Procedure PG-07.1.1	UNI-CEI-EN-45012
Performance of the Certification Service for Quality Management Systems	

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Key:

RGVI	Inspection Group Manager
GVI	Inspection Group
AVI	Inspection Group Auditor
SGQ	Quality Management System
VI	Initial inspection
VS	Supervision Inspection
VR	Renewal Inspection

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1.0 INTRODUCTION

This procedure defines the methods of performing the service for the concession of the **Certification of Quality Management Systems**, of its annual maintenance and of its three-yearly renewal, applied by C.D.Q. Italia s.r.l., as Certification Body.

C.D.Q. Italia s.r.l, is exclusively a Certification Body of Quality Management Systems and does not supply advisory services for the creation or improvement of the same.

Certification concession and maintenance are subordinate to respect for this document and payment of the amounts invoiced by C.D.Q. Italia s.r.l., as well as to the final results of the initial inspection and those of the supervision inspections.

The Organisation must make all its SGQ documentation available to the C.D.Q. Italia s.r.l GVI assigned with performing the Inspection and to any observers acting alongside and must guarantee free access to all its areas, offices and sectors concerned with the Certification.

On request, C.D.Q. Italia s.r.l, will supply further information and clarification about this procedure and about any other aspect concerning its own activity.

2.0 PURPOSE AND FIELD OF APPLICATION

The purpose of this document is to define relations between C.D.Q. Italia s.r.l and its client Organisations, concerning the performance of the Certification service of the Quality Management System (SGQ) with reference to the applicable standards.
In particular, the regulations apply to:

- The SGQ certification course
- Certificate issue, supervision and renewal
- Logo use
- Complaints, recourses, suspension, revocation and renouncement.

The certification course is integrated by all the General Procedures (PG) in use by C.D.Q. Italia s.r.l.

All the requisites of this procedure, plus all the decisions and evaluations made by C.D.Q. Italia s.r.l., are exclusively referred to the application field of the requested Certification.

The content of this document and all the relative procedures are obligatory and must be applied by all persons supplying services to C.D.Q. Italia s.r.l.

3.0 STANDARD REFERENCES

For the Organisation, the reference standards and/or schemes relative both to the general criteria for Certification Bodies and to the requisites of the SGQ are:

3.1 Standard References for implementing the Certification scheme

The certification scheme exclusively refers to the following standards:

- UNI-CEI-EN-45012:98

- ISO-Guide 62
- EA-7/01"EA Guideline - Guidelines to the application of EN 45012"
- UNI EN ISO 19011:2003
- Prescriptions and regulations of the Accreditation Body

3.2 Standard References for the client Organisation

- UNI-EN-ISO 9001/2000 Requisites
- Cogent standards and laws inherent to the products and/or services offered.

C.D.Q. Italia s.r.l. has the task of verifying that the organisation has the capacity of identifying the cogent laws and is capable of applying them.

3.3 Other references for the client organisation

- UNI-EN-ISO 9000/2000 "Quality Management Systems – Fundamentals and terminology"
- UNI-EN-ISO 9004/2000 (Guidelines for improving performance) "Quality Management Systems - Requisites"

4.0 GENERAL REQUISITES

Any Organisation may access C.D.Q. Italia s.r.l. certification course without whatsoever discrimination.

The following conditions are necessary so that the certification process may begin:

The existence of an implemented and effectively applied SGQ, the implementation level of which supplies sufficient evidence as to its efficacy and conformity to the reference standard requisites and to any particular prescriptions established for kind of activity, product, process or service.

Acceptance of the conditions and procedures of C.D.Q. Italia s.r.l., as well as of the contractual conditions contained in this procedure, in the General Conditions for performance of the service (**C.G.PG.03.2)** and in the Certification offer - contract (**PS.PG.03.3**).

Identification and control of the cogent requisites from laws and/or regulations concerning the products and/or services subject to the certification.

5.0 CERTIFICATION COURSE

5.1. Offer

Any organisation interested in C.D.Q. Italia s.r.l. certification services must send Document **RO.PG.03.1. – offer request** to our offices.

The offer request, which must be compiled, stamped and signed by an organisation manager, contains all the information useful for the purposes of formulating the **offer– contract** (**PS.PG.03.3**).

If the inadequacies or incorrect data should emerge from the examination of the offer C.D.Q. Italia s.r.l., will contact the Organisation to request extra information.

On the basis of the data contained in the **offer request (RO.PG.03.1.**) C.D.Q. Italia s.r.l., formulates the **offer contract** (**PS.PG.03.3)**, reviews the request and the contract offer using form la **ROC.PG.03.04 – offer-contract review** and sends the **offer - contract PS.PG.03.3.** to the Organisation by fax or post.

On receipt of the **PS.PG.03.3 "Offer - Contract"** document the applicant must consult the site **www.cdqitalia.it to examine this procedure PG.-07.1.1 and the general contract conditions CG.PG-03.2 as they are integral parts of the same.**

- In order to be able to enjoy the certification services, the applicant must return a signed copy of the **PS.PG-03.3** "**Offer - Contract"** document by fax or post, which constitutes the contract in order to receive the performance of the certification service of its Quality Management System by C.D.Q. Italia.

By signing document PS.PG-03.3 "Offer – Contract", the applicant expressly declares to know the content of this procedure PG -07.1.1 and the general contract conditions CG.PG-03.2, already examined at the site, and to fully accept the content of the same.

