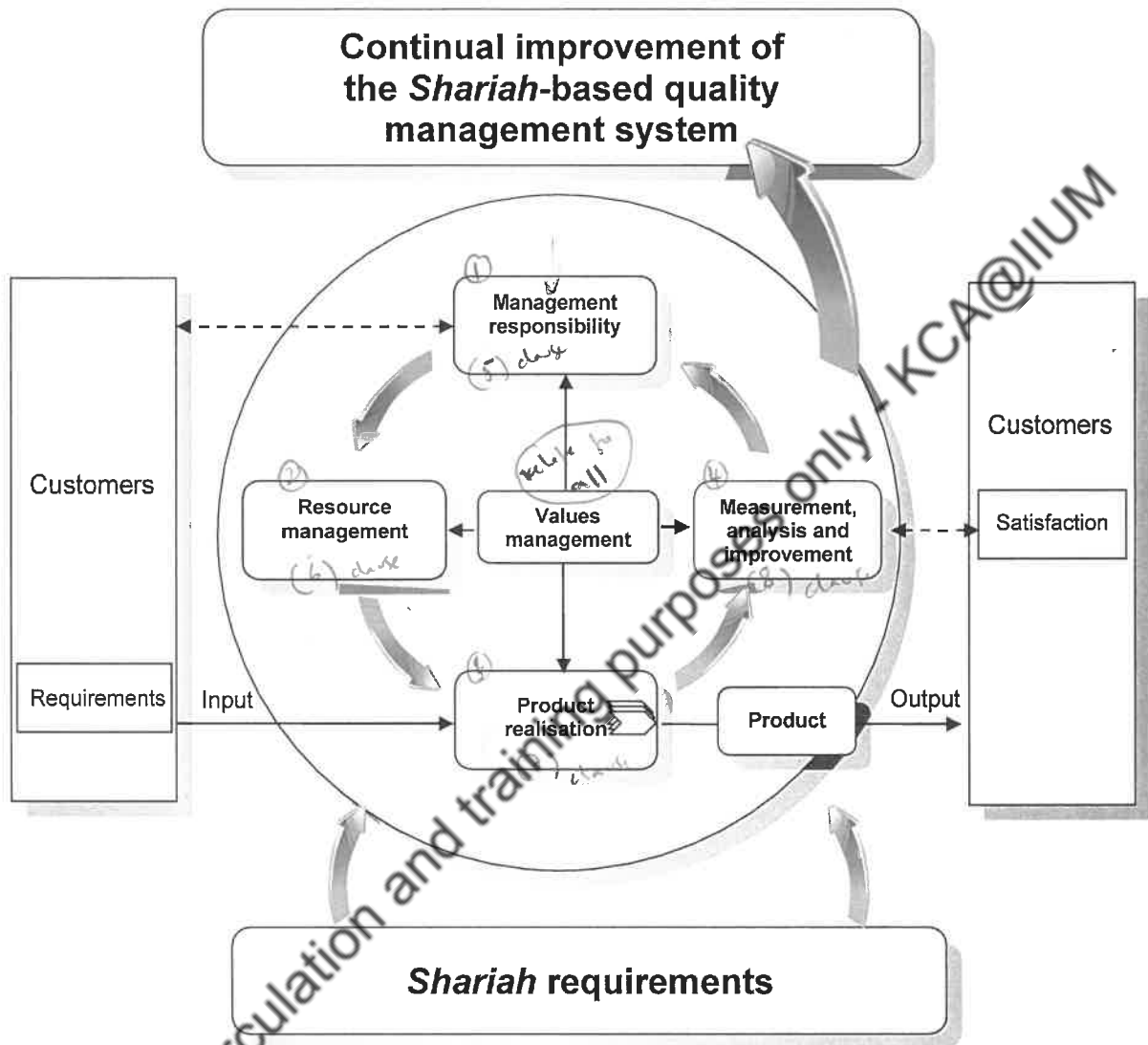


Figure 1. Model of a Shariah-based quality management system



## ***Shariah-based quality management systems - Requirements with guidance (First revision)***

### **1 Scope**

#### **1.1 General**

This Malaysian Standard specifies requirements for a quality management system where an organisation:

- a) needs to demonstrate its ability to consistently provide product that meets *Shariah*, customer and applicable regulatory requirements; and
- b) aims to enhance customer satisfaction through the effective application of the system, including processes for continual improvement of the system and the assurance of conformity to *Shariah*, customer and applicable regulatory requirements.

#### **NOTES:**

- 1. In this standard, the term "product" only applies to:
  - a) product intended for, or required by, a customer; and
  - b) any intended output resulting from the product realisation processes.
- 2. Statutory and regulatory requirements can be expressed as legal requirements.

#### **1.2 Application**

All requirements of this standard are generic and are intended to be applicable to all organisations that produce *halal* products, regardless of type and size.

Where any requirement(s) of this standard cannot be applied due to the nature of an organisation and its product, this can be considered for exclusion.

Where exclusions are made, claims of conformity to this standard are not acceptable unless these exclusions are limited to requirements within Clause 7, and such exclusions do not affect the organisation's ability, or responsibility, to provide product that meets customer and applicable regulatory requirements.

This standard emphasises the implementation of quality management system from the Islamic perspectives, therefore compliance to this standard does not necessarily imply compliance to other *Shariah*-based standards.

This standard is not applicable to organisations with core activities as listed below:

- a) manufacture or sale of non-*halal* products or related products, for example selling of liquor and pork;
- b) financial service solely based on *riba'* (interest);
- c) gambling and gaming;

- d) conventional financials or insurance;
- e) pornography;
- f) entertainment activities that are non-permissible according to *Shariah*;
- g) stockbroking or share trading in *Shariah* non-compliant securities/companies; and
- h) other activities deemed non-permissible according to *Shariah*.

This Malaysian Standard also provides, in Annex A, informative guidance on its use.

## **2 Normative references**

The following normative references are indispensable for the application of this standard. For dated references, only the edition cited applies. For undated references, the latest edition of the normative reference (including any amendments) applies.

MS 2393, *Islamic and halal principles - Definitions and interpretations on terminology*

MS ISO 9000, *Quality management systems - Fundamentals and vocabulary*

## **3 Terms and definitions**

Throughout the text of this standard, wherever the term "product" occurs, it can also mean "service".

