

PROCEDURE PG.-07.1.1

Provision of Service Certification
Systems Management

STATUS OF DOCUMENT

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LEGISLATION OF REFERENCE

- UN EN ISO 17021
- RT – SINCERT
- RG – 01 SINCERT

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1. Introduction

This document defines the objectives and modalities for the provision of audit and certification of management system that CDQ Italy s.r.l. provides its customers.

The C.D.Q. Italy srl, is only the certifying body and does not provide consulting services for construction or improvement thereof.

The C.D.Q. Italy srl, has accreditation SINCERT n.070 / A for the scheme and SGQ n.078 / B for the scheme PRD.

The granting of certification and maintenance are subordinate only to the final results of the initial and surveillance, to compliance with this document and the payment of amounts invoiced by the CDQ Italy s.r.l..

The Organization shall make available to the GROUP AUDIT of CDQ Italy Srl, responsible for the conduct, and any observers affiancamento, all documentation of their SG and ensure free access to all its areas, offices, and areas affected by the certification.

C.D.Q. Italy Inc., upon request, provide any additional information and clarification on this procedure and any other matter relating to its work.

The content of this document and any referenced procedures are mandatory and must be implemented uniformly by all those who provide and receive services to / from the CDQ Italy srl now CDQ.

2. Service objectives

CDQ is a Certification Body able to offer high quality services irrespective of the place where he works. To maintain these standards and sets targets to help monitor the quality of service provided. It also ensured that the quality of services is not done at the expense of a loss in flexibility by allowing to cope with any situations.

To maintain our quality standards, the process of providing the service must:

- Ensure consistent assessment of the significant aspects of the certification process before issuing the bid-contract.
- Ensure that groups are used to audit properly qualified and competent than the management system that is standing.
- Ensure proper conduct of audits.
- Ensure that the certification meets the needs and expectations of the customer.
- To ensure rapid and efficient response to customer needs.
- Ensure that all users of the certification that allows the methodology used to assess fully the effectiveness of the management systems implemented by the organizations.
- To ensure its customers' compliance with the requirements contained in legislation on the processing and data protection.
- To ensure impartiality, objectivity and transparency in the activities of the CDQ.
- Ensure the independence of any state / entity that represents an unacceptable risk the independence and impartiality.
- Ensure the absence of any constraint both personal and business with organizations that may represent an unacceptable threat to independence and impartiality.
- To manage effectively and efficiently any conflict of interest that may arise. For this reason CDQ conduct an analysis of possible risks associated with its policy, and keeps it continually updated.
- CDQ release to customers that exceed the process of certification, a Certificate of Approval. Where organizations are operating in areas for which accreditation has CDQ SINCERT (National Organization for accreditation), the certificate of approval will also SINCERT logo.

3. General

The procedure describes the activities to be offered is the Certification Body that the organization to initiate the process of certification.

To maintain certification, the organization must comply with the provisions set out in this document and in all contractual documents prepared dall'OdC and accepted by the organization, and maintain their management system in satisfactory operating condition.

4. CONDITIONS

Any organization can access the progress of certification CDQ without any discrimination.

5. Certification Request

Any organization interested in certification services shall forward to the CDQ ns. offices special inquiry RO.PG.03.1 (different depending on the chosen certification scheme).

The inquiry, which must be completed in all its fields, stamped and signed by an official organization or by those who have received post contains all the information necessary for the CDQ can make the contract bid-PS.

PG.03.3 (different depending on the chosen certification scheme)

If the review of inquiry emerging gaps or inaccuracies, CDQ contact the organization to request information.

On the basis of information contained in the request for bid CDQ formula-supply contract and carry out the review of the request and supply contract using the bid-document review contract ROC.PG.03.04 (different depending on the certification scheme).

For successful control of sending a fax or mail-supply contract to the Organization.

Upon receipt of the 'Offer-Agreement ', the applicant is required to consult the site www.cdqitalia.it to view this procedure PG.-07.1.1 and general conditions of contract CG.PG-03.2 as integral parts it.

Only for the QMS scheme and organizations EA28-area construction companies, installation of equipment and services, the applicant must-see Annex 1 to this procedure.

Organizations that are unable to download or view the contract documents (PG.-07.1.1 and Annex 1 - CG.PG-03.2) on the internet, must request such documentation to the CDQ, which will forward by post.

The applicant to be eligible for certification services must return via fax or mail signed copies of the 'Offer-Agreement "which is in fact the contract to receive the service of certification of its management system by the CDQ.