6.0 DOCUMENTARY INSPECTION

6.1 Documentary examination.

In order to begin the certification course, the Organisation must supply C.D.Q. Italia with a copy of the documents supporting the SGQ (Quality Manual in electronic or paper form) at least 15 days before the visit in loco; this copy is then sent by the C.D.Q. technical department to the RGVI already identified in the list of approved Auditors and technical experts, whose name will be sent to the Organisation at the moment of the request for the quality manual, so that the same may exercise the right to challenge, before sending the M.Q.

The maximum term to exercise the right to challenge is 2 days beginning from reception of the communication concerning the nomination of the Auditor (who will cover the role of RGVI in the in loco inspection) assigned to perform the documentary examination.

The Quality Manual must prove to explain the activity effectively performed by the Organisation and must not be a mere transcription of the requisites of the Standard/Scheme.
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6.2 Inadequate documentation.

The RGVI performs the documentary examination by showing the results of the same in document RVA.PG-07.1.1. , with the purpose of controlling the degree of conformity of the documentation supplied by the organisation to the reference standard/scheme, to assess its ability to sustain the in loco audit, planned if the result of the documentary examination proves positive.

If inadequacies are found in the M.Q., C.D.Q. Italia will ask the Organisation to send extra documentation.

In accordance with this procedure, the result of the documentary examination (document RVA.PG-07.1.1.) must be communicated to the Organisation with sufficient notice **(at least 5 days before the date fixed for the "in loco" inspection),** in order to permit the implementation of any corrective actions.

- If the result of the documentary examination is negative, by highlighting major non conformities which prevent continuation of the inspection process, the Organisation must make the changes necessary to resolve the inadequacies identified, which must be controlled before the **"in loco"** audit at C.D.Q. Italia headquarters by sending all the documentation again.
In this case, if the Organisation continues the certification course with C.D.Q. Italia, it does not owe anything for the documentary examination performed; if it decides not to continue the certification course with C.D.Q. Italia, the Organisation must pay for the documentary examination; an amount corresponding to a ½ inspection day (in order to quantify the amount, it is sufficient to consider 50% of the cost of the periodical inspections established in the offer – contract PS – PG 03.3).
- In the case where minor non conformities are found, which do not impede continuation of the certification process, the Organisation must make the necessary corrective actions which will be checked during the inspection.

In the case where more than **4 months** pass from the date of the signing of the offer-contract PS.PG – 03.3, until sending the S.G.Q. support documentation, C.D.Q. Italia reserves the right to request possible written confirmation about the information shown in the Offer Request RO – PG 03.1.

7.0. AUDIT

C.D.Q. Italia plans the audit, nominates the Inspection Group **(GVI)**, which is comprised of one **RGVI**, possibly supported by one or more Auditors (AVI).

The Inspection Group may also include Technical Experts, Observers, Auditors in training and/or RGVI in training.

In the case where SINCERT Representatives support the GVI as observers, the Organisation shall not impede the participation of the same.

The participation of the Organisation's Advisor is permitted to participate in the **"in loco"** audits, but his participation must be limited to the role of observer.

The Initial Inspection and the periodical maintenance inspections will always be performed respecting section 3 of the UNI-CEI-EN- 45012 standard, and as per the directive of the same chapter of the Guide Line document EA-7/01"EA Guidelines on the application of EN 45012".

7.1 Audit plan.

The RGVI sends the Audit Plan with a least **6 days** notice with respect for the date set for the audit to C.D.Q. Italia which then forwards it to the Organisation.

The audit plan contains:

- General information about the Organisation, Contractual reference, pertinent EA code.
- Audit purpose.
- Reference standard.
- Identity of the audit group members, reminding the same about the possibility of challenging all or some of the members of the inspection group at a maximum of **2 days before the date set for the audit, justifying the reason for challenge.**
- Any challenge must be sent to CDQ Italia in writing by Fax.

CDQ Italia will decide whether or not to accept the challenge proposal and if it is found to be motivated, will communicate **the name of the new component/s of the inspection group, within 24 hours after receipt of the challenge proposal.**

If CDQ Italia decides that the challenge request is null, it will communicate rejection of the same within 24 hours of receipt of the challenge request and will ask the organisation for confirmation of the execution of the audit with the members previously foreseen.

The organisation must send this confirmation by fax within 24 hours before the audit.

- Official form of communication. (Language)
- Date and place of the audit.
- Description of the areas of the Organisation concerned with the inspection.
- Audit program
- Reliability requisites (privacy)

7.2 Initial Inspection Phases:

7.2.1. Initial Meeting Phases

During the Initial Meeting between the Inspection Group (GVI) and the Management (or its representative) and the managers of the areas concerned by the inspection, the methods for the performance of the inspection will be clarified and stated and the data already supplied by the organisation will be confirmed:

- The purpose of the Inspection on the basis of the documentation sent and the activities indicated in the offer request (we advise that the purpose may exclusively include activities which can be verified at the moment or previously performed by the organisation but supported by documentary evidence; in any case it must always be approved by the technical Management of C.D.Q. Italia).
- The management, the number of operative "sites" and the number of employees, to check that the time assigned for the inspection is sufficient (by comparing it with enclosure I of I.I.-2.6.10); if it is insufficient, the methods for the continuation of the inspection will be agreed directly with CDQ.

The GVI then proceeds to execute the audit, the purpose of which is to complete and study the examination of the documentation and to check that the activities conducted for the SGQ and the results obtained correspond to what is planned and that the implemented SGQ is efficacious and suitable for the attainment of the objectives, via systematic control.