For the purposes of this standard, the terms and definitions given in MS 2393 and MS ISO 9000 and the following apply.

### **3.1 *Al-Hadith***

Prophetic tradition – A report about the Prophet Muhammad's (saw) saying, doing or reaction (approving or disapproving of it). The authenticity of report (*al-Hadith*) depends on the reliability of the narrator(s).

### **3.2 *Al-Ijma'***

The consensus of opinions of the companions of the Prophet Muhammad (saw) after his death and the agreement reached on the decisions taken by the learned jurists on various Islamic matters.

### **3.3 *Al-Quran***

The very word of Allah revealed unto the Prophet Muhammad (saw) in Arabic. It contains the knowledge imparted by Allah (swt) and the guidance for men which is righteously at all times.

### **3.4 *Al-Sunnah***

Practices by the Prophet Muhammad (saw).

### 3.5 *Fatwa*

A decree or legal opinion given by the *Fiqh* Council/*Fatwa* Committee.

### 3.6 *Fiqh* Council/*Fatwa* Committee

The body that is accountable to issue decree (*fatwa*) on Islamic matters.

### 3.7 *Halal*

Things or actions which are permitted or lawful in Islam, otherwise it will be non-*halal*.

### 3.8 *Shariah*

The totality of Allah's commands that regulates the life of every Muslim in all aspects.

### 3.9 *Shariah* Advisory

The internal or external person/body that is accountable to review, advice and endorse the management of the organisational's *Shariah* matters. It is also the reference centre on Islamic management issues of the organisation. The appointment of the *Shariah* advisor/advisory body depends on the type of industry, complexity, size and legal requirements.

### 3.10 *Shariah* compliance

Conformity to *Shariah*.

### 3.11 *Shariah* compliance officer

A *Shariah* qualified person who is accountable to monitor and ensure *Shariah* is observed and continuously practised in the management of the organisation according to the *Shariah* Advisory's advice.

### 3.12 *Shariah* critical control points

A point within the organisation's activities or processes at which controls can be applied and non-compliance to the principles of *halal* and *haram* and principles of *muamalat* can be prevented and mitigated to ensure compliance to *Shariah* requirements.

### 3.13 Values

Beliefs of a person or social group in which they have an emotional investment (either for or against something).

## 4 Quality management system

### 4.1 General requirements

The organisation shall establish, document, implement and maintain a quality management system according to the *Shariah* requirements and continually improve its effectiveness.

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The organisation shall:

- a) determine the processes needed for the quality management system and their application throughout the organisation (see 1.2);
- b) determine the sequence and interaction of these processes;
- c) determine criteria and methods needed to ensure that both the operation and control of these processes are effective;
- d) ensure the availability of resources and information necessary to support the operation and monitoring of these processes;
- e) monitor, measure (where applicable) and analyse these processes; and
- f) implement actions necessary to achieve planned results and continual improvement of these processes.

These processes shall be managed by the organisation in accordance with the requirements of this standard.

Where an organisation chooses to outsource any process that affects product conformity, the organisation shall ensure control over such processes. It shall ensure that the suppliers, sub-contractors and other interested parties involved comply with the *Shariah* requirements. The type and extent of control to be applied to these outsourced processes shall be defined within the quality management system.

### NOTES:

1. Processes needed for the quality management system referred to above should include processes for management activities, provision of resources, product realisation, measurement, analysis and improvement.

2. An "outsourced process" is a process that the organisation needs for its quality management system and which the organisation chooses to have it performed by an external party.

3. Ensuring control over outsourced processes does not absolve the organisation of the responsibility of conformity to all customers, statutory and regulatory requirements. The type and extent of control to be applied to the outsourced process can be influenced by factors such as:

- a) the potential impact of the outsourced process on the organisation's capability to provide product that conforms to requirements;
- b) the degree to which the control for the process is shared; and
- c) the capability of achieving the necessary control through the application of 7.4.

## 4.2 Documentation requirements

### 4.2.1 General

The quality management system documentation shall include:

- a) documented statements of a quality policy and quality objectives;
- b) a quality manual;

- c) documented *Shariah* critical control points;
- d) documented procedures and records required by this standard; and
- e) documents, including records, determined by the organisation to be necessary to ensure the effective planning, operation and control of its processes.

## NOTES:

1. Where the term "documented procedure" appears within this standard, this means that the procedure is established, documented, implemented and maintained. A single document may address the requirements for one or more procedures. A requirement for a documented procedure may be covered by more than one document.

2. The extent of the quality management system documentation can differ from one organisation to another due to:

- a) the size of organisation;
- b) type of activities;
- c) the complexity of processes and their interactions; and
- d) the competence of personnel.

3. The documentation can be in any form or type of medium.

#### 4.2.2 Quality manual

The organisation shall establish and maintain a quality manual that includes:

- a) the scope of the quality management system, including details of and justification for any exclusions (see 1.2);
- b) the documented procedures established for the quality management system, or reference to them; and
- c) a description of the interaction between the processes of the quality management system.

In the process of developing the quality manual, the organisation shall identify the areas and documented procedures that require *Shariah* compliance.

#### 4.2.3 Control of documents

Documents required by the quality management system shall be controlled. Records are a special type of document and shall be controlled according to the requirements given in 4.2.4.

A documented procedure shall be established to define the controls needed:

- a) to approve documents for adequacy prior to issue;
- b) to review and update as necessary and re-approve documents;
- c) to ensure that changes and the current revision status of documents are identified;

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- d) to ensure that relevant versions of applicable documents are available at points of use;
- e) to ensure that documents remain legible and readily identifiable;
- f) to ensure that documents of external origin determined by the organisation to be necessary for the planning and operation of the quality management system are identified and their distribution controlled; and
- g) to prevent the unintended use of obsolete documents, and to apply suitable identification to them if they are retained for any purpose.

With regard to [4.2.3 a)], the organisation shall ensure that the contents of all documents are sufficient to justify *Shariah* compliance. The organisation shall properly observe the placement, storage and disposal of documents which contain *Quranic* verses.

### 4.2.4 Control of records

Records established to provide evidence of conformity to requirements and of the effective operation of the quality management system shall be controlled.

