

Quality Assurance Policy

Eco-Ideal was established in year 2003 in response to the increasing needs for innovative and professional environmental consultancies worldwide. We provide a full range of integrated environmental planning and consulting services to our private and public sector clients, including industries and government agencies facing challenges that demand environmental experience and technical expertise.

To ensure satisfaction of our clients, we have put in place a quality assurance system to ensure deliverables to our clients are quality-assured through our internal quality assurance (QA) and quality check (QC) system.

Quality Assurance and Quality Check

The approaches to ensure the success of QA/QC are as listed below:

- Regular coordination meeting to ensure systematic management of the project;
- Cross-checking of documentations prepared;
- Clear and unambiguous roles and responsibilities for each team member;
- Close coordination and cooperation with clients and relevant stakeholders;
- Active documentation of lessons learnt, ensuring learning through monitoring tools, adapting strategies accordingly and avoiding repeated mistakes from the past; and
- Practical and effective record-keeping systems and controls.

Figure 1: Approaches to ensure the success of QA/QC

1.0 Data Integrity and Quality

Ensuring data quality and integrity is an important element which will be given attention. Secondary source data will be cross-checked or verified where practical. Validity of data shall be checked to ensure that the latest-available data are used. Data format (units, decimal places, etc.) will be standardised and typos, outliers and null values will be flagged during the checking process. Any doubt on the data accuracy will be verified and intelligent replacements will be made accordingly based on expert opinion and scientifically-proven relationships. All the adjustments made should be included in the report with justifications provided.

The work flow for data integrity and quality check is in **Figure 2** below:

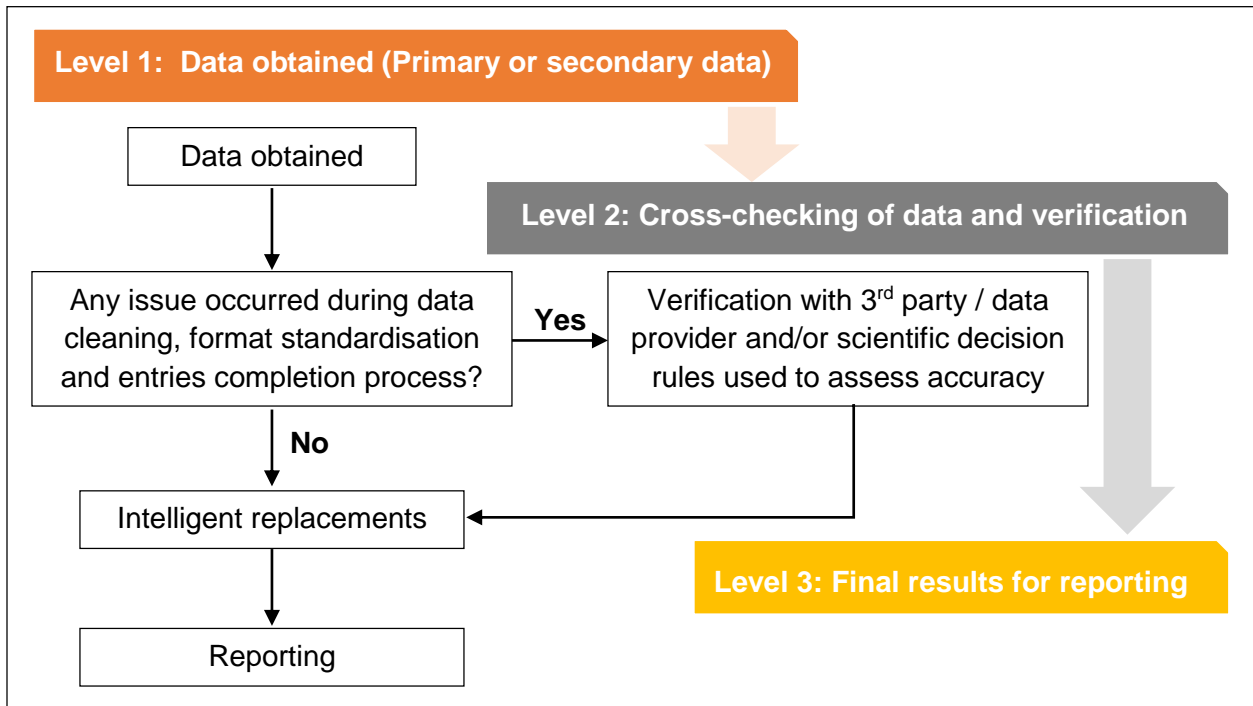


Figure 2: Work flow for data integrity and quality check

2.0 Preparation and Verification of Project Documents

The QA team shall review all the project reports and technical documents prepared before the final submission to the clients.

Different types of documents shall be checked and approved by different measures as specified in **Table 1**.

Table 1: Type of checks and endorsement for different types of document

	Self-check	3 rd party-check	Endorsement	
			Manager	Chief Executive Officer (CEO)
Technical reports – drafts	✓	✓	✓	
Technical reports – final	✓	✓	✓	✓
Minutes of meetings (MOM)	✓	✓	✓	✓
Correspondence and administrative documents	✓	✓	✓	

The type of checks and endorsement are explained in **Table 2** below:

Table 2: Description of types of checks and endorsement

Type of checks	Description
Self-check	<p>A self-check shall be conducted by the author of the document who shall always check and ensure that the document is complete and correct. The checks shall include:</p> <ul style="list-style-type: none"> - Structures and formats of the document; - The document complies to the Terms of Reference (TOR)/ client's requirements (if applicable); - The document presents a clear and adequate information (e.g. figures/important numeric information of the data analysis/results); - Conclusions and recommendations are clear, adequate and feasible; - All the references are adequate and sources are quoted accordingly; and - Typo and grammar.

Type of checks	Description
3 rd party-check	<p>A 3rd party-check is required to ensure the quality of the document. The checks shall include:</p> <ul style="list-style-type: none"> - Structures and formats of the document; - The document complies to the TOR/client's requirements (if applicable); - The document presents a clear and adequate information (e.g. figures/important numeric information of the data analysis/results); - Conclusions and recommendations are clear, adequate and feasible; - All the references are adequate and sources are quoted accordingly; and - Typo and grammar.
Endorsement	All the documents shall be endorsed by the Manager and/or the CEO before final submission to the clients.

3.0 Data Security

The server unit located at the Kuala Lumpur office where all the data are kept should be locked at all times. This is to ensure that no unauthorised person can access the server without permission as well as to safeguard the server and the data in the server. The Administration/Accounts Manager shall be in charge of holding the key of the server unit.

All project documents are protected with password and only authorised personnel (project team) is allowed to access to the project documents, e.g. only staff grouped under *Clean Development Mechanism (CDM) Engineering* group are able to access the CDM-related project documents.

Endorsed by



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CEO