In particular, the GVI verifies:

- The conformity of the documentation, by broadening the documentary examination conducted before the inspection in loco;
- The effective execution of Internal Audits;
- The effective execution of the Management Review;
- The correct management of Customer complaints by the Organisation;
- The effective identification and control of the cogent legal requirements and/or regulations concerning the products or services subject to certification;
- The progress achieved with respect to the established continuous improvement objectives.

7.2.2 Final Meeting Phases

During the final meeting, the RGVI must:
Present, discuss and formalise the findings and any N.C. emerging from the inspection.
Highlight any non conformities found, by classifying them as major or minor and communicate any recommendations for improving the SGQ to the company.
At this meeting the Organisation has the opportunity of discussion with the GVI, asking for explanations and of clarifying its position as to the inspection result.

At the end of the final meeting, the RGVI prepares:

The Non-Conformity Reports (RNC). PG.07.1.3), where there are any, showing the following:

classification of the N.C. as minor or major, the date by which the Organisation must send C.D.Q. Italia proposals for the corrective and/or preventive actions to implement to close the non conformities discovered, and consigns a copy of the same to the Organisation.

Document RVI.PG-07.1.7 (Audit report) and consigns a copy to the Organisation.

Minutes of the Initial Meeting **ARI-1** and consigns a copy to the Organisation.

Minutes of the Final Meeting **ARF-1** and consigns a copy to the Organisation.

Orientation document DONC – 1 as to how to prepare and supply the evidence necessary for closing the Non Conformities and consigns a copy to the Organisation.

At the end of the audit and before leaving the organisation, the CDQ Italia inspection group will return all the documentation acquired before the initial inspection, that used for preparing the audit and that used for the documentary examination.

From this moment onwards, the applicant is obliged to apply and observe the approved documentation in accordance with its own Procedures for controlling the System documentation.

7.3 Non Conformity classification.

Major.- Non conformities due to the inadequacy and/or lack of procedures or technical instructions, total non-satisfaction of a procedure or technical instruction, which in both cases places the coherence of the quality management system in danger.
The closure of Major non conformities will only be accepted with the support of documentary evidence or with an extraordinary visit "in loco" if necessary.

Minor.- Partial non conformities of a documentary nature, or referable to small weaknesses in the application of the procedures or technical instructions.

8.0 CLOSING NON CONFORMITIES AND CORRECTIVE ACTIONS
Within the date agreed and shown in the Non Conformity Reports (RNC). PG.07.1.3) (and in any case within a maximum of 90 calendar days from the audit date), the Organisation must present the corrective action proposal for closing the non conformities to C.D.Q. Italia.

The proposal must clearly indicate: the analysis of the causes of the non conformities, the treatment of the same, the description of the corrective action, the implementation times and the responsibilities.

Major Non Conformities: the closure of Major non conformities will only be accepted with the support of documentary evidence or with an extraordinary visit "in loco" if necessary.

Minor Non Conformities: these are closed by the presentation of the corrective action proposal, the efficacy of which will be verified in the first supervision inspection.

All of the proposals and/or evidence of corrective actions presented for the closure of the non conformities must be approved by RGVI and ratified by the Technical Management of C.D.Q. Italia via documentary examination (examination of the documentation sent by the Organisation) or in **"loco"** (extraordinary visit),

If the corrective action proposals for closing the non conformities are not presented within the established 90 days, C.D.Q. Italia may grant an extension of 30 days for the closure of the N.C.; if the Organisation does not arrange to close the N.C. within this term, C.D.Q. Italia must necessarily agree a new Certification Audit on the entire Quality Management System with the Organisation.

The verification of the correct implementation of the corrective actions and of the efficacy of the same, is performed on the other hand by C.D.Q. Italia on the occasion of the first Supervision Inspection successive to the issuing of the certification, unless indicated differently by the Technical Management and/or the Certification Body.

When 10 working days pass from the inspection date and the Organisation does not receive any communication from C.D.Q. Italia, the NC discovered by GVI are understood to be confirmed (for any corrective actions implemented before effective confirmation of the NC, C.D.Q. Italia declines all and any responsibility).
All the inspection documentation will be consigned to the decision Body only after receipt of the closure of the NC and only if RGVI believes that the same are suitable.
Starting from receipt of the inspection documentation, the technical director requires 7 working days to control the same.
During the control phase, the technical director assesses if the documentation is complete or if additions are necessary.
The final decision concerning certification issue, on the purpose of certification and on the necessity to perform possible supplementary or extraordinary inspections is taken by the Decision Body.
At the end of the document control, C.D.Q. Italia will inform the client as to the inspection result.

8.1 Extraordinary visit.

C.D.Q. ITALIA makes this visit when it is necessary to verify the efficacy of the corrective actions proposed and implemented by the Organisation to close the Major Non Conformities discovered in the Quality Management System during an initial, supervision or renewal visit for which their incidence on the system must be verified **"in loco".**

8.2 Presentation of the organisation's Dossier to the Decision Body.

The Organisation's Certification Dossier containing:

- the commercial documentation;
- all the documentation inherent to the documentary examination and the in "loco" inspection;
- the proposals and/or results of the corrective actions for closing any non conformities sent by the organisation;

is submitted to the C.D.Q. Italia Certification Body, which decides whether or not to issue the Certification.

8.3. Certification concession.

If the Initial Inspection is completed positively and in function to the inspection report made by RGVI, the C.D.Q. Italia, **Decision Body** , will review all the inspection documentation and relative purpose.

From examination of the documentation it will decide if the Organisation has all the requisites to be able to attain certification.
If the documentation does not supply sufficient evidence concerning the status of the SGQ, the Organisation, it may request extra documentation from RGVI and/or the applicant Organisation or it may request an extraordinary visit.