The organisation shall establish a documented procedure to define the controls needed for the identification, storage, protection, retrieval, retention time and disposition records. The organisation shall ensure the disposition of records that contain *Quranic* verses is conducted according to the *Shariah* requirements.

Records shall remain legible, readily identifiable and retrievable.

## 5 Management responsibility

### 5.1 Management commitment

Top management shall provide evidence of its commitment to the development and implementation of the quality management system and continually improving its effectiveness by:

- a) communicating to the organisation the importance of meeting customer as well as statutory and regulatory requirements;
- b) establishing the quality policy;
- c) ensuring that quality objectives are established;
- d) conducting management reviews; and
- e) establishing *Shariah* Advisory to advise on *Shariah* issues.
- f) ensuring the establishment, implementation, monitoring and measuring of organisations' values; and
- g) ensuring the availability of resources.

NOTE. Good corporate governance is a prerequisite in the implementation of an effective quality management system.

## 5.2 Customer focus

Top management shall ensure that customer requirements are determined and are met with the aim of enhancing customer satisfaction and are *Shariah* compliant (see 7.2.1 and 8.2.1).

## 5.3 Quality policy

Top management shall ensure that the quality policy:

- a) is appropriate to the purpose of the organisation;
- b) includes a commitment to comply with *Shariah* requirements and continually improve the effectiveness of the quality management system;
- c) provides a framework for establishing and reviewing quality objectives;
- d) is communicated and understood within the organisation; and
- e) is reviewed for continuing suitability;
- f) is not contradicting with applicable decree (*fatwa*) issued by the *Fiqh* Council/*Fatwa* Committee.

## 5.4 Planning

### 5.4.1 Quality objectives

Top management shall ensure that quality objectives, including those needed to meet requirements for product [see 7.1 a)] and the *Shariah* requirements are established at relevant levels within the organisation. The quality objectives shall be measurable and consistent with the quality policy.

### 5.4.2 Quality management system planning

Top management shall ensure that:

- a) the planning of the quality management system is carried out in order to meet the requirements given in 4.1, as well as the quality objectives, and comply with *Shariah* requirements. This shall include *Shariah* requirements in financial management, human resource management, procurement procedures, production and marketing; and
- b) the integrity of the quality management system is maintained when there are changes to the quality management system are planned and implemented.

## 5.5 Responsibility, authority and communication

### 5.5.1 Responsibility and authority

The top management is accountable in ensuring the compliance to *Shariah* requirements within the organisation.

Top management shall ensure that responsibilities and authorities for *Shariah* compliance are defined and communicated within the organisation.

## 5.5.2 Management representative and *Shariah* Compliance Officer

### 5.5.2.1 General

Top management shall appoint a member of the organisation's management as the Management representative and a *Shariah* compliance officer who, irrespective of other responsibilities shall have responsibilities and authorities to:

Management representative:

- a) ensure that processes needed for the quality management system are established, implemented and maintained;
- b) report to top management on the performance of the quality management system and any need for improvement; and
- c) ensure the promotion of awareness of customer requirements throughout the organisation.

*Shariah* compliance officer:

- a) ensure continuous conformity of *Shariah* requirements in all activities within the organisation;
- b) monitor the implementation of *Shariah* requirements; and
- c) report to the top management on *Shariah* matters including *Shariah* non-compliances.

NOTES:

1. The responsibility of a management representative and *Shariah* compliance officer can include liaison with external parties on matters relating to the quality management system.
2. The management representative and *Shariah* compliance officer can be the same person.
3. The organisation may establish its *Shariah* compliance unit.

### 5.5.3 Internal communication

Top management shall ensure that appropriate communication processes are established within the organisation and that communication takes place regarding the compliances to *Shariah* requirements and the effectiveness of the quality management system.

The organisation shall ensure that every personnel working for and on behalf of the organisation is fully informed that its quality management system is *Shariah* compliant.

## 5.6 Management review

### 5.6.1 General

Top management shall review the organisation's quality management system, at planned intervals, to ensure its continuing suitability, adequacy and effectiveness. This review shall include assessing opportunities for improvement and the need for changes to the quality management system, including the quality policy and quality objectives in accordance with *Shariah* requirements.



The management review committee shall include the *Shariah* compliance officer.

Records from management reviews shall be maintained (see 4.2.4).

#### 5.6.2 Review input

The input to management review shall include information on:

- a) results of audits;
- b) customer feedback;
- c) process performance and product conformity;
- d) results of monitoring and measuring of values (work, individual, organisation);
- e) status of preventive and corrective actions;
- f) follow-up actions from previous management reviews;
- g) changes that could affect the quality management system; and
- h) recommendations for improvement.

#### 5.6.3 Review output

The output from the management review shall include any decisions and actions related to:

- a) improvement of the effectiveness of the quality management system and its processes;
- b) improvement of product related to customer requirements; and
- c) resource needs.

### 5.7 Organisational values management

#### 5.7.1 General

The top management shall identify, establish, document, implement, monitor and measure a set of values within the organisation.

The organisation shall:

- a) establish documented statements of organisational values;
- b) ensure that information of the organisation's values is communicated and understood within the organisation; and
- c) ensure that the values are internalised as part of the organisation's culture.

### **5.7.2 Implementation and monitoring**

The top management shall:

- a) ensure the implementation and monitoring of the organisational values among all staff;
- b) measure the level of implementation of the organisational values and determine the appropriate method of measurement; and
- c) review and discuss results of measurement for further improvement

The results of the review and any necessary actions taken shall be maintained (see 4.2.4)

NOTE. See MS 2300:2009 for guidance on value-based management system.

## **6 Resource management**

### **6.1 Provision of resources**

The organisation shall determine and provide the resources needed:

- a) to implement and maintain the quality management system and continually improve its effectiveness;
- b) to enhance customer satisfaction by meeting customer requirements; and
- c) to ensure the resources are from *halal* sources.

### **6.2 Human resources**

#### **6.2.1 General**

Personnel performing work affecting product quality shall be competent on the basis of appropriate education, training, skills and experience.

NOTE. Conformity to product requirements can be affected directly or indirectly by personnel performing any task within the quality management system.

