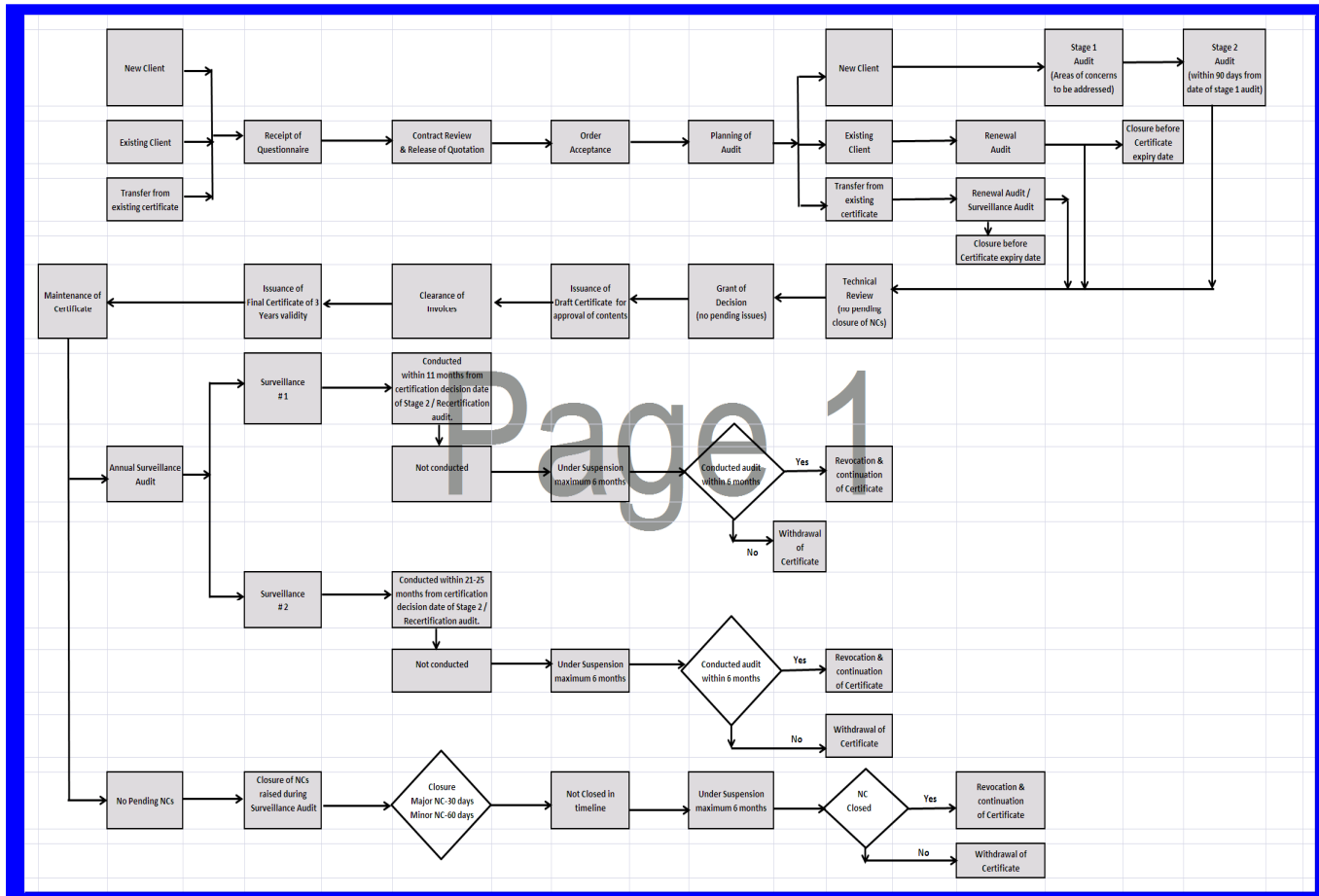