By signing the 'Offer-Agreement ', the applicant declares expressly to know, understand and accept the contents of this procedure -07.1.1 PG and Annex 1 for the organizations of the key sector SGQ EA28 and general conditions Contract CG.PG-03.2, already viewed and / or downloaded at the web site or requested in paper to CDQ.

6. Initial Audit

CDQ plans the initial audit, appoint the audit team composed of a lead auditor and possibly one or more additional members of the group audit (auditor), depending on the characteristics of the audit and the time allotted to it.

The audit team may also include one or more technical experts and can predict the presence of observers and / or auditor or lead auditor training.

The Organization is committed, where the Group Audit will accompany members of SINCERT represented as observers, not to prevent the participation of the (pain of denial of certification or suspension or revocation of certification in the event of a subsequent default to that).

Audits in "spot" is allowed the participation of the consultant, but his participation must be limited to only an observer role and the Organization, in compliance with the Doc Sincert RG-01 must send a written notice CDQ first audit .

For most of the management systems CDQ conduct the audit of Phase 1 at the customer site, in special cases, the Phase 1 audit may be made without going c / o the customer's premises and such cases will be from time to time. When motivated document review of the contract schema reference.

Audit plan.

Before the initial audit, both Phase 1 and for Phase 2, the Lead Auditor sends CDQ the audit plan in order for it to inform the hearing by at least 24 hours prior to the audit.

In the event that Phase 1 and Phase 2 are consecutive, the plan for Phase 2 will be delivered directly by the Lead Auditor to audit at the end of stage 1.

The audit plan includes:

- Overview of the organization, and code references contractual EA to which the activities of auditing.
- Purpose.
- Reference Standard.
- Identity of members of the audit team that, if they had not before that time the names of members of the audit team, the organization can fulfill the right to object to an audit team, whole or in part, within 24 hours upon receipt of the audit plan, presenting right reasons to support this objection.
- Form Journal of communication (language).
- Date and site of an audit.
- Reliability requirements. (Privacy).
- Description of the / and the / s that is / will be / and
- Cronoprogramma execution of the audit.

Any objection must be sent to CDQ in writing by fax or e: mail.
CDQ examine the reasons for the objection received and will decide the acceptance or not of the same communicating its decisions to the organization, by fax or email within 24 hours of receipt of the objection said.
In case of acceptance thereof, will replace all or part of the audit team.

Where CDQ not accept the reasons in support of the objection, shall communicate in writing to the requesting confirmation, however, the same before starting the audit. The organization must respond within 24 hours after receipt of the notice.

The organization will send a confirmation of acceptance by fax or email.

The purpose of audit of Phase 1 is to prove the degree of implementation of the system of management in relation to the requirements of NORMA. The Initial Audit will be done in compliance with Article 9.2.3 of the standard UNI.EN.ISO 17021.

For this purpose, the organization must:

- Giving to the Group Audit sufficient information so that we can conclude that the management system is implemented in accordance with RULE.
- Allowing access to the Group Audit facilities, personnel and necessary records, including internal audit reports, so that we can demonstrate that the management system has been properly defined and implemented.
- Providing complete cooperation for the resolution of the relevance, if they are detected.

The Initial Audit will consist of:

Initial Audit Phase 1.

The Audit Initial Phase 1 will include the following activities:

- An initial meeting with senior officials (or his representative) and with the leaders of the affected areas to confirm the purpose of provisional certification and explain the method of work (only the schema for the QMS and organizations in buildings and equipment sector EA 28, the purpose will be formulated as SINCERT RT Regulation 05 in effect at the time of).
- Detailed examination of the management system in accordance with as defined in the initial audit plan for Phase 1.
- A final meeting where the Lead Auditor will exhibit all the conclusions reached under which the audit team.

The Lead Auditor, responsible for the development of Phase 1, will coordinate the activities of the audit team whose main objective will be:

- Evaluate the documentation of the management system of the client.
- Evaluate the operational headquarters of the included in the scope of certification and exchange information with staff to determine the degree of preparation necessary for the Audit Initial Phase 2 could take place with reasonable results.
- re the degree of understanding that the organization of the requirements of the Standard, in particular those relating to identification of the processes necessary for the proper functioning of the Organization and the attainment of the objectives of quality.
- Collect all the information needed to assess both the genuine aim of the QMS of the organization that the legal aspects: laws and regulations applicable to the product or service.
- Focus on planning the audit of Phase 2, acquiring sufficient knowledge of the management system and activities of the customer's site, with the possible significant aspects.
- Whether internal audits and review by the Directorate have been planned and / or performed and if the level of implementation of dell'SGQ can assume that the initial audit of Phase 2 can take a real chance to successful.
- re the allocation of resources for Phase 2, checking that the information provided by the first, on the basis of which was made on the review of inquiry (point 9.2.2 of the standard 17021) and that obtained during 'Audit of Phase 1, did not differ essentially. In case this is not the case, in the final meeting will be communicated throughout the organization.

