# The Halal Quality Control Group

## Decision Making Committee [DMC]

## Processes and Guidelines

Note: This Work Instruction is linked to Procedure 4

**Change Log:**

- See Modification Statements

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## Part 1: Introduction

This Committee comprises seasoned professionals with expertise in various relevant fields, including Halal standards, quality management systems, and industry-specific knowledge.

The DMC's primary role is to ensure impartiality and transparency in decision-making processes, particularly in matters related to Halal certification and conformity assessments.

Their decisions are based on comprehensive evaluations, ensuring that all certification activities adhere to established international standards and maintain the integrity of HQC's Halal certification process as much as possible.

## Part 2: References

We refer to ISO 17021, ISO 17065, SMIIC 2:2019, and GSO 2055-2:2021 for the general criteria, terminologies, and criteria for Decision-Making Committees.

We refer to the HQC Halal Certification Scheme [Procedure 04-4] for further information on the Decision-Making Committee processes of Halal Quality Control.

We refer to the Halal Quality Control Organizational Structure [Work Instruction 0101] and the Risk Authorization Matrix [Work Instruction 0101-2] for more information on the DMC Members involved in the process, including the mentioning of their positions, functions, and responsibilities.

We refer to Procedure 9 for the Appeals and Complaints processes which may involve DMC Members.

## Part 3: Procedures

### 3.1 Scope of the DMC

| | |
|---|---|
| **Certification Decisions** | Making impartial and informed decisions on the certification of products, services, or systems based on audit reports and other relevant information [see Part 3.5 for Outcomes]. |
| **Reviewing** | Ensuring policies and procedures for certification follow relevant standards and are consistently applied |
| **Risk Management** | Overseeing the certification process to manage any potential risks to certification integrity and impartiality. |
| **Improvements** | Contributing to the continual improvement of the certification body's processes and systems. |

### 3.2 Members of the DMC

We refer to the Halal Quality Control Organizational Structure [Work Instruction 0101] and the Risk Authorization Matrix [Work Instruction 0101-2] for more information on the DMC Members involved in the process, including the mentioning of their positions, functions, and responsibilities.

Please note that the latest revision always applies.

### 3.3 Flow Processes of a DMC Execution [in order from top to bottom]

| | |
|---|---|
| **Coordination** | A Member of the DMC may be the Coordinator, who will request a DMC Meeting through a designated section of the HQC E-Portal. [hqc.halaloffice.com]<br><br>This section of the E-Portal can only be accessed by the DMC who have their own usernames, telephone number, and password. |
| **Requesting a DMC Meeting** | The Coordinator requests a meeting after selecting the company or companies, selecting the date and time, the DMC Members involved in the meeting, and the type of meeting [physical or remotely].<br><br>If remotely, a Zoom link is created by the E-Portal. |
| **Acceptance of the DMC Meeting Invitation** | After the Coordinator has followed the above step, an e-mail will be sent to the DMC Member with the relevant details and the Zoom link to attend the meeting. |
| **Discussion and Reviewing** | During the meeting, the DMC is to follow the steps as described in order in HQC Form 0403.<br><br>This step shall be followed for each company selected by the Coordinator. |
| **Making a Decision** | Depending on the outcome [see Part 3.5] of the DMC, the decision is considered final.<br><br>Amending the decision taken can only be completed after repeating the steps in Part 3.3 |
| **Signing the Decision** | After the decision is final, each DMC member involved in that meeting received an SMS on their mobile phone to confirm their consent.<br><br>After inserting the code received and being logged in to their account, the system will add the electronic signature for approval. |

### 3.4 Minimum Requirements

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|---|---|
| **Amount of Persons** | 3 must be involved in each DMC meeting. |
| **Positions** | At least 2 Shariah Board Members and 1 Auditor Board Member. |
| **Authorization** | Only DMC Members as described in the Organizational Structure are authorized to participate in the process. |
| **Others** | See Part 2 for further references which describe further requirements. |

### 3.5 Possible Outcomes

| | |
|---|---|
| **Granting** | We refer to Criteria 4 of the HQC Certification Scheme and HQC Form 0403 for further details. |
| **Renewing or Extending** | We refer to Criteria 4 of the HQC Certification Scheme and HQC Form 0403 for further details. |
| **Suspending** | We refer to Criteria 4 of the HQC Certification Scheme and HQC Form 0403 for further details. |
| **Restoring** | We refer to Criteria 4 of the HQC Certification Scheme and HQC Form 0403 for further details. |
| **Withdrawing** | We refer to Criteria 4 of the HQC Certification Scheme and HQC Form 0403 for further details. |
| **Termination** | We refer to Criteria 4 of the HQC Certification Scheme and HQC Form 0403 for further details. |
| **On Hold** | If additional documentation or details are required [considered not as a major finding], the decision of Granting with Terms and Conditions may be executed.<br><br>The E-Portal will keep the decision on hold until the Coordinator has verified that the additional details have been delivered and accepted upon.<br><br>A Designated Follow-Upper may be assigned by the DMC. |

### 3.6 Management of Records

The DMC Members are obliged to keep record of the invitation e-mails, Zoom links, and their username, telephone number, and password to access the E-Portal.

The HQC E-Portal keeps a track and history of all decisions taken linking to the company or companies which were selected, available in the History tab.

All decisions taken can be downloaded in PDF format and are stored as a digital form by default.

### 3.7 Transition Phase

As this Work Instruction is considered significantly different from the previous version, the DMC Members are allowed to have a 3-month training phase until full implementation of this version, which is set on March 2024.

After March 2024, this Work Instruction is considered the default process.

## Modification Statement

| Nr. | Modification Statement | Modification Date |
|---|---|---|
| 1 | Added to the point that the members of the committee are determined by the General manager. | 10.11.2017 |
| 2 | All members of the decision-making committee must sign by hand at the end of the meeting | 30.01.2020 |
| 3 | Mr. Tariq and Mr. Amir Zaidan were added to the decision-making committee | 20.08.2022 |
| 4 | Re-Issue of the DMC Processes and Guidelines | 01.12.2023 |

## Allocation

| N | Allocation Parties | Responsible for distribution | Number of Copies |
|---|---|---|---|
| 1 | Shariah Board | Global Quality Manager and the Chief Managing Director | 1 |
| 2 | Management board | Global Quality Manager and the Chief Managing Director | 1 |
| 3 | Auditor Board | Global Quality Manager and the Chief Managing Director | 1 |
| 4 | Enforcement Committee | Global Quality Manager and the Chief Managing Director | 1 |
| 5 | Decision Making Committee | Global Quality Manager and the Chief Managing Director | 1 |
| 6 | Halal Cloud | Chief Managing Director | Publicly accessible |