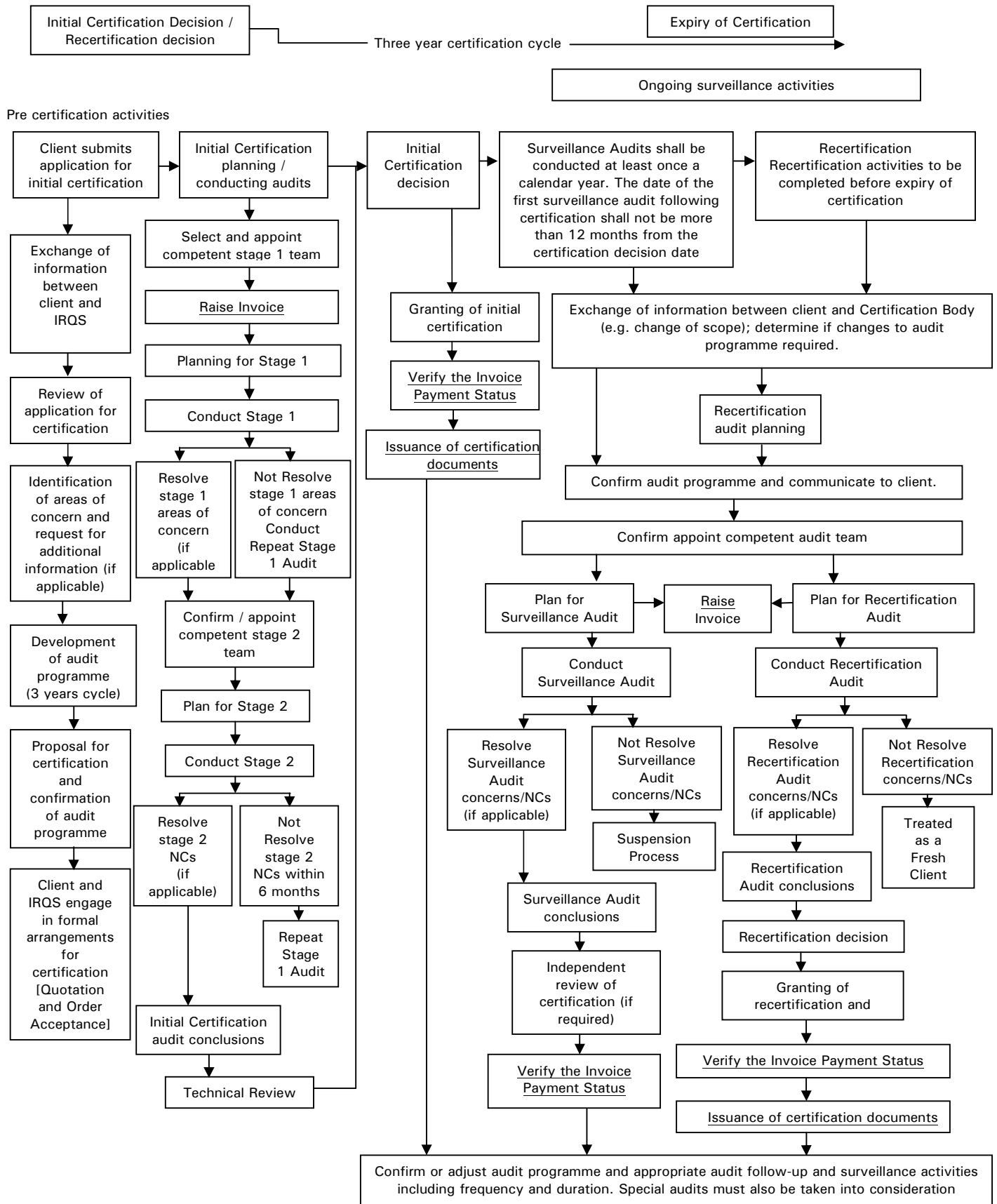