Collected the evidence, the audit team before the final meeting will prepare the conclusions which it reached the audit team for presentation to the person designated by the organization.

In the final meeting of the audit, the audit team will document and communicate the audit report in Phase 1 doc.RVI.PG.-07.1.7.1 (copy of which is the date) all the importance of auditing including any situation that could be classified as "non compliance" during the Phase 2 initial audit, as well as communicate and document the relationship above, the discrepancies (if any) between the initial information provided by the organization and

those obtained in 'implementation of Phase 1, as any information considered relevant and which might affect the resources that CDQ must have for the development of Phase 2. The audit team will be included in this document relating to the proposed date on which it is prepared to begin the audit of Phase 2.

As a result of information received by the audit team and in application of its procedures, CDQ may consider necessary to review the contractual arrangements established and approved by the customer. In this case, the client communicates CDQ changes, awaits their acceptance in order to plan the continuation of the time of initial Phase 2. In case the client organization does not accept the changes, the process of certification shall be deemed canceled and will limit the CDQ cover their own fees to plan and carry out processes including the management of the practice.

In the event that during Phase 1, there have been identified as critical and there are discrepancies with the data in the letter of appointment, the initial audit of Phase 2 can be performed consecutively after the closure of the issue of approval for technical direction dell'OdC. After confirming the Lead Auditor will release the plan for Phase 2. (As shown above does not apply to the system FSMs)

Initial Audit Phase 2

The Audit Initial Phase 2 includes the following activities:

- An initial meeting with the Directorate of the organization (or his representative) and with the leaders of the affected areas to confirm the purpose of provisional certification and explain the method of work (only the schema for the QMS and organizations in buildings and equipment sector EA 28, the purpose will be formulated as SINCERT RT Regulation 05 in effect at the time of audit)
- Detailed examination of the management system according to the initial audit plan for Phase 2.

- A final meeting of the Lead Auditor will exhibit all the conclusions to which the audit team arrived.

The Lead Auditor is responsible for the development of Phase 2 and shall coordinate the activities in which the audit team should make in order to assess the implementation and effectiveness of the management system of the organization. For this reason, at least, should:

- Highlight the conformity of management system with all applicable requirements of the standard of reference.
- re monitoring, measurement and review of performance in relation to the objectives and consistent with the provisions of the standard of reference.
- Evaluate the internal audit and review of the Directorate.
- Evaluate the responsibilities of the Directorate in relation to policies of the organization.
- Evaluate the links between regulatory requirements, policies, objectives, responsibilities, staff skills, activities, procedures, performance data, surveys and findings of internal audits.

Collected the evidence, the audit team before the final meeting will:

- Prepare to which the conclusions reached by the audit team for presentation to the person designated by;
- sort and classify the returns as:

NON-COMPLIANCE

More. - Non-compliance due to insufficient and / or lack of procedures or technical or non-compliance of the whole of a procedure or technical education. In both cases these failures have put at risk the coherence of the organization's management system.

Minor - Non-compliance .- part documentary and / or partial non-compliance with procedures and technical instructions.

COMMENTS (ideas for improvement).

- Prepare the Audit Report for Phase 2 RVI.PG doc-07.1.7.2.

In the final meeting the audit team will document and communicate the audit report in the Phase 2 doc.RVI.PG.-07.1.7.2 (a copy of which will be released to) all relevant classified by category.

The Lead Auditor, given the findings and based on the number and severity of non-compliance detected, decide to recommend an audit additional 6 months or extraordinary (§ 10 - § 11): this decision will be communicated to all ' organization by completing the relevant section in the audit report.

The confirmation by the Technical Management of CDQ the need to conduct an audit of overtime, can not make the certification until the same is not executed (audit that will necessarily be completed not later than ninety days from the conclusion of the initial Phase 2).

7. Corrective actions issued as a result of audit

Ten working days from the date of the audit (audit initial phase 2, monitoring, additional extraordinary or renewal), the organization does not receive from CDQ any information will be considered confirmed non-compliance found by the audit team.

After this period, once decided on the proposed corrective action, the organization must:

- Establish a relationship of non-compliance in internal agreement as defined by its process, in which, in the section on description of the finding, must be covered exactly the deviation highlighted.
- Carry out a full analysis of the causes that led to non-compliance;
- To propose appropriate corrective actions to resolve non-compliance in accordance with the procedure defined by its 45gg before the date of audit
- transmit reports of non-compliance to internal CDQ, the Lead Auditor in order to evaluate the adequacy of proposed corrective actions (for non-compliance are classified as major, the organization must submit the proposed corrective action along with evidence of implementation of the), and may recommend the issuance of the Certificate.

