

GUIDELINES FOR EQUIPMENT SUBMISSION PROCEDURE.

1.0 SCOPE.

This document aims to assist clients to bring equipment which are fit for calibration and serves as basis for service agreement between clients and Measurement Standards Section.

2.0 RELATED DOCUMENTS.

- 2.1 MSD (P) – 002, Request For Calibration Procedure.
- 2.2 MSD (P) – 003, Equipment Receiving Procedure.
- 2.3 MSD (F) – 001, Clients' Calibration Consultation Form.
- 2.4 MSD (F) – 002, Quotation Form.
- 2.5 MSD (F) – T/001, Thermometry Equipment Request Form.
- 2.6 MSD (F) – M/001, Mechanical Equipment Request Form.
- 2.7 MSD (F) – F/001, Flow Equipment Request Form.
- 2.8 MSD (F) – 003, Equipment Rejection Form.
- 2.9 MSD (F) – 005, Equipment Tag Template.
- 2.10 MSD (R) – 006, MSD's Scheme of Charges 2022.
- 2.11 Client's Charter - Laman Web Jabatan Perkhidmatan Saintifik Tekad Pemeduliaan Orang Ramai (TPOR).

3.0 RESPONSIBILITIES.

- 3.1 Head of Section.
 - 3.1.1 Issues the guideline and performs regular review.
 - 3.1.2 Identifies trends, frequencies of deviations, in order to identify potential corrective actions.
 - 3.1.3 Ensures staff understanding and awareness of the procedure.
- 3.2 Technical staff.
 - 3.2.1 Disseminate the information to clients.

3.2.2 Adheres to procedure.

3.2.3 Informs supervisor of any deviations or need for review.

4.0 GUIDELINES CONTENTS.

- 4.1 Request for Calibration Procedure.
- 4.2 Equipment Receiving Criteria.
- 4.3 Equipment Acceptance Criteria.
- 4.3 Submission of Equipment.
- 4.5 Approved Clients.
- 4.6 Client's Charter (Tekad Pemedulian Orang Ramai).
- 4.7 Type of Calibration Available.
- 4.8 Payment.
- 4.9 Calibration Report.
- 4.10 Enquiries.

- 4.1 Procedure For Requesting Calibration
 - 4.1.1 **MSD (P) – 002, Request For Calibration Procedure** is to be offered to client for proper guidance in submission of their equipment.
- 4.2 Equipment Receiving Criteria.
 - 4.2.1 Equipment must be sent in good condition:
 - 4.2.1.1 Functioning (ON/OFF, power supply).
 - 4.2.1.2 Complete with accessories/ documentation (where it required).
 - 4.2.1.3 Physical appearance (bent, dent, cracked, chipped).
 - 4.2.1.4 Readable (clear display).
 - 4.2.1.5 Reliability (ice-point check /room temperature).
 - 4.2.2 Request for calibration can be made by submitting request through email (metrology@moh.gov.bn) to the Head of Measurement Standards Section.
 - 4.2.3 Quotation will be issued upon request for calibration from client, subject to review of the condition of the equipment. Client must agree and confirm by signing on the quotation. Refer to **MSD (F) – 002, Quotation Form**.
 - 4.2.4 The laboratory must have the capability to do the requested calibration.
 - 4.2.5 Sender / Representative must properly brief the Receiving Staff on what the client actually need.
 - 4.2.6 Equipment that fulfil the above criteria should be accepted by following the **MSD (P) – 003, Equipment Receiving Procedure**.
 - 4.2.7 Any equipment that does not fulfil the criteria above will be rejected by filling in the **MSD (F) – 003, Equipment Rejection Form**.
- 4.3 Equipment Acceptance Criteria.
 - 4.3.1 During acceptance equipment must be sent in good condition:
 - 4.3.1.1 Functioning (ON/OFF).
 - 4.3.1.2 Complete with accessories/ documentation (where it required).
 - 4.3.1.3 Readable (clear display).
 - 4.3.1.4 Reliability (room temperature/ ice-point/ range).

- 4.3.2 Signed quotation must be submitted together with the completed **MSD (F) – T/001, Thermometry Equipment Request Form; MSD (F) – M/001, Mechanical Equipment Request Form; MSD (F) – F/001, Flow Equipment Request Form.**
- 4.3.3 Contact Information of Client must be assured.
- 4.4 Submission Of Equipment.
- 4.4.1 Equipment, together with adequate requesting documentation and completed **MSD (F) – T/001, Thermometry Equipment Request Form; MSD (F) – M/001, Mechanical Equipment Request Form; MSD (F) – F/001, Flow Equipment Request Form** should be submitted to the Equipment Receiving Room, Measurement Standard Section, Department of Scientific Services, Ministry of Health, Halal Sciences and Metrology Centre Building, Spg 32-66, Jalan Stadium, Kampung Anggerek Desa, Berakas, Brunei Darussalam during office hours as follows:-
- Mon – Thurs. & Sat 7.45am – 12.00pm
1.30pm – 4.30pm
- 4.5 Approved Clients.
- 4.5.1 Non-paying clients – Government agencies.
- 4.5.2 Paying clients – Non-government agencies.
- 4.6 Clients' Charter (Tekad Pemedulian Orang Ramai - Tpor).
- 4.6.1 The time needed for completion of job depends on the type of calibration requested.
- 4.6.2 Client's charter for our laboratory is listed in the published DSS Website.
- 4.7 Types Of Calibration Available.
- 4.7.1 The type of calibration available is listed in **MSD (F) – T/001, Thermometry Equipment Request Form; MSD (F) – M/001, Mechanical Equipment Request Form; MSD (F) – F/001, Flow Equipment Request Form.**
- 4.7.2 Type of calibration also available in DSS Website.
- 4.8 Payment.
- 4.8.1 Calibration services pricing is available in **MSD (R) – 006, MSD's Scheme of Charges 2022.**
- 4.8.2 Payment should be made before the release of the calibration certificate.

- 4.8.3 Payment may be made at Administration & Finance Section, Department of Scientific Services, Ministry of Health, Commonwealth Drive, Jalan Menteri Besar, Bandar Seri Begawan, BB3910, Brunei Darussalam in two ways either:
- 4.8.3.1 Cash.
- 4.8.3.2 Cheque made payable to “Government of Negara Brunei Darussalam”. The cheque should be crossed and endorsed by the issuing bank.
- 4.8.4 Payment time.
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| Mon – Thurs. | 8.00am – 11.00am |
| | 1.45pm – 3.00pm |
| Sat | 8.00am – 10.30am |
- 4.9 Calibration Certificate.
- 4.9.1 Official calibration certificate will be issued upon completion of calibration.
- 4.9.2 Certificates may be collected from our Front Counter. For paying clients, they must bring their original receipt from DSS Admin & Finance Section for verification purposes.
- 4.10 Enquiries.
- 4.10.1 Office Hours are:
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| Mon – Thurs. & Sat | 7.45am – 12.00pm |
| | 1.30pm – 4.30pm |
- 4.10.2 For further information please do not hesitate to contact the following:
Email: metrology@moh.gov.bn