Following Certification concession, C.D.Q. Italia issues the Certification certificate to the Organisation and inserts the Organisation into the Register of Certified Organisations and into its WEB site.

For the sectors and schemes covered by accreditation, it issues the certification to the Organisation with the SINCERT accreditation logo.

The names of the Organisations certified under SINCERT accreditation, are transmitted to the same according to the established schedules.

8.4. Failed certification concession.

If Certification is not granted, C.D.Q. Italia will advise the Organisation of the motives for denial and shall communicate the minimum conditions to re-start the certification course at the same time.

An Organisation with denied Certification can submit a written complaint opposing the failed concession of the same, explaining the reasons for its disagreement according to the ways described in paragraph 12 "Complaints and Recourses" of this document.

9.0 USE OF THE LOGO AND CERTIFICATE

9.1 Authorisation to use the logo.

If the Initial Inspection is completed positively and depending on the opinion of the Certification Body, C.D.Q. ITALIA will issue the Approval Certificate/s in the applicant's name in conformity with I.I.2.6.4, indicating the reference Standard, purpose and issue date of the same.

The Organisation is authorised to use the corresponding logo in its announcements and advertising and to this end receives a sample of the logo, which together with the Certificate, obliges C.D.Q. ITALIA to conduct controls on the same; these controls will be executed according to Article 3.7 of UNI- CEI - EN 45012.

On obtaining certification, the Organisation may use the certification logo on:

- Letter-headed paper and documents in general (excepting any document of a technical nature inherent to the products created).
- Assets and instrumental means such as commercial vehicles, buildings, shirts, work garments and similar, excepting objects appearing as products subject to specific certification, especially for those disciplined by cogent laws or regulations.

9.2 Logo description.

The C.D.Q. ITALIA logo is comprised of 2 triangular sails, beneath which there is a triangle in a horizontal position, representing the shadow of the sails above.

The writing "CDQ ITALIA" is shown to the side of the triangle in the PALATINO LINOTYPE character.
Beneath everything, there is a triangular band containing the writing
"CERTIFICAZIONI DI QUALITA' (QUALITY CERTIFICATIONS) – PALATINO LINOTYPE character.
The logo is blue with turquoise shading.

The logo must be reproduced totally, maintaining the same dimensional proportions as the original supplied; the colour may be changed in function to the aesthetics of the support document.
It may be enlarged or made smaller, as long as the proportions are respected..

The Organisation has the faculty of combining the registration number of the Certification Certificate and/or "UNI EN ISO … certified Quality System" to the CDQ ITALIA logo.

See logo

For the schemes and sectors in which CDQ ITALIA is SINCERT accredited, it is also possible to use the logo of the SINCERT Accreditation Body together with the CDQ ITALIA logo.

The accreditation logo must not be used however so as to convey the impression that SINCERT certified or approved the SGQ or the product or the Organisation's personnel or in any other misleading manner, and in particular:

- The SINCERT logo **cannot** be used independently from the CDQ ITALIA logo.
- The 2 logos (SINCERT and CDQ ITALIA) must appear as in the graphic composition shown beneath, as an example.

In the graphic composition, the proportions established by the reference dimensions in the figure above must be respected.

CDQ ITALIA logo:
maximum height 40 mm (including the registration number and the reference standard)
maximum width 40 mm

SINCERT logo:
maximum height 12 mm;
maximum width: 40 mm.

The dimensions of the SINCERT logo (horizontal and vertical) must never exceed the corresponding dimensions of the CDQ ITALIA logo. For documentary and instrumental uses, the logos may be reduced in size (respecting the requirement of legibility) or enlarged, maintaining the ratio of the dimensions, the base colour of the SINCERT logo and the shade of light blue called PANTONE Process CYAN 2; the drawing representing Italy is halftone black 31% cyan, 25% magenta and 25% yellow. It may be reproduced in black and white or in any other uniform colour, on condition that that the SINCERT wording and the drawing of Italy are clearly distinguishable; in the case of black and white reproduction, the halftone is 36% black. As an alternative to the graphic solution above (SINCERT logo combined with the CDQ ITALIA logo), it is possible to apply the writing **"Organismo accreditato da SINCERT - Body accredited by SINCERT"** (in one or two languages) immediately next to the CDQ ITALIA logo (below, above or to the side).
The dimensions of this wording must not exceed (horizontally or vertically) the corresponding spaces occupied by the CDQ ITALIA logo.
CDQ ITALIA supplies the Organisation with a floppy disk containing the logo in JPG format for the reproduction and use of the certification logo.

9.3.- How to publish own certification.

If the organisation intends to publish its own certification on product packaging, it may do so, by exclusively applying the following wording:

- **Company with Quality System certified according to the UNI EN ISO 9001:00 standard**; this wording cannot have characters larger than those used for the Company name.

- For use on goods/instrumental means, the combination of the 2 logos must be completed with the addition of wording of the type **"Organisation with Certified Management System..(reference standard)"**
- It must be clear that the certification exclusively concerns the SGQ and does **not** refer to single products, processes or services.
- Categorically prevent the certification from being understood as referred to products/processes/management systems/services/offices/plants/divisions, which even if shown in the Organisation's documents were not subject to certification.

9.4. Variations to the logo.

If the Organisation intends to make changes to the logo supplied by CDQ ITALIA, it must submit a draft of the logo for use beforehand: if this does not conform, CDQ ITALIA will notify the irregularity within 7 working days from receipt of the draft for correction purposes.