Proposals for corrective action, as well as evidence of implementation for non-conformities are classified as major, should be addressed to CDQ within 45 days after the date of the final meeting of Phase 2 of audit / monitoring / additional / extraordinary / renewal.

Audit in the case of initial / renewal, the past 45 days, CDQ reserves the right to repeat the audit. The cost of such audit will be borne by the application of the tariff auditor-days at the date of execution thereof.

In any case, the effectiveness of the proposed closure of non-compliance detected, it will ta during the next audit.

After audit and before leaving the Organization, the Group Audit return all documentation to the experience gained in the preparation and execution of the same.

8. Certification and use of the logo

Successfully completed the Initial Audit Phase 2 saw the audit report, the body of Delibera CDQ conduct a review of all documentation including the purpose of audit certification set by the audit team.

If the documentation is determined adequate to make the decision to issue the certificate, will be his issue.

- **Certificate of Approval include:**
- The number of certain Completed successfully the Audit Initial Phase 2 saw the audit report, the body of Delibera CDQ conduct a review of all documentation including the purpose of audit certification set by the audit team.
- If the documentation is determined adequate to make the decision to issue the certificate, will be his emissione.ficato;
- dell'OdC particulars including the address;
- the identity of the organization;
- the standard reference;
- the purpose of certification of the identification code EA;
- the date of issue;
- the due date;
- logo CDQ;
- SINCERT logo for the areas and schemes covered by the accreditation;
- Refer to the RT (Technical Regulations) SINCERT applicable.

If the documentation examined, in the opinion of the act, is not exhaustive, they may:

- change the purpose,
- change the classification of non-compliance,
- require the additional documentation and possibly decide on the establishment of an audit of overtime that would prove the best evidence on the status of the management system of the organization.

The final decision on certification, the purpose of certification and the need to perform any additional audit or extraordinary is the responsibility of the act.

After the document control CDQ inform the customer in writing of the outcome of the audit.

Following the payment of all its powers and fulfillment of all contract terms, the CDQ, issue the certificate to the Certification and insert the same in the Certificate Register of Organizations and the publication of the certificate on your site Internet and its communication to the competent authorities as provided by them.

Validity of certification

The certification granted to the Organization shall be valid only to the premises and purposes specified in the Certificate.

Certification of the QMS does not exempt the organization from its responsibilities and legal obligations arising from products, processes and services and those provided to its customers, employees and third parties.

I hereby expressly, it is understood that no responsibility can be attributed to defects in CDQ for products, processes and services provided by third parties, in cases covered by the Presidential Decree of 24 May 1988 and EEC Directive 85/374, concerning liability for defective products.

ONLY FOR MANAGEMENT SYSTEMS ISO 9001

CDQ Certification is valid for 3 years from the date of original issuance of the certificate, provided that the Management System for Quality of certified is subject to surveillance audits every 12 months during the 3 years as from the prospectus:

Initial audit (VI Phase 2)	12 months from the time of the initial term of Phase 2	24 months from the time of the initial term of Phase 2	Within 36 months after the time of initial Phase 2
Certification	Prior surveillance	Second supervision	Visit Renewal
	3	3	(1) if the organization does not intend to renew the contract of certification for the next three years (2) if the organization renews the contract

1. In the case of CDQ renunciation of renewal, subject to the provisions of Regulation Sincert Doc RG-01 § 2.5.1 will promptly inform the SINCERT and will await the appropriate measures such as the need to conduct an audit of third surveillance to validate the effectiveness of the certificate at that time or in case of unavailability by the organization, will ensure the immediate withdrawal of the certificate that will lose its effectiveness immediately.
2. As a result of the revocation of the certificate, the Organization is obliged to immediately notify all parties concerned, the successful removal of his certificate.
3. If within 3 months of the expiry of three years not received a cancellation from the Organization, CDQ deem the contract automatically renewed, and will proceed to planning the audit of renewal.
 Since the audit of surveillance are used to validate the effectiveness of quality system for the period between an audit and the other, any termination of contract concluded in this period, requiring the ODC to withdraw (no later than 7 days on receipt notice contract) of the certificate. If within a period of 7 days provided the organization renounces the contract termination, it must immediately submit to an audit of surveillance.