#### **6.2.2 Competence, training and awareness**

The organisation shall:

- a) determine the necessary competence for personnel performing work affecting to product requirements;
- b) where applicable, provide training or take other actions to achieve the necessary competence, including training on *halal* and non-*halal* aspects of processes, products and services;
- c) evaluate the effectiveness of the actions taken;
- d) ensure that its personnel are aware of the relevance and importance of their activities and how they contribute to the achievement of the quality objectives; and

- e) maintain appropriate records of education, training, skills and experience (see 4.2.4).

### 6.3 Infrastructure

The organisation shall determine, provide and maintain the infrastructure needed to achieve conformity to product requirements. Infrastructure includes, as applicable:

- a) buildings, workspace, prayer room (*Musolla*), ablution facilities and other associated utilities for Muslims to fulfill their compulsory religious obligations that meet *Shariah* requirements;
- b) process equipment (both hardware and software);
- c) supporting services (such as transport, communication or information systems); and
- d) the eateries within the premise of the organisation shall provide *halal* foods and beverages. Non-*halal* foods and beverages (if any) shall be segregated accordingly to avoid any cross-contamination.

### 6.4 Work environment

The organisation shall determine and manage the work environment needed to achieve conformity to product requirements.

The organisation shall provide a work environment which is non-discriminatory. In performing their work, employees shall not be made to compromise on their religious obligations.

NOTE. The term work environment relates to physical and non-physical work environment. The physical work environment relates to those conditions under which work is performed including physical, environmental and other factors (such as noise, temperature, humidity, lighting or weather). The non-physical work environment relates to those conditions under which ethical and morally accepted behaviours are encouraged. This can be governed through the establishment of code of conducts/ethics.

## 7 Product realisation

### 7.1 Planning of product realisation

The organisation shall plan and develop the processes needed for product realisation. The organisation shall ensure that all activities related to product realisation are planned. The planning shall be consistent with the requirements of *Shariah* and other processes of the quality management system (see 4.1).

In planning the product realisation, the organisation shall determine the following, as appropriate:

- a) requirements of *Shariah*, quality objectives and requirements for the product;
- b) the need to establish processes, documents, and provide resources specific to the product;

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- c) required verification, validation, monitoring, measurement, inspection and test activities specific to the product and the criteria for product acceptance and in accordance to the *Shariah* critical control points;
- d) records needed to provide evidence that the realization processes and resulting product meet requirements (see 4.2.4); and
- e) deployment of specific personnel in preparation, handling, processing and storing of non-*halal* food and consumer products.

The output of this planning shall be in a form suitable for the organisation's method of operations.

### NOTES:

1. A document specifying the processes of the quality management system (including the product realisation processes) and the resources to be applied to a specific product, project or contract, can be referred to as a quality plan.
2. The organisation may also apply the requirements given in 7.3 to the development of product realisation processes.

## 7.2 Customer-related processes

### 7.2.1 Determination of requirements related to the product

The organisation shall determine:

- a) requirements specified by the customer, including the requirements for delivery and post-delivery activities;
- b) requirements not stated by the customer but necessary for specified or intended use, where known;
- c) statutory and regulatory requirements related to the product; and
- d) any additional requirements determined by the organisation.

The organisation shall ensure that the requirements related to the product are *Shariah* compliance.

NOTE. Post-delivery activities include, for example, actions under warranty provisions, contractual obligations such as maintenance services, and supplementary services such as recycling or final disposal.

### 7.2.2 Review of requirements related to the product

The organisation shall review the requirements related to the product. This review shall be conducted prior to the organisation's commitment to supply a product to the customer (e.g. submission of tenders, acceptance of contracts or orders, acceptance of changes to contracts or orders) and shall ensure that:

- a) product requirements are defined and in accordance with the *Shariah* requirements;
- b) contract or order requirements differing from those previously expressed are resolved;

- c) the organisation has the ability to meet the defined requirements;
- d) the contract be fair to the parties involved; and
- e) both organisation and the customer mutually agree to the contract requirements resulting from the review.

Where the product requirements do not comply with *Shariah*, the organisation shall review the requirements with the customer to ensure compliance with *Shariah*.

Records of the results of the review and actions arising from the review shall be maintained (see 4.2.4).

Where the customer provides no documented statement of requirement, the customer requirements shall be confirmed by the organisation before acceptance.

Where product requirements are changed, the organisation shall ensure that relevant documents are amended and that relevant personnel are made aware of the changed requirements.

NOTE. In some situations, such as internet sales, a formal review is impractical for each order. Instead the review can cover relevant product information such as catalogues or advertising material.

### 7.2.3 Customer communication

The organisation shall determine and implement effective arrangements for communicating with customers in relation to:

- a) product information to be true, valid and not misleading;
- b) enquiries, contracts or order handling, including amendments to be transparent; and
- c) customer feedback, including customer complaints.

## 7.3 Design and development

### 7.3.1 Design and development planning

The organisation shall plan and control the design and development of product.

During the design and development planning, the organisation shall determine:

- a) the design and development stages;
- b) the review, verification and validation that are appropriate to each design and development stage; and
- c) the responsibilities and authorities for design and development.

The organisation shall manage the interfaces between different groups involved in design and development to ensure effective communication and clear assignment of responsibility.

Planning output shall be updated, as appropriate, as the design and development progress.

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The organisation shall ensure that all processes in design and development stages are *Shariah* compliant.

### 7.3.2 Design and development inputs

Inputs relating to product requirements shall be determined and records maintained (see 4.2.4). These inputs shall include:

- a) functional and performance requirements;
- b) applicable statutory and regulatory requirements;
- c) where applicable, information derived from previous similar designs; and
- d) other requirements essential for design and development.

These inputs shall be reviewed for adequacy. Requirements shall be *Shariah* compliant, complete, unambiguous and not in conflict with each other.

### 7.3.3 Design and development outputs

The outputs of design and development shall be in a form suitable for verification against the design and development input, in accordance to *Shariah* requirements and shall be approved prior to release.

Design and development outputs shall:

- a) meet the input requirements for design and development;
- b) provide appropriate information for purchasing, production and for service provision;
- c) contain or reference product acceptance criteria; and
- d) specify the characteristics of the product that are essential for its safe and proper use.