9.5. Regulations for using the logo.

For everything cited above, the **I.I. 2.6.8 Internal Instruction – LOGO USE** is consigned to all certified organisations in order to provide greater clarification.
In the event of the incorrect use of the certification and accreditation logos both SINCERT and CDQ ITALIA will take suitable measures.

In accordance with paragraph 2.1.7.1.g of the standard, C.D.Q. ITALIA. Maintains a list of the Certified Organisations with the identification data of the same (names of their managers, description of the attainment of the certification, etc.); this list is published and C.D.Q. ITALIA. will supply it to anyone requesting the same.

10.0 CERTIFICATION MAINTENANCE

10.1 Supervision inspections.

Certification maintenance is subject to the continuous maintenance of the implementation of the Quality Management System, in conformity with the STANDARD.

C.D.Q. ITALIA. will control this continuity via a continuous reappraisal program, based on annual supervision visits.

In exceptional cases, and in accordance with the criterion of the Inspection Group Manager, responsible for the initial inspection, the need may arise to conduct an extraordinary review inspection, which cannot be performed before 6 months.

The supervision inspections are performed in the same ways established for the certification inspections.
CDQ ITALIA conducts, a first supervision inspection at 12 months, the second at 24 months and the third at 30 months from effective certification (the third inspection at 30 months will only be conducted in the case of contractual withdrawal at the expiry of the three-year period).

In the event of no contractual withdrawal, CDQ ITALIA plans the renewal inspection within the 34th month and successively conducts the inspection and issues the new, renewed certificate for the next thee-year period, within the certificate expiry time.
Renewal, which may be tacit or written, permits CD ITALIA to plan the supervision inspections conducted according to the previously indicated schedule.

Without affecting the maximum interval of 12 months between one inspection and the next, (with the exception of the last inspection programmed in the case of contractual cancellation at the 30th month), and

only in the presence of justified motives and as an entirely exceptional measure, it is possible to delay the supervision inspection by a maximum of 2 months with respect to the indicated times.

10.1.1 Aspects controlled during the supervision inspection.

The following points are inspected during the supervision inspections:

- Quality Manual.
- The operating procedures inherent to the applicability of the following points of the standard, if applicable to the Quality Management System of the applicant:
- The efficacy of the corrective actions adopted for closing the non conformities discovered during the Initial Inspection;
- The results of the internal audits;
- The management review;
- The implementation of corrective and preventive actions;
- The management of Customer complaints;
- The correct use of the logo;
- Any variations in the organisation, documents and activities;
- The results achieved with respect to the established continuous improvement objectives;
- Several elements selected from those foreseen in the reference standard.

During these visits, GVI also checks that the initial conditions permitting certification concession are maintained.

At the end of the supervision inspection, RGVI compiles the following documents:

- Result of the periodical inspection Doc. RVP.P.G.- 07.1.5.
- Inspection summary DOC. RV.PG-07.1.2..
- Non conformity reports DOC. RNC.PG-07.1.1.
- Doc. App. PG. 07.1.4.
- Minutes of the Initial Meeting DOC. ARI-1.
- Minutes of the Final Meeting DOC. ARF-1.
- Orientation Document as to how to prepare and return the evidence necessary for closing Non Conformities DOC. DONC-1.

The Organisation is held to keep and send the plan of proposed corrective actions suitable for removing the causes of NC to C.D.Q. Italia which will check their coherence and suitability.

The efficacy of the same is verified during the successive supervision visit.

10.1.2 Communication of the inspection date.

C.D.Q. ITALIA notifies the applicant at least 7 days beforehand, of the dates on which it intends to conduct the supervision Visit, reminding that it will be a partial visit and sends the corresponding inspection plan at the same time.
The inspection follows the same course as the Initial Inspection, described in paragraph 7.2 of this PG.

10. 2 Extension and/or reduction of the purpose or other variations.

Whenever an Organisation, with a certified Quality Management System intends to extend or reduce the object of its certification, in function to changes inherent to:

- The production process, products, goods sectors;
- Production technologies/processes;

- Production sites;
- Reference standards/certification schemes

Or any other change, it must communicate the same to **C.D.Q. Italia**

C.D.Q. ITALIA. analyses the documentation enclosed and, depending on the incidence of the same on the applicant's quality management system, it decides whether to approve it or not; the changes can only be applied after effective approval by CDQ ITALIA.

Depending on the kind of modifications requested CDQ ITALIA reserves the faculty of conducting an extraordinary inspection "in loco" if it believes necessary.

All organisational changes, such as:

- ✓ Company name change.
- ✓ Corporate make-up change.
- ✓ Management change
- ✓ Address change.

Permit the maintenance of certification, as long as these variations are immediately communicate in writing to CDQ ITALIA and, always if these variations do not interfere with the conformity of the SGQ. All the aforementioned modifications are highlighted in document CC-01-01.

In the case where the requested variations must be subject to inspection in loco before acceptance, if the inspection can be conducted at the same time as a Supervision and/or renewal inspection, CDQ Italia assesses the increased time necessary to inspect the requested part, and invoices the Organisation with the foreseen increase in accordance with the tariffs shown during the contractual phase.

In the case where inspection for the requested variation does not coincide with a supervision and/or renewal inspection, C.D.Q. Italia will invoice the Organisation for the days of inspection necessary to satisfy the request, in accordance with the tariffs shown during the contractual phase.