ONLY FOR SYSTEMS MANAGEMENT BS OHSAS 18001

CDQ Certification is valid for 3 years from the date of original issuance of the certificate, provided that the Management System of the certified audit is subject to monitoring during the 3 years as from the prospectus:

HIGH COMPLEXITY			
Macro: 1, 4, 7, 8, 12			
Initial audit	6 months from the time of the initial term of Phase 2	15 months from the time of the initial term of Phase 2	Within 24 months after the time of initial Phase 2
Certification	Prior surveillance	Second supervision	Third surveillance

LOW COMPLEXITY

Macro: 5

Initial audit	9 months from the time of the initial term of Phase 2	18 months from the time of the initial term of Phase 2	Within 27 months after the time of initial Phase 2
Certification	Prior surveillance	Second supervision	Third surveillance

Denial of certification

If the certification is not granted to the CDQ communicate the reasons for the refusal, stating at the same time, what are the minimum conditions to restart the process of certification.

The Organization could not have been granted certification may file a written complaint against the refusal of the same, stating the reasons for their dissent in the manner described in paragraph 15 "Appeals and Complaints" section of this document.

Description of the logo certification

The logo type of CDQ is formed by 2 triangular sails, under which you will find a triangle in a horizontal position which is the shadow of the sails above.

Lateral triangle is given to the word "CDQ ITALY" character with Palatino Linotype.

Beneath it all is a rectangular band within which bears the inscription "CERTIFICATION OF QUALITY" - Palatino Linotype font.

The logo type is blue in color with shades of turquoise.

The standard logo should be reproduced in whole and maintaining the same proportions as the original size provided, the color can be changed depending the aesthetics of the supporting document. Can be enlarged or reduced, provided that they comply with the proportions.

The Organization shall have power to match the mark CDQ ITALY indicating the registration number of the certificate Certification and / or "Quality System Certificate UNI EN ISO".

View logo



For schedules and areas in which accreditation has CDQ SINCERT, it is possible, together with the trademark CDQ ITALY, also use the mark dell'Ente SINCERT Accreditation.

The mark of accreditation should not be used to suggest that SINCERT has certified or approved the QMS, or the product or the staff of, or otherwise misleading, however, including:

- The logo can not be used regardless of the brand CDQ ITALY. – SINCERT
- The 2 logos (SINCERT and CDQ ITALY) must be reported as used in graphic below as an example.



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The composition must be complied with graphics proportions determined by the size of reference in the figure above:

Logo CDQ ITALY:

maximum height 40 mm (including the registration number and the reference standard)
maximum width 40 mm

Logo SINCERT:

maximum height 12 mm;
width: 40 mm.

Ever the size of the logo SINCERT (horizontally and vertically) should be higher than the corresponding size of the mark CDQ ITALY. For the uses of a document or instrument, the logos can be reduced (in accordance with the requirements of readability), or enlarged, keeping the ratio of the size, the color of the mark SINCERT base and the shade of blue called PANTONE Process Cyan 2; The design Italy depicting the screen is black 31% cyan, 25% magenta and 25% yellow. May be reproduced in black and white or another color uniform, provided they are clearly distinguishable between them the words SINCERT and the design of in case of reproduction in black and white, the screen is black at 36%. An alternative to the graphical solution of the above (make SINCERT matched the mark CDQ ITALY), it is permissible to place in the immediate vicinity of the mark CDQ ITALY, (bottom, top or side), the writing (bilingual or monolingual), accredited by SINCERT Body - Body accredited by SINCERT

The size of this term should not exceed (in horizontal and vertical) the corresponding spaces occupied by the mark CDQ ITALY.

CDQ provides to the CD showing the logo in JPG format for playback and use the certification mark and II 2.6.8.

Certification System Certification does not mean the products or services.

The organization should therefore refrain from using the logo certification in such a way as to mislead (for example on product packaging, test reports, calibration or inspection, as these relationships are regarded as products).

Inviting the organization to put the certificate in their offices and / or installations, as well as ads in publications or advertising.

L'organizzazione is authorized to use the certification logo in advertisements. This receives a "file" logo certification.

- The standard logo should be reproduced in whole and maintaining the same proportions as the original size provided, the color can be changed depending on the aesthetics of the supporting document.
- Should be used to promote the approval of the Management System.
- Should not be used in a misleading

NOTE 1. The use of the logo certification must be in compliance with CDQ to the successful initial certification audit.

NOTE 2. Failure to abide by the dictates of content in this PG and I.I.-2.6.8, can lead to suspension and / or withdrawal of certification, publication or infringement of any other legal action if necessary.

9. Mantenimiento certification

The maintenance of certification is subject to continuous maintenance of the implementation of management system in accordance with standard reference CDQ ensure that continuity through a program of continuous assessment based on the annual audit.