NOTE. Information for production and service provision can include details for the preservation of product.

### 7.3.4 Design and development review

At suitable stages, systematic reviews of design and development shall be performed in accordance with planned arrangements (see 7.3.1) to:

- a) evaluate the ability of the results of design and development to meet requirements; and
- b) identify any problems and propose necessary actions.

Participants in such reviews shall include representatives of functions concerned with the design and development stage(s) being reviewed and *Shariah* compliance officer. Records of the results of the reviews and any necessary actions shall be maintained (see 4.2.4).

### 7.3.5 Design and development verification

Verification shall be performed in accordance with planned arrangements (see 7.3.1) to ensure that the design and development outputs have met the design and development input requirements and *Shariah* requirements. Records of the results of the verification and any necessary actions shall be maintained (see 4.2.4).

### 7.3.6 Design and development validation

Design and development validation shall be performed in accordance with planned arrangements (see 7.3.1) to ensure that the resulting product is capable of meeting the requirements for the specified application or intended use, where known, and adhere to *Shariah* requirements. Wherever practicable, validation shall be completed prior to the delivery or implementation of the product. Records of the results of validation and any necessary actions shall be maintained (see 4.2.4).

### 7.3.7 Control of design and development changes

Design and development changes shall be identified and records maintained. The changes shall be reviewed, verified and validated, as appropriate, and approved before implementation. The review of design and development changes shall include evaluation of the effect of the changes on constituent parts and product already delivered. Records of the results of the review of changes and any necessary actions shall be maintained (see 4.2.4).

## 7.4 Purchasing

### 7.4.1 Purchasing process

The organisation shall ensure that purchased product conforms to specified purchase and *Shariah* requirements. The type and extent of control applied to the supplier and the purchased product shall be dependent upon the effect of the purchased product on subsequent product realisation or the final product.

The organisation shall evaluate and select suppliers based on their ability to supply product in accordance with the organisation's and *Shariah* requirements. Criteria for selection, evaluation and re-evaluation shall be established.

Records of the results of evaluations and any necessary actions arising from the evaluation shall be maintained (see 4.2.4).

### 7.4.2 Purchasing information

Purchasing information shall describe the product to be purchased, including where appropriate:

- a) requirements for approval of product, procedures, processes and equipment;
- b) requirements for qualification of personnel; and
- c) quality management system requirements.

The organisation shall ensure the adequacy of specified purchase requirements prior to their communication to the supplier.

#### 7.4.3 Verification of purchased product

The organisation shall establish and implement the inspection or other activities necessary for ensuring that purchased product meets specified purchase requirements.

The organisation shall state the intended verification arrangements and method of product release in the purchasing information, where the organisation or its customer intends to perform verification at the supplier's premises and/or equipment.

The organisation shall verify the processes identified as *Shariah* critical control points to ensure compliance to *Shariah* requirements.

#### 7.5 Production and service provision

##### 7.5.1 Control of production and service provision

The organisation shall plan and carry out production and service provision under controlled conditions. Controlled conditions shall include, as applicable:

- a) the availability of information that describes the characteristics of the product including the *Shariah* critical control points;
- b) the availability of work instructions on the production and preparation of *halal* products are well-documented and made available to the relevant employees, as necessary;
- c) the use of suitable equipment;
- d) the availability and use of monitoring and measuring equipment;
- e) the implementation of monitoring and measurement; and
- f) the implementation of release, delivery and post-delivery activities.

The organisation shall ensure that dedicated equipment and assembly lines used [7.5.1 c)] in the production, preparation, handling and storage of non-*halal* food and consumer products shall not be reused for the provision of *halal* food and consumer products.

NOTE. See the relevant standards for guidance, for example MS 1500 and MS 2200-1.

##### 7.5.2 Validation of processes for production and service provision

The organisation shall validate any processes for production and service provision where the resulting output cannot be verified by subsequent monitoring or measurement. This includes any processes where deficiencies become apparent only after the product is in use or the service has been delivered. The organisation shall ensure that the *Shariah* compliance officer is involved in the validation processes for production and service provision.

Validation shall demonstrate the ability of these processes to achieve planned results.

The organisation shall establish arrangements for these processes including, as applicable:

- a) defined criteria for review and approval of the processes;



- b) approval of equipment and qualification of personnel;
- c) use of specific methods and procedures;
- d) requirements for records (see 4.2.4); and
- e) revalidation.

### 7.5.3 Identification and traceability

Where appropriate, the organisation shall identify the product by suitable means throughout product realisation.

The organisation shall identify the product status with respect to monitoring and measurement requirements.

Where traceability is a requirement, the organisation shall control and record the unique identification of the product (see 4.2.4).

NOTE. In some industry sectors, configuration management is a means by which identification and traceability are maintained.

### 7.5.4 Customer property

The organisation shall exercise care with customer property while it is under the organisation's control or being used by the organisation and comply with *Shariah* requirements. The organisation shall identify, verify, protect and safeguard customer property provided for use or incorporation into the product. If any customer's property is lost, damaged or otherwise found to be unsuitable for use, the organisation shall report this to the customer and maintain records (see 4.2.4). The organisation shall develop policies with regard to compensation in the events of damages and losses.

NOTE. Customer property can include intellectual property and personal data.

### 7.5.5 Preservation of product

The organisation shall preserve product during internal processing and delivery to the intended destination in order to maintain conformity to the products and *Shariah* requirements. As applicable, preservation shall include identification, handling, packaging, storage and protection. Preservation shall also apply to the constituent parts of a product.

## 7.6 Control of monitoring and measuring equipment

The organisation shall determine the monitoring and measurement to be undertaken and the monitoring and measuring equipment needed to provide evidence of conformity of product to determined requirements.

The organisation shall establish processes to ensure that monitoring and measurement can be carried out and are carried out in a manner that is consistent with the monitoring and measurement requirements.

Where necessary to ensure valid results, measuring equipment shall:

- a) be calibrated or verified, or both, at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards; where no such standards exist, the basis used for calibration or verification shall be recorded (see 4.2.4);
- b) be adjusted or re-adjusted as necessary;
- c) have identification in order to determine its calibration status;
- d) be safeguarded from adjustments that would invalidate the measurement result; and
- e) be protected from damage and deterioration during handling, maintenance and storage.