10.2.1 Extraordinary inspection

The extraordinary inspections in "loco" at the organisation's headquarter/s, planned in advance and communicated to the Organisation, may be required by C.D.G. following:

- Inspection for the control of the efficacy of the non conformities discovered during the Certification, Supervision and Renewal visits;
- A requirement of the Organisation to extend or reduce the certified purpose or for changes to the standards and/or issue conditions of the certification.
- A high number of non conformities discovered during a supervision/renewal visit;
- Complaints of important and manifested non-compliance or non conformity situations in the Quality Management System;
- Incorrect use of the logo;
- The persistence of the existence of non conformities, following the term agreed for their elimination;
- Any other non-compliance with regard to the prescriptions of the certification standard/scheme or of this procedure;
- Restoration of certification following a previous suspension; in this case the extraordinary visits are extended to the entire SGQ;
- Request by SINCERT as the accreditation body.

10.2.2 Supplementary inspections on the request of GVI and/or of the deciding body.

The body deciding the issue of C.D.Q. Italia Certifications may request the execution of extraordinary inspections no earlier than six months from the performance of the Certification Audit, for the issue of the same, when:

- Even though the Certification is positively decided, there is evidence that the SGQ has been operating for a short time (around three months) and therefore requiring a study inspection.
- Even though the Certification is positively decided, the number and/or importance of the non conformities discovered evidence a relative weakness in the SGQ.

10.2.3 Extraordinary and/or supplementary inspections on the request of the control committee.

With the premise that all certifications issued by C.D.Q. Italia must be ratified by the ratifying body, identified as the control committee, (see paragraph 14), this latter may decide to perform supplementary inspections, motivating their decision. The cost of the Supplementary Inspection is charged to the Organisation.
The Supplementary inspection is recorded in a written report.

All the extraordinary/supplementary inspections are invoiced to the Organisation in accordance with the tariffs shown in the contractual phase.

10.3 Certification validity limits.

The certification conceded to the Organisation is valid limitedly to the sites and purposes indicated in the Certificate.

SGQ Certification does not exempt the Organisation from its responsibilities and legal obligations deriving from the products, processes and services supplied or from those towards its own customers, employees and third parties.

Via this document, it is expressly agreed that no responsibility may be attributed to CDQ ITALIA for defects in the products, processes and services supplied by the Organisation to third parties, in the cases contemplated by the DPR of 24 May 1988 and Directive 85/374 CEE, concerning responsibility for damage from defective product.

10.4 Validity of the certification of the Quality Management System.

10.4.1 Validity period.

CDQ ITALIA Certification is valid for 3 years from the date of issue of the Certificate, as long as the Quality Management System for the Certified Organisation is subjected to supervision inspection every 12 months during the 3 years, as per the prospect:

Initial inspection (VI)	**12 months from VI**	**12 months from supervision V.**	**6 months from the V.S. (1)**	**12 months from the 2° V.S. (2)**
Certification	First supervision inspection	Second supervision inspection	Third supervision inspection	Renewal visit.
	(3)	**(3)**	**(1) if the Organisation sends Withdrawal from the contract.**	**(2) if the Organisation does not send Withdrawal from the contract.** "In this case, the third supervision inspection is not conducted".

If withdrawal by the Organisation is not received within 6 months of the three-year expiry date, CDQ ITALIA will consider the contract to be tacitly renewed, and will therefore plan the 3rd supervision visit as a renewal visit and not as supervision.

Therefore, CDQ ITALIA will plan the review of the documentation and the renewal inspection for certification.

If in the meantime the Organisation communicates organisational variations or if up-dates are made to EA tables/indications, a new offer will be sent to the Organisation for the successive three-year certification period.

If the organisation accepts and signs the new certification contract, CDQ ITALIA will plan the preliminary review of the documentation and the inspection for certification renewal.
(3) As the supervision inspections serve to validate the efficacy of the quality system, for the period between one inspection and the next, any contractual withdrawal occurring in this period, obliges CDQ to revoke the Organisation's certificate as of the date of the last inspection conducted (within and no later than 7 days from receipt of the contractual withdrawal).
If within the term of the seven days foreseen the Organisation renounces its contractual withdrawal, the same is obliged to subject itself to an immediate supervision inspection and precisely within and no later than 7 days from the renouncement of the contractual withdrawal.

10.5 Renewal inspection.

When the validity period of 3 years of the Certificate, awarded following the result of the Initial inspection, expires the Organisation must once again face an Initial inspection by following the same course indicated in paragraph 7 of this procedure.
Every renewed certificate lasts 3 years and maintains the initial enumeration.

11.0 CERTIFICATE SUSPENSION AND/OR RENEWAL

C.D.Q. ITALIA has the faculty of adopting the certification suspension measure in the case where the certified Organisation commits serious infractions or does not arrange to close the Non Conformities detected during the supervision inspections or via any other means, following the agreed term for their elimination.

The infractions may be:

- Failure to close non conformities concerning important requisites, but not sufficient to proceed with Certification revocation;
- The improper use of the Certification, Registration documents and the logo;
- Using its certification so as to bring discredit to C.D.Q. ITALIA;
- Issuing declarations, documentation or brand concerning its certification which may be considered deceitful or abusive;
- Repeated non-compliance to C.D.Q. ITALIA procedures;
- The refusal, without valid motivation by the Organisation to receive C.D.Q. ITALIA auditors.
- Conditions of late payments for C.D.Q. ITALIA work.
- All other circumstance possibly arising causing negative impact on the Organisation's Quality Management System.

The suspension measure is always preceded by the sending of a written warning to the Organisation concerned, sent by fax or registered mail, indicating a maximum time within which to cease the discovered infraction or non-compliance.

The Organisation must supply evidence of the effective and correct resolution of the infractions discovered within the prescribed times,; if the Organisation does not satisfy the prescriptions suspension follows.

