

Revisions

Revision	Changes	Date

1. SCOPE

This procedure specifies the competences and the responsibilities of staff in carrying out:

- The management of the application by candidate organizations interested in certification;
- The review of the certification application and the choosing the competent Team;
- The arranging of the audit plan with the client;
- The management of customer feedback and customer satisfaction information.

The procedure includes the rules of the certification body in the event of changes in the requirements and / or change of circumstances under which it was granted certification.

2. TERMS AND DEFINITIONS

The terms and definitions are in accordance with:

- ISO/ IEC17000:2020;
- UNI EN ISO / IEC 17021-1:2015;
- UNI EN ISO 9000:2015.

3. DESCRIPTION OF ACTIVITY

The certification body performs third party audits certification for:

- UNI EN ISO 9001;
- UNI EN ISO 14001;
- UNI ISO 45001;

The information on the activities of the certification body are available to interested parties and the public through information on the web site and other forms in order to respect a fair competition.

The applicants for certification can get rules of the certification processes through the company website, and to request an inquiry they have to submit the Certification application F8.5-01.

The applicant submits the information on:

- standards for which it want to be certified;
- information about the organization (name, address of the location, legal status, significant aspects of the processes, etc.);
- scope of certification and general information related to it (processes, activities, human and technical resources, functions and relationships, etc.);
- information about all the processes outsourced;
- information relating the use of an external consultant;

The incoming request is recorded in the F8.5-02 Certification application records.

The certification manager reviews the submitted application within 7 days from the reception and he/she aims to:

- check the completeness of the data necessary for the process of certification;
- find and solve the discrepancies with the applicant before starting the certification process;
- check the possibility of carrying out certification.

In case of omissions or ambiguity in the application, the certification manager contacts the applicant for clarification of the application information until the discrepancies are solved.

The certification body refuses to perform or continue the certification in the following cases:

- lack of competence or staff of the certification body to carry out the activities;
- failure of the customer to provide additional information within the prescribed period from the date of notification;
- the involvement of the applicant in illegal activities;
- recurring significant discrepancies with the requirements for standards.

The certification body records the application in cases of refusal and the client is informed by the certification manager in written form.

The review of the application is documented in the second part of the F8.5-01 Certification application.

In the presence of the necessary resources and ability to carry out the process of certification, the certification manager determine the necessary audit-days and he/she prepares the F8.5-05 Offer-contract.

The offer-contract is sent to the applicant for confirmation and it contains information on the conditions and the stages of the process of certification and the offer-contract is recorded in the Certification application records F8.5-02 and it's stored in software.

The certification body requires the customer to confirm the offer-contract in written.

In case of request of changes, a new offer-contract is reissued.

By confirmed the offer-contract, the contract is valid under the applicable law and the requirements of UNI EN ISO / IEC 17021-1 and the deadline for the offer-contract approval is of 6 months from the em-mision date.

The certification manager prepares the audit program F 8.5-06 and it will be an input of the audit planning, which is managed according the procedure MP 9 Certification process. The audit program has to be review every year.

All records and documents issued are identified, stored and archived according to MP 10.2.3 Management of documents and records.