In addition, the organisation shall assess and record the validity of the previous measuring results when the equipment is found not to conform to requirements. The organisation shall take appropriate action on the equipment and any product affected.

Records of the results of calibration and verification shall be maintained (see 4.2.4).

When used in the monitoring and measurement of specified requirements, the ability of computer software to satisfy the intended application shall be confirmed. This shall be undertaken prior to initial use and reconfirmed as necessary.

NOTE. Confirmation of the ability of computer software to satisfy the intended application would typically include its verification and configuration management to maintain its suitability for use.

## **8 Measurement, analysis and improvement**

### **8.1 General**

The organisation shall plan and implement the monitoring, measurement, analysis and improvement processes needed:

- a) to demonstrate conformity of the product and meeting the *Shariah* requirements;
- b) to ensure conformity of the quality management system; and
- c) to continually improve the effectiveness of the quality management system.

This shall include determination of applicable methods, including statistical techniques, and the extent of their use.

### **8.2 Monitoring and measurement**

#### **8.2.1 Customer satisfaction**

As one of the measurements of the performance of the quality management system, the organisation shall monitor information relating to customer perception as to whether the organisation has met customer requirements. The methods for obtaining and using this information shall be determined.

NOTE. Monitoring customer perception can include obtaining input from sources such as customer satisfaction surveys, customer data on delivered product quality, user opinion surveys, lost business analysis, compliments, warranty claims and dealer reports.

### 8.2.2 Internal audit

The organisation shall conduct internal audits at planned intervals to determine whether the quality management system:

- a) conform to the planned arrangements (see 7.1), to the requirements of this standard, to the *Shariah* critical control points and to the quality management system requirements established by the organisation; and
- b) is effectively implemented and maintained.

An audit programme shall be planned, taking into consideration the status and importance of the processes and areas to be audited, as well as the results of previous audits. The audit criteria, scope, frequency and methods shall be defined. The selection of auditors and conduct of audits shall ensure objectivity and impartiality of the audit process. Auditors shall not audit their own work.

A documented procedure shall be established to define the responsibilities and requirements for planning and conducting audits, establishing records and reporting results.

Records of the audits and the results shall be maintained (see 4.2.4).

The management responsible for the area being audited shall ensure that any necessary corrections and corrective actions are taken without undue delay to eliminate detected nonconformities and their causes.

Follow-up activities shall include the verification of the actions taken and the reporting of verification results (see 8.5.2).

NOTE. See MS ISO 19011 for guidance.

### 8.2.3 Monitoring and measurement of processes

The organisation shall apply suitable methods for monitoring and, where applicable, measurement of the quality management system processes. These methods shall demonstrate the ability of the processes to achieve planned results and the requirements of *Shariah*. When planned results are not achieved, correction and corrective action shall be taken, as appropriate.

### 8.2.4 Monitoring and measurement of product

The organisation shall monitor and measure the characteristics of the product to verify that product requirements have been met and complied with *Shariah* requirements. This shall be carried out at appropriate stages of the product realisation process in accordance with the planned arrangements (see 7.1). Evidence of conformity with the acceptance criteria shall be maintained.

Records shall indicate the person(s) authorising release of product for delivery to the customer (see 4.2.4).

The release of product and delivery of service to the customer shall not proceed until the planned arrangements (see 7.1) have been satisfactorily completed, unless otherwise approved by a relevant authority and, where applicable, by the customer.

### 8.3 Control of nonconforming product

The organisation shall ensure that product which does not conform to *Shariah* and product requirements is identified and controlled to prevent its unintended use or delivery. A documented procedure shall be established to define the controls and related responsibilities and authorities for dealing with nonconforming product.

In the case of any noncompliance to *Shariah* requirements, the *Shariah* compliance officer shall take immediate action to rectify it and report without undue delay to the top management.

Where applicable, the organisation shall deal with nonconforming product by one or more of the following ways by:

- a) taking action to eliminate the detected nonconformity;
- b) authorising its use, release or acceptance under concession by a relevant authority and, where applicable, by the customer;
- c) taking action to preclude its original intended use or application; and
- d) taking action appropriate to the effects, or potential effects, of the nonconformity when nonconforming product is detected after delivery or use has started. This includes the necessary steps to recall the product and to stop the consumption of a such affected product.

When nonconforming product is corrected it shall be subject to re-verification to demonstrate conformity to the requirements.

Records of the nature of non-conformities and any subsequent actions taken, including concessions obtained, shall be maintained (see 4.2.4).

### 8.4 Analysis of data

The organisation shall determine, collect and analyse appropriate data to demonstrate the suitability and effectiveness of the quality management system, compliance to *Shariah* requirements and to evaluate where continual improvement of the effectiveness of the quality management system can be made. This shall include data generated as a result of monitoring and measurement and from other relevant sources.

The analysis of data shall provide information relating to:

- a) customer satisfaction (see 8.2.1);
- b) conformity to product and *Shariah* requirements (see 8.2.4);
- c) characteristics and trends of processes and products, including opportunities for preventive action (see 8.2.3 and 8.2.4); and
- d) suppliers (see 7.4).

## 8.5 Improvement

### 8.5.1 Continual improvement

The organisation shall continually improve the effectiveness of the quality management system through the use of the quality policy, quality objectives, audit results, analysis of data including the measurement results of organisation values, corrective and preventive actions and management review. The organisation shall ensure that the process of continual improvement as well as corrective and preventive actions, uphold and maintain the requirements of *Shariah*.

### 8.5.2 Corrective action

The organisation shall take action to eliminate the cause of nonconformities in order to prevent recurrence. Corrective actions shall be appropriate to the effects of the nonconformities encountered.

A documented procedure shall be established to define requirements for:

- a) reviewing nonconformities (including customer complaints);
- b) determining the causes of nonconformities;
- c) evaluating the need for action to ensure that non-conformities do not recur;
- d) determining and implementing action needed;
- e) records of the results of action taken (see 4.2.4); and
- f) reviewing the effectiveness of the corrective actions taken.

### 8.5.3 Preventive action

The organisation shall determine action to eliminate the causes of potential non-conformities in order to prevent their occurrence. Preventive actions shall be appropriate to the effects of the potential problems.

