



QUEST CERTIFICATION (P) LTD

CERTIFICATION PROCESS

1. Application for Registration:

- a) The client organizations seeking registration of their standard should submit the detail information in the prescribed format sent to the client in response to the client enquiry.
- b) The filled application should be signed by the authorized representative and send to **QCPL**.
- c) The client organization should be prepared to provide additional information or allow the **QCPL** representative to visit the client site in order to gather more information about the client.
- d) The application is reviewed by **QCPL** to ascertain the clarity of certification requirements and the capability of **QCPL** to provide services. If the application is not accepted the same is communicated to the client.
- e) If the application is accepted a proposal will be submitted to the client for their approval and confirmation.

2. Criteria for Granting Certification

QCPL may grant registration and authorize if the client meets the following criteria:

- The client has a completed application filed that has been accepted.
- the client has a documented Management System that is applicable to its scope of registration, and that conforms to the requirements of the applicable Management System Standards (e.g. ISO 9001, ISO 14001, ISO 45001) as supplemented, when necessary, by the relevant supplement.
- The client has completed one audit cycle of all applicable processes systems and subsystems within the management system.
- The client has completed one management review of the completed audit cycle.
- The client shall keep a record of all complaints and remedial actions relative to their Management System.
- The Client's Management System shall be effectively implemented and meet the relevant requirements for the Management system.
- The audit programme shall include a two-stage audits ie Stage I audit and Stage II Audit
- The audits, assessments, follow-up audits, or surveillance (s) , applicable are satisfactory and without major nonconformities.
- The certification audit only revealed minor nonconformities that will not cause a breakdown of the Management System. A corrective action plan has been submitted, accepted, and written declaration that corrective action has been taken, is received.
- The recommendation of the audit / assessment team is favorable.



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- If there is a major nonconformity, then corrective action (s) has been taken to meet all relevant requirements within the specified time limit, and QCPL shall confirm that corrective action (s) are satisfactory by follow up audit.
- The client has met its financial obligations to QCPL.

3. Maintaining Certification

The certification is maintained for a period of 3 years under the following conditions:

- (a) Surveillance audits are conducted as scheduled to ensure continuance of certification and to maintain validity of the certificate.
- (b) The management system is maintained by the certified client and all non-conformances raised during surveillance are closed to the satisfaction of QCPL assessors within the time frame agreed.
- (c) The internal audit and the management reviews are conducted as scheduled and there are no issues pending.
- (d) The client shall maintain suitable records of customer complaints and keep the records of investigation and remedial actions taken with respect to such complaints for verification by the QCPL assessors.
- (e) All outstanding dues to QCPL are paid.

4.Changes and Modification to Certification:

When QCPL is informed about the changes occur in the customer's management system. QCPL administrator provides the application for amendment to the customer to complete the form and submit it to QCPL.

After review of the application of amendment submitted by the customer, the Quality Incharge determines the necessary action.

When change is approved by the QCPL, QCPL shall retrieve the previous certificate and issue the new certificate. The changes shall be informed to the accreditation board if necessary.

If applicable the administrator shall arrange for the assessment to verify the changes in the organisation.

5.Short-notice audits

It may be necessary for QCPL to conduct audits of certified clients at short notice to investigate complaints or in response to changes or as follow up on suspended clients .In such cases:

- a) QCPL will describe and make known in advance to the certified clients the conditions under which these short notice visits are to be conducted, and
- b) QCPL will exercise additional care in the assignement of the audit team because of the lack of opportunity for the client to object to audit team members.

6.Routine Surveillance:



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It is a contractual requirement for **QCPL** certified clients to maintain certification. The purpose of the visit is to establish that the management system continues to be managed effectively and evaluate changes and improvements.

7.Special Surveillance:

The special surveillance is in addition to the planned surveillance. The special surveillance are conducted on the following instances:

- 1) In response to major non-conformances issued during surveillance.
- 2) In order to review a number of minor non-conformances (more than 10) issued during assessment, as decided by the Lead Assessor or **QCPL**.
- 3) In order to review systems when a client requests an extension to their scope of approval. Additional man days are added to scheduled surveillance and called "Special Surveillance to changed approval"
- 4) In order to review changes to a client's management system made in response to revisions to the applicable standards.
- 5) In order to evaluate changes to a client management system which may affect conformance to requirements and which are done at the behest of the client.
- 6) When **QCPL** is notified of legal or regulatory non-conformances of a serious nature resulting in a significant impact

8.Suspension of Certification

The certification is suspended based on the following conditions:

- (a) Failure of the client to maintain its management system to the requirements of the standard.
- (b) Failure of the clients to observe the scheduled surveillance.
- (c) No / ineffective corrective actions in response to the non-conformances raised during surveillance or re-assessment.
- (d) Any willful misuse of logos of the certification and accreditation bodies.
- (e) Non-compliance to certification agreement.

9.Withdrawal of Certification:

- (a) Certified client voluntarily relinquishes its certification status.
- (b) The non-conformances are not addressed in spite of suspension within a period of two months.

10.Reduction of Scope:

The **QCPL** shall reduce the client's scope of certification to exclude the parts not meeting the requirements, when the client has persistently or seriously failed to meet the certification that the client discontinues its use of all advertising matter that contains any reference to a certified status.

Note: Upon request by any party, the **QCPL** shall correctly state the status of certification of a client's management system as being suspended, withdrawn or reduced.



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11. Extending the scope:

Upon client's request for extending scope QCPL has to ensure the availability of scope and competence level and advise for audit considering the auditor time. The audit time may be extended after seeing the actual process of the extended part of scope. The certificate will be re-issued incorporating the new scope. This type of scope extension may be clubbed with surveillance audit or it can be carried out separately through Special Audit .