The CDQ planned audits of surveillance with about 4 months before the period of execution of the same in this regard will send to the organizations customers a fax containing the period within which the audit of surveillance should take place and asking them to communicate its willingness

Once agreed the date for implementation of the audit, CDQ forwarding authority of the audit plan at least 24 hours before the execution thereof.

Surveillance audits are performed in the same way as for the certification audits.

ONLY FOR MANAGEMENT SYSTEMS ISO 9001

CDQ conduct an initial audit of surveillance to 12 months and a second in 24 months taking as reference the date on which the audit was completed initial Phase 2.

For the only scheme SGQ and businesses involved in constructions and installations of Schedule 28 EA, surveillance audits will be planned in accordance with the provisions of Doc Sincert RT - 05 in force at the time of the audit.

During the audit of the monitoring points listed below will be seen every year.

- Quality Manual
- Keeping control of documents
- Keeping control of records
- Review by the Directorate
- Design and development
- Production and delivery of services
- Internal audits
- Keeping control of non-conforming products
- Remedial actions
- Preventive Actions
- effectiveness of corrective actions to closure of CN detected during the previous.
- Use of the logo – kind
- Confirmation of the purpose of certification

The remaining points of the standard reference sample to be tested during the three years of the certificate, paying particular attention to the specific criticism of the (three-year planning).

The Organization is required to resolve non-compliance in time (for how, see Item 7 of this document), the effectiveness of these is evaluated during the next surveillance visit.

ONLY FOR SYSTEMS MANAGEMENT BS OHSAS 18001

CDQ conduct an initial audit of surveillance in accordance with the schedule indicated below:

Organizations with high complexity, before the 'Renewal of Audit, as follows:

- Monitoring first six months after Initial Audit;
- Second surveillance from 15 months Initial Audit;
- Monitoring a third from 24 months Initial Audit.

Without reducing the time of verification by reference to the time allocated to 'Initial Audit,

Organizations with medium complexity, before the 'Audit of Renewal: Watching three within the renewal subject to the maximum reduction of 30% of the time allocated to 'Initial Audit.

Organizations with low complexity, before the 'Audit of Renewal: Watching three within the renewal subject to the maximum reduction of 30% of the time allocated to 'Initial Audit.

10. Overtime Audit

Extraordinary audits performed in "spot" on the premises or the premises of the Organization, as previously planned and communicated to the Organization, may be required by the CDQ for:

1. Evaluate the effectiveness of the resolution of non-compliance identified during the visits of certification, surveillance, or renewal;

2. As decided by the Technical Director, as a result of the review of the documents before the audit or confirmation of the certificate.
3. The continued existence of non-compliance, after the agreed deadline for their resolution;
4. Restoration of certification following an earlier suspension, in which case the routine visits are extended to the whole QMS.
5. Substantial changes in the SG as defined in section 13.1 of this procedure.
6. Complaints for relevant and obvious failures or situations of non-compliance of the management system, as defined in paragraph 15 of this procedure.
7. At the request of SINCERT which accreditation body, or committee of inspection of the CDQ or CDQ.

Unannounced audits

May need to perform audits CDQ overtime without notice in paragraphs 4, 5, 6 and 7. In such cases CDQ pose particular care in the appointment of the audit team because of lack of opportunity, by the customer, to make objections on the members of the audit team.

11. Additional Audit

Audits additional "spot" on the premises or the premises of the Organization, as previously planned and communicated to the Organization, may be required by the CDQ when:

- Although resolved positively for Certification, we have evidence that the QMS is operating for a short time (roughly three months), and therefore requires in-depth.
- Although resolved positively for Certification, the number and / or 'importance of non-compliance detected show a relative weakness of the QMS
- On the need to extend or reduce the scope of the certificate or to change the rules and / or conditions of certification.

12. Audit renewal

Within 4 months of the expiry of the certificate, CDQ will send to the "Quotation" certificate of arrangement to be completed in its entirety and

conveyed all'OdC via fax in order to check whether there have been changes that may substantially affect the time to be assigned to perform on the purpose of certification, and the number of operating sites and / or yards

Based on the information received, will be re-offered the new contract with economic price to be applied.

The new economic condition is again the list in force at the time of renewal.

In cases where major changes in the management system of the organization, the ODC can perform the audit for renewal in two phases (Phase 1 and Phase 2) if you have significant changes in the management system of the client or in context in which the system operates (eg changes in legislation). This event will be formalized in the contract.

The audit is scheduled for renewal at least 33 months after the end of phase 2 and will follow the same procedure for the initial audit of Phase 2 (§ 6).