A documented procedure shall be established to define requirements for:

- a) determining potential non-conformities and their causes;
- b) evaluating the need for action to prevent occurrence of non-conformities;
- c) determining and implementing action needed;
- d) records of results of action taken (see 4.2.4); and
- e) reviewing the effectiveness of the preventive actions taken.

**Annex A**  
(informative)

**Guidance on the use of this Malaysian Standard**

**A.1 General**

Organisations interested in implementing MS 1900 are required to comply with *Shariah* requirements to meet the needs of Muslims and other stakeholders.

Based primarily on *Al-Quran* and *Al-Hadith*, Islam has specified broad legal rules (*ahkaam*) to categorise an organisation's input, process and output covering activities, products and services into generally permissible/lawful (*halal*) and non-permissible/prohibited/unlawful (*haram*).

The rules should be interpreted by a *Shariah* compliance officer in the light of the organisation's activities, products and services.

It is upon these legal rulings, the boundaries of what is lawful (*halal*), represented by obligatory (*wajib*), permissible (recommended, permissible, disliked); and what is unlawful (*haram*) are established.

In order to identify the issues related to *Shariah* requirements, the organisation is required to identify the *Shariah* critical control points which include establishing a document as evidence for compliance to *Shariah* requirements.

*Shariah* critical control points refer to analysis carried out to review input, process and output of the organisation, and to determine compliance with the *halal* and *haram* principles. The analysis includes reviewing all existing resources, processes, equipment and materials for production or delivery of services, in relation to the principles of *halal* and *haram* and principles of *muamalat* (transactions). This includes both core and support activities within the specified scope of the quality management system. Records of the analysis have to be adequately maintained.

**A.2 Determination of *halal*/*haram* compliance**

The process of determining *halal* and *haram* should be carried out by the *shariah* compliance officer, guided by the following legal rules:

Table A.1 Definitions of Islamic legal rules

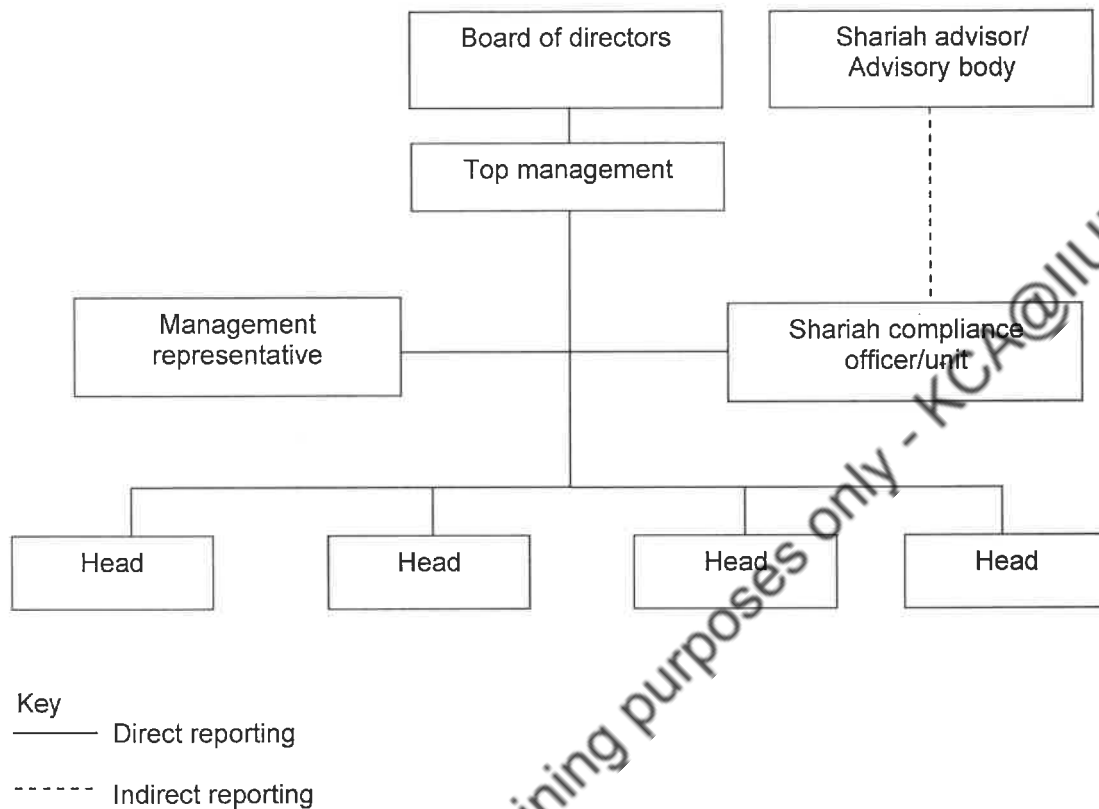
<i>Halal</i>				<i>Haram</i>
Obligatory ( <i>Wajib</i> ) – that shall be included and/or performed.	Recommended ( <i>Mustahab</i> or ( <i>sunat</i> ) – that should be included and/or performed.	Permissible ( <i>Mubah</i> or ( <i>harus</i> ) – which is neither encouraged nor discouraged.	Disliked ( <i>Makruh</i> ) – which is offensive and should be avoided but not in strictly prohibitory terms.	Unlawful ( <i>Haram</i> ) – that is strictly prohibited.

The *Shariah* compliance officer is recommended to refer to the various sources including *Al-Quran*, *Al-Hadith* and decrees issued by state, national and international *fatwa* councils.

### A.3 Management responsibility

Top management is responsible to ensure full compliance to the *Shariah* requirements of this standard including both financial and non-financial aspects. Top management is required to define its commitment to comply with *Shariah* requirements and not contradicting any decree issued by a recognised local *Fiqh* Council/*Fatwa* Committee.

