

FAQ

About MyKIMIA PTP, MyKIMIA PTP PT Programme and PTOS

1. What is MyKIMIA PTP?

MyKIMIA PTP is a brand for Department of Chemistry Malaysia Proficiency Testing Provider where it is coordinated by Proficiency Testing Section under the Chemical Metrology Division (CMD) of Quality Management and Research Center (QMRC), Department of Chemistry, Malaysia.

2. Is MyKIMIA PTP accredited?

Yes, MyKIMIA PTP is accredited under the MS ISO/ IEC 17043 (MyPTP Scheme) by Department of Standard Malaysia on 10th October 2017.

3. What does MyKIMIA PTP offer?

MyKIMIA PTP offers more than 65 PT schemes in the field of Water, Environmental, Food, Industry, Food Microbiology, Food DNA, GMO, Halal, Narcotics, Toxicology, Criminalistics, Forensic DNA and Document Examination under MyKIMIA PTP PT Programme.

4. Is MyKIMIA PTP schemes offered to international laboratories?

Yes, MyKIMIA PTP offers selected PT schemes to international laboratories.

5. How to register in MyKIMIA PTP PT Programme?

Register your laboratory in MyKIMIA PTP online system, PTOS at this link <http://ptos.kimia.gov.my/>

6. Is MyKIMIA PTP provides a manual on how to use PTOS?

Yes, the PTOS User Instruction Manual is available to be downloaded at this link <http://ptos.kimia.gov.my/pt-detail/16> and click on "User Guide".

7. Are the participating laboratories information will be kept confidential?

Definitely, all information given by a laboratory on registration and PT schemes subscription are treated as classified. Participants from participating laboratories will be assigned a unique laboratory code number to ensure

confidentiality. This information will only be made available if requested by the assessor(s) of the laboratory for ISO/IEC 17025 assessment process.

8. How to subscribe the PT schemes?

Once your registration is approved, you may log in and subscribe to any PT schemes that are available in PTOS.

9. Where can the PT scheme details be found?

You can click on the PT scheme name and the information such as PT scheme title, matrix, range of concentration, packaging, tentative month and price. Please take note that the price is in Ringgit Malaysia (RM).

10. Did MyKIMIA PTP appoint subcontractor for certain activity?

Yes. The information on which activities being subcontracted are made available in the details of each PT scheme in PTOS which can be aware of prior PT scheme subscription.

11. How should the payment be made?

There are a few types of payment accepted and the procedure for each can be found in PT PAYMENT GUIDELINE which is included in PTOS User Instruction Manual.

12. When should the payment be made?

The payment should be made before the tentative month of the PT scheme subscribed. If you subscribe more than one PT scheme, the payment should be made before the tentative month of the earliest PT scheme subscribed.

Failure to complete the payment in timely manner will result in cancellation of the PT scheme subscription. However, you can email to us if you have the difficulty in the payment process in order to avoid the cancellation.

13. If the payment is made and participant want to cancel the subscription, is it possible to refund the payment?

No. Refund or carry forward are not allowed once the payment has been made and verified by MyKIMIA PTP.

14. When will the PT sample dispatched to the laboratories?

The PT item (referring to PT sample) will be dispatch on any day in the tentative month declared in PTOS and participants will be notified by email or by PTOS news prior to dispatch.

If there is unpredicted circumstances and PT scheme had to be rescheduled and participants will also be notified by email or by PTOS news.

15. If the PT item received found to be damaged or doubtful for analysis, what should the participants do?

Participants have to notify MyKIMIA PTP within 7 working days after receiving the PT item by giving not satisfactory receipt and explain the condition of the PT item together with photo attachment (if any). MyKIMIA PTP will review the condition and decide whether to provide a replacement or continue with the analysis. If MyKIMIA PTP decided the PT item is unsuitable for analysis, the replacement will be made within three (3) working days.

16. What to do if participants could not find the subscribed PT scheme in PTOS account in order to submit PT results?

PT results submission button will only be available upon verified payment and satisfactory receipt of PT item. Please ensure the payment is clear and participants acknowledge the receipt of PT item. The result form in PTOS will be available for online submission until the closing date.

17. Is manual result submission accepted?

No. All results submission must be through PTOS.

18. Is it possible to change the results after submitted in PTOS?

Yes, the changes are only allowed before the closing date. Please contact MyKIMIA PTP to enable the result form for re-submission.

19. How MyKIMIA PTP evaluate participants' results for quantitative PT schemes?

The performance of the participants will be primarily evaluated by calculation of z-scores.

The assigned value is determined either from the consensus value from the participants' results or reference value and the Standard Deviation for Proficiency Assessment (SDPA) used is calculated based on Thompson-Horwitz model or fit-for-purpose.

20. How MyKIMIA PTP evaluate participants' results for qualitative PT schemes?

The performance of the participants are evaluated based on the comparison of participants' results with the expected results or the consensus from participants' results.

21. When and where the participating laboratories can get the final report?

The PT final report will be issued within 30 days after the closing date of the PT scheme and can be downloaded in PTOS. Participants will be notified by email and PTOS news once the report is ready.

22. Can the participating laboratories make a complaint to MyKIMIA PTP?

Yes. The complaint can be made by a written request to MyKIMIA PTP and will be answered accordingly.

23. Can the participating laboratories make an appeal to MyKIMIA PTP?

Yes. Appeal can be made for two reasons;

- i. Extension of closing date
- ii. Re-evaluation of PT performance (no changing of results accepted)

A written request with justification to MyKIMIA PTP regarding an appeal is needed and MyKIMIA PTP will response accordingly.

24. If the participants did not submit the results of subscribed PT scheme, is the PT final report still available to be downloaded?

Yes, the PT final report will be available for download only if the payment is made and verified by MyKIMIA PTP.

25. How to contact MyKIMIA PTP?

MyKIMIA PTP be reached at proftest@kimia.gov.my or +603-79853167/68.