To be able to renew the certification organization should be taken to resolve any non-compliance detected within the period of validity of the certificate in force.

The certificate issued in the renewal will maintain the same number as the original.

In any case, it is stated that the audit of renewal will not be made after the expiry of the certificate.

13. Changes in Management System.

The organization introduces substantial changes in its management system, relating to:

- the production process, products, market sectors;
- production technology / processes;
- production;
- regulations / schemes for certification of reference;

must inform the ODC rapidly highlighting the changes made.

The ODC will analyze the documentation and in accordance with the incidence on the system's management, will assess whether or not to conduct an audit of overtime.

In the event that the proposed changes by going to impact on the certification of AIM, the same should be made only during a regular audit or overtime (after request of the customer).

Tutte organizational changes, such:

- Change of name,
- Change of corporate structure,
- Change of direction,
- Change of address,

allow the maintenance of certification provided that such changes are immediately communicated in writing to CDQ and provided that such changes do not interfere on the compliance of the QMS.

14. Suspension or Withdrawal of Certificate

OdC reserves the right to suspend or withdraw the Certificate of Approval at any time, always give reasons for its decision.

The possibility of suspension or withdrawal of the certificate will be considered when:

- The organization Lnon complete the corrective actions in a timely fashion, after a regular visit (If you do not get feedback in a period of time reasonable, including the additional time granted than usual (45 days), the certification will be suspended or withdrawn).
- persists in non-compliance of the standard, despite have been detected by the adjacent non-compliance.
- The organization refuses to submit to periodic audits on time.
- There are clearly not enough of the proper certificate and / or logo certification.
- The organization does not meet the financial conditions derived from the contract for the provision of service (non-payment of bills).
- For actions that adversely affect the prestige of **CDQ**
- The organization does not submit to an audit of maintenance or renewal on time (see § 9 and § 12).

Any such suspension may be issued on the express request of the Organization for reasons of force majeure (eg, layoffs, etc. ...).

The suspension has a maximum duration of 6 months.

If before that time the organization sound its shortcomings, the effectiveness of the certificate will be restored.

After the period of 6 months without which the organization has cured its defaults, the certificate will be revoked permanently.

The period of suspension does not increase the period of validity of the certificate.

CDQ is obliged to make the suspension of certification, therefore, will inform all the relevant bodies and interested in the manner it deems most useful, and will report the measure on the Register of certified organizations.

The Organization may waive the Certification of Management System for Quality in its possession only for the following reasons:

- At the expiry of the certificate, giving formal notice with a notice of 3 months;
- For non-acceptance of substantial revisions to this regulation, the procedures of reference or standards or requirements to which the organization is planning to retrospective, subject to any revisions required by regulatory standards by the Accreditation and to which the body and consequently the certified organizations, are subject.
- For non-acceptance of any changes in economic conditions contract made by CDQ (if changes are made without any justified reason).
- To cancel motivated by contract (eg stop, laws, etc.)..

15.Appeals and Complaints

Appeals:

If an applicant organization, wants to appeal to a decision taken by the CDQ, the following are cited by way of illustration and not limitation, the following examples:

- To reject an application for certification.
- To refuse to perform the service despite the existence of a contract signed;
- Suspend, revoke and / or withdraw a Certificate of Approval

The applicant must submit written appeals against the decisions taken by CDQ within 30 days from the communication / refusal.
The CDQ will confirm in writing the receipt of the appeal to the appellant.

The controller will identify the application, also considering the results of similar actions, and communicate to his legal representative conclusion.

The legal representative will take its decision and communicate in writing to the organization.
The receipt of the appeal does not stop / suspend the application of the decision taken by CDQ.

Decisions must be taken or reviewed and approved by a person / not involved / and content of the application itself, while CDQ warrant that the submission of appeals, their consideration and that decisions will not give rise to any action of a discriminatory nature in to those who submitted.

For all the disputes which are not the responsibility of the Directorate (in the figure of the Legal Representative) of CDQ, the parties elect jurisdiction on the Court of Trani, expressly renouncing to its own forum, and referring to what is covered by the Civil Code.

COMPLAINTS

If an Applicant or an interested party wishes to file a complaint against the conduct of the CDQ or a member of the same in relation to (below are cited by way of illustration and not limitation, the following examples):

- Behavior of some members or the group of the CDQ AUDIT during the audit process.
- Activities of States dell'OdC during the provision of administrative services or otherwise.
- Any member dell'OdC think that the organization can cause injury.

The organization will:

1. at the conclusion of an audit, in the field of special audit report, expressing reservations about the conduct of certain members or the GROUP AUDIT;
2. Outside of the audit, submit a written appeal within 30 days starting from the complaint.