Top management is required to appoint a member of the organisation's management as the *Shariah* compliance officer. The organisation is required to appoint a *Shariah* advisor or establish a *Shariah* advisory body, depending on the size and type of the organisation and complexity of the processes and their interactions with regard to *Shariah* matters. *Shariah* advisor/advisory body is to be consulted on any matters arising from the implementation of the quality management system, especially in occasion requiring decision with regards to handling of complex *Shariah* issues. Proposed structure for *Shariah* compliance organisation is as shown in Figure A.1



**Figure A.1 Example of the organisational chart for MS 1900 implementation**

The top management is required to document the planning of the quality management system in order to meet the requirements given in 4.1 and the organisation's quality objectives; and comply with *Shariah* requirements which include the aspects of financial management, human resource management, procurement procedures, production and marketing. The documented plan should outline how the organisation comply with the *Shariah* requirements in the above aspects.

The *Shariah* compliance officer should possess at least a Diploma in *Shariah* from a recognised institution. The role and responsibility of the *Shariah* compliance officer is:

- a) to ensure continuous conformity of *Shariah* requirements in all day-to-day activities within the organisation;
- b) to monitor the implementation of *Shariah* requirements; and
- c) to report directly to the top management on *Shariah* matters including *Shariah* non-compliances.

In case where the *Shariah* compliance officer does not possess the required qualification, the organisation should ensure that the appointed officer is being trained on the *Shariah* requirements.



The *Shariah* advisor and members of the *Shariah* advisory body should possess the necessary qualifications and experience to advice on *Shariah* related issues. Evidence of qualifications and experience has to be retained.

#### A.4 Organisational values

An individual is the most essential element in an organisation since he or she plays a key role in achieving the objectives of the organisation. A competent and talented individual may lead his or her organisation towards excellence. However, competence and talents alone are insufficient since the best performance of an individual also depends on appreciation and practice of good values.

Fundamental core individual values such as honesty, trustworthiness, integrity and responsiveness are imperative to the implementation of the *Shariah* quality management system. Individuals with good values are the backbone to the success of an organisation. However, their values should be aligned and in harmony with the shared organisational values.

Organisational values play an important role in implementation of the *Shariah* compliance quality management system.

Organisational values are the shared beliefs, values, norms, systems, processes and approaches that are created or exist in an organisation that bind the employees to work and interact in order to achieve the mission and goals of an organisation.

Organisational values are important since they provide a common ground, bonding element for members of the entire organisation. They reflect right and wrong, acceptable and unacceptable, preferred and undesirable, and tolerable and intolerable behaviours or actions in the organisation. Values are unique to an organisation despite them being adopted by peer organisations within the same or different industries. The values are shared by and mould the thoughts and perception of organisational members.

In Islam, shared values are grounded with the Oneness of God paradigm that provides harmonious linkages between the worldly affairs and the Hereafter. This paradigm is ever present in individual and organisational contexts for a Muslim at all times, including his dealings with people from other faiths. The paradigm requires one to engage in the promotion of goodness (*ma'ruf*) and prevention of evil (*munkar*), the two principles that are general and yet universal in nature. In executing the fundamental duties of *ma'ruf* vs. *munkar* a person should possess knowledge, true belief and integrity. One's knowledge includes a broad understanding of the concept of *ma'ruf* which includes:

- goodness,
- righteousness, and
- lawful,

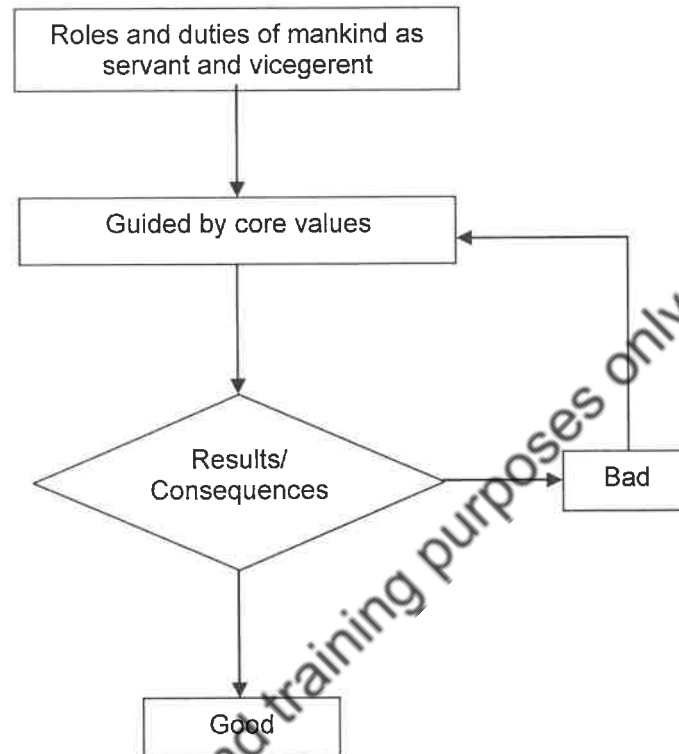
which in turn deserve positive rewards.

*Munkar* includes:

- bad,
- sins, and
- prohibited (*haram*)

which in turn are related to corresponding punishment in the Hereafter.

Figure A.2 illustrates the core organisational values framework.



**Figure A.2. Core organisational values framework**

The top management is required to identify and document acceptable organisational shared values. The organisational shared values should be communicated and understood within the organisation and internalised as part of the organisation's culture through briefings and trainings.

The top management is responsible to ensure the implementation and monitoring of the organisational values through the exercise of assessment which may come in the forms of surveys, interviews and observations. The top management should measure the level of implementation of the organisational values and determine the appropriate method of measurement; and review and discuss results of measurement for further improvement.

Resulting from the effective implementation of the shared values, the organisation should be geared towards achieving higher productivity and profitability, and enhancing employee and customer satisfaction.

## A.5 Resource management

The organisation should ensure that all resources used in the organisational activities are obtained through *halal* sources. This includes human resources, infrastructure covering buildings, machineries and equipment; and financial capital. The organisation should ensure that all sources of financing are *Shariah* compliant according to resolutions of *Shariah* Advisory Councils of Bank Negara Malaysia and Securities Commission Malaysia. In cases where no *Shariah* compliant resources are available, the organisation should consult its *Shariah* advisor or *Shariah* advisory body for decision.

The organisation should carry out training needs analysis to identify and plan the training required to equip its personnel in implementing this standard. The training should cover understanding on key principles of *halal* and *haram* associated with the core business of the organisation. The objective of the training is to build awareness and competency amongst staff on the organisation activities, processes, procedures and shariah compliance matters.

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