



# QUEST CERTIFICATION (P) LTD

## **CERTIFICATION CONDITIONS & LOGO USAGE**

### 1.1 **Introduction**

The Client shall comply with the following conditions governing the use of the Certificate of Quality Approval and mark/symbol of the Certification Body.

### 1.2 **Use of Certificate:**

- (a) The certificate shall remain the property of the Quest Certification (P) Ltd.
- (b) Certificates are valid for three years from the date of the certificate issue, subject to satisfactory annual surveillance assessments.
- (c) Certificates are not transferable.
- (d) The certificate shall only be displayed at the location applicable to the certificated scope of supply.
- (e) The certificate shall not be used to imply certification of any location other than that detailed on the certificate.
- (f) The certificate shall not be used in any way to imply product approval.
- (g) The certificated Client must advise the Certification Body of any changes which may affect the scope of supply.
  - 1. Legal, commercial, organisational status or ownership
  - 2. Organisation and Management (Eg. Key managerial, decision making or technical staff)\
  - 3. Contact address and sites
  - 4. Scope of operation
- (h) If the Client changes operating site then the certification body shall conduct a surveillance visit to check the Management System is operating to the requirements of the standard.



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- (i) The Certification body makes reference of the client certification in communication media such as website, or other documents.
- (j) The Client is not allowed for any misleading statement regarding its certification
- (k) The Client shall not use the certificate in any misleading manner
- (l) The Client should amend his advertising matter when the scope of certification is reduced
- (m) The client shall not imply the certification to any other activities that is outside the scope of certification
- (n) The Client shall not use its certification in a manner such that it would bring the certification body and the certification system into disrepute and lose public interest

### **1.3 Use of QUEST CERTIFICATION (P) LTD/ NABCB (Accreditation Body) Mark**



- (a) The Certification Body (QUEST CERTIFICATION (P) LTD) logo shall be displayed separately without the accreditation body logo, however the accreditation body logo should not be used separately without the CB logo.
- (b) The marks above shall always be used on certificates issued in conjunction with the Client's name and have the certificate number adjacent to it.
- (c) The mark may be reproduced in any size provided the configuration is strictly adhered to, including the surrounding frame.



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- (d) The mark may be used on stationery, such as headed letter paper and advertising brochures, and only in connection with the International certified management system standard, scope of supply listed on the certificate.
- (e) The mark shall not be used on flags, buildings, vehicles, packaging, directly on products, nor on promotional products such as calendars, diaries, coasters, etc.
- (f) QUEST CERTIFICATION (P) LTD shall govern the use of any statement on product packaging or in an accompanying information that the certified client has a certified management system. Product packaging is considered as that which can be removed without the product disintegrating or being damaged. Accompanying information is considered as separately available or easily detachable. Type labels or identification plates are considered as part of the product. The statement shall in no way imply that the product, process or service is certified by this means.

The statement shall include reference to:

- Identification (eg.brand or name) of the certified clients.
- The type of management system (eg.quality, environment) and the applicable standard
- Refer - Certification body name (QUEST CERTIFICATION (P) LTD)

- (g) The mark shall not be used in any way to imply product approval, nor on documentation such as test certificates and certificates of conformity.
- (h) QCPL certified clients shall not use its marks in the laboratory test, calibration or inspection reports or certificates.
- (i) The certificated Client shall, upon reasonable notice, discontinue any use of the mark which is considered to be unacceptable to the Certification Body.

Upon termination of the certification, for whatever reason, the Client shall discontinue all use of the mark immediately.

- (i) Accreditation Body mark – The size of the NABCB logo shall not normally be reduced below the size 15x12 mm.

Font: Arial True type (bold) Colour: Circle - Cyan 80% Magenta 30%

Triangle and Outline - Black 100%.

Black & White: Circle - Black 40% Triangle and Outline Black 100%



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### 1.4 **Failure to Comply with the Certification Conditions**

#### **Suspension and withdrawal of certificate approval:**

If the Client/certificate holder fails to maintain compliance with the requirements of the standards, those requirements detailed in Certification Conditions Document form P24/02, and those commercial and operating requirements of the certification body then;

- The client/certificate holder is formally informed in writing/fax/phone/email about the failure of compliance to the above conditions and asked to detail corrective action.
- If the client refuses to respond to correct the failure of non-compliance to the above conditions then the General Manager shall contact the client and inform the client that the certificate may be suspended initially for 3 months and after 3 months the client is informed that the certificate is cancelled and would the client return the certificates and cease to use and distribute any literature, stationary, etc., referencing the certificate of Certification Body mark/symbol..