Suspension is communicated to the Organisation by fax or registered letter, indicating the performance the Organisation must satisfy, so that the suspension may be revoked.

The suspension measure has a maximum duration **of 6 months**; within this term, the Organisation must supply objective evidence of the resolutions brought to eliminated the contested infractions.
C.D.Q. ITALIA shall make the suspension of the Certification public, by indicating the measure in the Register of Certified Organisations.

11.1 Suspension on the request of the Organisation.

Suspension may also be implemented on the explicit request of the Organisation, due to causes of force majeure (redundancy fund, etc. for example); also in this case, the suspension of the certification cannot last longer than 6 months; the suspension period does not extend the expiry term of the certificate.

The suspension measure due to the motives indicated in point 11, will be revoked only following the ascertainment by C.D.Q. ITALIA of the satisfactory restoration of conformity. For restoration C.D.Q. Italia may require the execution of a possible supplementary inspection extended to the entire SGQ system.
If the causes determining the suspension are not removed, C.D.Q. ITALIA, will revoke the Certification.

The costs relative to any extraordinary inspections and/or consequent on the warning or suspension are sustained by the certified Organisation.

An Organisation affected by the suspension measure must:

- Suspend use of the Certification certificate, as well as and copies or reproductions, for the entire suspension period;
- Not use any of the technical documentation and/or advertising containing the logo and/or references to the C.D.Q. ITALIA Certification, for the entire suspension period.

11.2 Renouncement.

The Organisation may renounce the Certification of the Quality Management System it possesses, at any moment.

Renouncement may take place:

- By renouncement at the expiry of the Certificate, by giving formal communication with 6 months notice;
- By not accepting the variations to the reference standards.
- By not accepting any reviews of this procedure;
- By not accepting eventual variations to the economic-structural conditions established C.D.Q. ITALIA;
- By motivate withdrawal from the Contract (e.g.: cessation of the activity, legal measures, etc. ...).

11.3 Renouncement on renewal.

In the case of renouncement on renewal, the organisation will be subject to the normal supervision inspection 6 months before the expiry of the certificate; this inspection has the purpose of validating the last 12 months of validity of the certificate, (the first 6 already past and the 6 yet to run). The certificate loses its efficacy at the natural term of the 3 years from the date of issue.

In the case where the Organisation does not intend to subject itself to the validation inspection of the last 12 months, the certificate ceases its efficacy immediately and the Organisation is obliged to:

- Immediately communicate the effective expiry of its certificate to all parties concerned.
- Recognise the costs relative to the programmed inspection to CDQ ITALIA, even in the case where the same is not conducted.

If the Organisation does not satisfy everything described in the first point, CDQ ITALIA will directly arrange for this necessity using the most appropriate means (daily newspapers or sector papers) charging the costs of the same to the organisation, which, by signing the original certification confers a mandate to CDQ ITALIA to conduct this operation on its own account, and recognises the costs on the simple presentation of an invoice containing the real costs sustained by CDQ ITALIA.

11.4 Publication of the suspension and/or revocation.

C.D.Q. ITALIA. reserves the right to publish the revocation or suspension of the Approval Certificate of the applicant in question, using the means it believes most convenient, charging the costs of the same to the Organisation concerned.

12.0 COMPLAINTS AND RECOURSES

12.1 Recourses

If an applicant Organisation wishes to appeal against the decision taken by C.D.Q. ITALIA. concerning:

- ✓ Rejection of a Certification request.
- ✓ Not granting Certification, despite the existence of a signed contract.
- ✓ The suspension, revocation and/or withdrawal of an Approval Certificate.

it must send written recourse against the decisions taken by C.D.Q. ITALIA against it, within 30 days of receipt of the decision.

CDQ Italia, Srl will confirm effective receipt of the appeal in writing by sending pertinent documentation to the Organisation

The Technical Manager will manage the recourse by communicating his decision to the applicant.
Sending a recourse does not suspend the application of the decision taken.

12.2 Complaints

If an applicant party or an interested party, wishes to present a complaint against the behaviour of C.D.Q. ITALIA or of a member of the same in relation to:

- ✓ The behaviour of several members of/or of the entire C.D.Q. ITALIA inspection GVI during the inspection process.
- ✓ The behaviour of several members of C.D.Q. ITALIA in performing administrative or other services.
- ✓ C.D.Q. ITALIA behaviour which the applicant believes may prejudice him.

The applicant will send in a recourse within 30 days from the action subject to complaint.

CDQ Italia, Srl will confirm written, effective receipt of the complaint by sending pertinent documentation to the Organisation.

The Technical Director will assess the request and decide on the matter, communicating his decision in writing to the Organisation, and as established by the C.D.Q. ITALIA Quality Management System, the technical director may open internal non conformity, consultation, actions, etc., by applying PG-09.

If a third party wishes to present a complaint against the behaviour of C.D.Q. ITALIA and/or of a member of C.D.Q. ITALIA either internally or externally, or with regard to the decision by C.D.Q. ITALIA to grant an approval certificate, he must send it in writing to the Technical Director.

CDQ Italia, Srl will confirm written, effective receipt of the complaint by sending pertinent documentation to the complainant.

In this case, the Technical Director will invest the Quality Manager of C.D.Q. ITALIA, who will begin a control to determine the cause/s of the complaint. Where the same proves to be founded, a non conformity will be opened and a suitable person will be nominated to establish the corresponding corrective actions, assigning a suitable period of time in which to realise the closure of the same, adhering strictly to the arrangements of PG-09.

The final conclusions will be communicated to the complainant.