As stated in paragraph 1 (ie for strictly technical aspects) the management of the reserve takes place directly in the process of deliberation and its decision shall be communicated to the customer in writing. If the organization does not accept the decision of the Technical dell'OdC has the opportunity to begin the appeal process by contacting the Directorate dell'OdC.

The Directorate of CDQ will see the complaint and identify a person with appropriate technical skills for the evaluation of it.

The controller will identify the application to the Directorate communicating their views.

The Directorate will communicate in writing to the decision taken.

The decision issued by the Directorate of CDQ is totally without appeal to the complainants.

As stated in paragraph 2. The CDQ will confirm in writing the receipt of the complaint to the complainant.

The Directorate of CDQ will see the complaint and identify a person responsible for the evaluation of it. The controller will identify the claim submitted to the Directorate communicating their views.

The Management under the PG-09 action will open the domestic non-compliance, consultation or other, and communicate in writing to the decision taken.

If a third party wants to make a claim against any behavior dell'OdC and / or a member dell'OdC, both internally and externally or dell'OdC to the decision to grant a certificate of approval must be forwarded in writing to the Directorate of CDQ.

The CDQ will confirm in writing the receipt of the complaint.

The final conclusions will inform you in writing to the complainant.

In case the complaint concerns a third party client certificate, CDQ shall within 3 working days to inform the organization that was started a check against him specifying the object and that the outcome of that will be forwarded in the form written.

In case the complaint is founded, the organization must notify the CDQ the proposed corrective action it intends to take and the deadline for the implementation thereof.

The CDQ verify that the actions planned are taken on time.

The CDQ reserves the right to conduct an extraordinary audit "on site" if the result of the monitoring required to verify the effectiveness of the remedies proposed by the applicant.

Depending on the results of "in situ" the CDQ will take the penalties provided for in paragraph 14 of this procedure.

It will maintain records of appeals and complaints.

Complaints, if deemed reasonable, will be treated, managed and registered as Non Compliance interior.

16. Rights and responsibilities

RIGHTS

- Challenge: Presenting direct to reject all or part of the audit team.
- Appeals and complaints: Presenting complaints, appeals and appeals to the decisions of the Department of Technical CDQ as reported in paragraph 15 of this Procedure
- CDQ take appropriate action, in accordance with the law, to protect the confidentiality of information obtained in the course of its certification activities. All staff is part dell'OdC, including the Monitoring Committee and external entities or persons who are authorized to use the name of the CDQ or reflect the ODC, will sign before the start of any activities with the ODC, a statement that expressly requires the observance of the pact of secrecy and maintaining the confidentiality of data.
- Ask for full information of the qualifications of the audit team and attach documentation that supports this status. In light of such documentation, the organization may make and give the reasons, the request for disqualification of all or part of the audit team.

- Successfully passed the initial audit, the use of the logo certification CDQ and the certificate of approval is permitted, with the only limitation specified under "Description of the logo certification" of the par. 8 P.G.-I.I.-07.1.1 and 2.6.8.
- **Presenting complaints, appeals and reasoned, against the decisions of the Directorate of Technical CDQ in the manner defined in paragraph 15 of PG-07.1.1.**

DUTIES

- Facilitate the conduct of the audit is that the original journals.
- Allowing the presence of auditors and / or technical experts and / or representatives of SINCERT (International Certification Organization), an advance notice of their presence.
- To declare publicly that it is certified only for those activities included in the scope of the certificate of approval.
- Do not use the certification in such a way that could undermine the prestige of CDQ, nor make any statement that may be considered improper.
- Do not use a suspended or revoked the certification, any copies or reproductions and the whole technical documentation and / or advertising that contains the logo and / or reference to the Certification CDQ, destroying everything in case of withdrawal.
- Do not use misleading references in the form of state-certified organization.
- Comply with the requirements of the II-2.6.8 to advertise your organization been certified.
- Return the original of the certification in the case of withdrawal.

17. RATIFICATION COMMITTEE

All certification activities are subject to control and a Committee of Inspection, which is designed to ensure and guarantee the impartiality and independence and transparency of the acts of the **CDQ**.

To the control part, without the existence of specific interests, all parties involved in the activities of certification.

The Committee has the task of assessing the fairness, impartiality and independence, as applied by the CDQ in carrying out certification services and therefore ratify the actions of CDQ on the new certifications, audit monitoring, renewal, extension, reductions, suspensions, revocations.

18 ANNEXES

Attached to PG-07.1.1 - Integrations for the EA field 28: Manufacturers and installers of plant.