If the third party complaint refers to an Organisation Certified by C.D.Q. ITALIA, and if the complaining third party supplies proof that the certified Organisation does not respect the application of the measures of its own Quality Management System, C.D.Q. ITALIA will inform the organisation that a control has been launched concerning the same on the basis of the proof supplied by the complainant, the result of which will be sent in writing.

If the complaint proves to be founded, the organisation must communicate the corrective action proposal which it intends to adopt, plus the final date for implementation of the same, to C.D.Q. ITALIA
C.D.Q. ITALIA will check that the complaint is defined within the planned period.
C.D.Q. ITALIA. reserves the right to perform an extraordinary **"in loco"** visit, if the control result requires the same in order to check the efficacy of the corrective measures proposed by the applicant.

On the basis of the results of the "in loco" inspection, C.D.Q. ITALIA may adopt the sanctions contemplated in paragraph 11 of this procedure.

C.D.Q. ITALIA will inform the complainant in writing about the entire resolution course of the complaint.

Records of recourses and complaints will be kept; complaints considered as **Non Conformities** will be recorded as such.

12.3 Appeal process

In the cases of both a recourse or a complaint, if the solution proposed by the Technical Director is considered unacceptable to the complainant, he has the possibility of initiating the appeal process by writing to the Control Committee of C.D.Q. Italia. This latter will study the case and will issue its decision in writing. The decision issued by the Control Committee is totally unchallengeable for complainants and is absolutely binding for C.D.Q. ITALIA.
The decisions referred to the control committee are exclusively decisions concerning the certification process and precisely:

- ✓ Rejection of a Certification request.
- ✓ Not granting Certification despite the existence of a signed contract.
- ✓ Suspension, Withdrawal of an Approval Certificate.
- ✓ Complaint against several actions of C.D.Q. ITALIA and/or of a member of C.D.Q. ITALIA both internally and externally.
- ✓ Complaint against the C.D.Q. ITALIA decision to grant an approval certificate.
- ✓ Failure to respect impartiality to clients.

The costs relative to the activities deriving from a recourse are sustained by the complainant, excepting the case in which the complain is accepted.
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13.0 RIGHTS AND OBLIGATIONS

13.1 Rights

- **Privacy**

All the acts (documentation, letters, communications, etc. ...) relative to the Certification service of the Organisation's Quality Management System, are considered to be confidential.
Access to and the consultation of the registration documents is reserved solely to departments involved in the certification course and to the Organisation in question.

In order to guarantee privacy, C.D.Q. ITALIA has adopted suitable measures, respecting the legislation in force, to protect the confidentiality of the information obtained during the certification activities: before performing any activity for C.D.Q. ITALIA, all the personnel of the same (Control Committee, employees, auditors cleaning personnel, etc.) sign a declaration which expressly obliges them to respect the privacy agreement and to keep the data confidential.

The Applicant may authorise C.D.Q. ITALIA to divulge the information it believes opportune to third parties, always in writing.

If information concerning the Organisation must be divulged by law, C.D.Q. ITALIA, will send prior written notice to the Organisation, except for those cases where the laws impose different conditions.

- **Challenges**
  Present recourses directed at totally or partially rejecting the inspection group.

- **Appeals and recourses**
  Present complaints, recourses and appeals against the decisions of the Technical department of C.D.Q. ITALIA, according to the arrangements of paragraph 13 of this Procedure.

13.2 Obligations

An Organisation holding certification is obliged to:

- Facilitate the execution of the supervision, extraordinary, supplementary and renewal (if necessary) Inspections.
- Accept the inspection visits rendered necessary to maintain the Certification valid, following important changes to the SGQ, at its own expense.
- Maintain a register of customer complaints, and of any corrective actions adopted for managing the same on the basis of article 3.8 of UNI-EN 45012; this register must remain at the disposal of C.D.Q. ITALIA
- Have a procedure which clarifies that the products and elements supplied by third parties are not protected by the S.G.Q. Certification of C.D.Q. ITALIA to its customers.
- Arrange a procedure which guarantees the up-dating of the standards and cogent laws the Organisation is subject to: C.D.Q. ITALIA will expressly check this condition during the Initial Inspection.
- Clarify that only what is shown in the purpose of Certification is subject to inspection.
- Not to use the Certificate in a way such as to prejudice the prestige of C.D.Q.
- Not to use the certification in a misleading way.
- Return the original of the Certification Certificate, in the cases of suspension or revocation.
- Not to use any copies or reproductions of the same in the cases of suspension or revocation.
- Not to use any of the technical and/or advertising documentation containing the logo and/or references to C.D.Q. ITALIA Certification, by destroying everything.
- The National Accreditation Organisation requires that an accredited organisation, such as C.D.Q., proves that the Quality System of the organisations requesting certification, expressly foresees the existence at headquarters – **when needed** – of the Regulations or the national or international Codes applicable to its products or services and that it ensures their implementation and application.

C.D.Q. Italia expressly control this condition during the Initial Inspection.

14.0 RATIFICATION COMMITTEE

Procedure PG-07.1.1	UNI-CEI-EN-45012
Performance of the Certification Service for Quality Management Systems	

All the certification activities are subject to control and inspection by a Control Committee which has the function of ensuring and guaranteeing the impartiality, independence and the transparency of C.D.Q. ITALIA activities.

All parties concerned with the certification activities participate in the Control Committee, without the predominance of specific interests.
The Committee has the task of assessing the correctness, impartiality and independence, applied by C.D.Q. ITALIA in conducting the certification services and therefore of ratifying the work of C.D.Q. ITALIA concerning new Certifications, supervision and renewal inspections, extensions, reductions, suspensions and revocations.