**Certification Process:**



**NOTE:** For details refer below.

### FLOW DIAGRAM FOR MANAGEMENT SYSTEM CERTIFICATION OF AN ORGANISATION FOR NEW CLIENTS & EXISTING CLIENTS



- A. Purpose** : General Information about Certification Scheme
- B. Scope** : Certification Scheme(s) offered by IRQS
- C. Responsibilities** : Nominated Representative / Divisional Head-IRQS
- D. Description** :

IRQS (A Division of IRCLASS Systems and Solutions Private Limited) provides independent certification services for various management systems. IRQS commenced certification services in 1993.

IRQS stands for **Integrity, Reliability, Quality and Safety**.

## 1. Management Systems Certification Scheme

1.1 The scheme covers assessment by IRQS for certification of various management system/s in accordance with the International Standards viz. ISO 9001, ISO/TS 16949, OHSAS 18001, ISO 14001, ISO 22000, FSSC 22000, ISO/IEC 27001, ISO 28000, ISO 30000 and ISO 50001.

1.2 Certificates are issued as per the following accreditations / certification schemes:

- 1.2.1 RvA accredited certificates for QMS, EMS, OHSAS, ISMS and FSMS
- 1.2.2 NABCB accredited certificates for QMS, EMS, OHSAS, FSMS, FSSC & EnMS
- 1.2.3 IATF accredited certificates for ISO/TS 16949
- 1.2.4 ANAB accredited certificates for EnMS.
- 1.2.5 Unaccredited certificates for ISO 28000, ISO 30000. These certificates are issued as per IRQS certification scheme.

### 1.3 Scope of Accreditation

The accreditation covers the quality system of the certifying body as well as specified certification scope in working areas described under different IAF/EA code, for which the certification body is authorized to carry out assessment and issue of certificates of approval.

1.3.1 For IRQS accreditations details of particular industry sector authorizations refer to RvA, NABCB, ANAB, IATF-SMMT and FSSC certificates or visit the following websites;

[www.rva.nl](http://www.rva.nl)  
[www.qcin.org](http://www.qcin.org)  
[www.anab.org](http://www.anab.org)  
[www.fssc22000.com](http://www.fssc22000.com)

For registration details of ISO/TS16949, refer [www.iatfglobaloversight.org](http://www.iatfglobaloversight.org)

1.3.2 For other information and list of clients; visit [www.irqs.co.in](http://www.irqs.co.in) / [www.irclass.org](http://www.irclass.org), the same can be obtained upon request.

### 1.4 Scope of Assessment

These are the various activities carried out by the industry / organization, within the scope of the standard which appears in the certificate of approval issued to the organization by IRQS after satisfactory assessment.

## 2. Management Systems as per international Standards

Certifications of following Management Systems Standards /Specifications are offered by IRQS:

### 2.1 Quality Management System (QMS) – ISO 9001

The International Standards specify requirements for quality management systems where an organization needs to demonstrate, the ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements; facilitating opportunities to enhance customer satisfaction; addressing risks and opportunities associated with its context and objectives; the ability to demonstrate conformity to specified quality management system requirements, including processes for continual improvement of the system.

## 2.2 ISO/TS 16949

This technical specification, in conjunction with ISO 9001:2008, defines the quality management system requirements for the design and development, production and, when relevant, installation and service of automotive-related products.

This technical specification is applicable to sites of the organization where customer-specified parts, for production and / or service, are manufactured.

Supporting functions, whether on-site or remote (such as design centers, corporate headquarters and distribution centers), form part of the site audit as they support the site, but cannot obtain stand-alone certification for ISO / TS 16949.

## 2.3 Environmental Management System (EMS) – ISO 14001

The requirement for an environmental management system is to enable an organization to achieve the intended outcomes it sets for its environmental management system by a systematic approach to environmental management through :

- protecting the environment by preventing or mitigating adverse environmental impacts;
- mitigating the potential adverse effect of environmental conditions on the organization;
- fulfillment of compliance obligations;
- enhancing environmental performance;
- controlling or influencing the way the organization's products and services are designed, manufactured, distributed, consumed and disposed by using a life cycle perspective that can prevent environmental impacts from being unintentionally shifted elsewhere within the life cycle;
- achieving financial and operational benefits that can result from implementing environmentally sound alternatives that strengthen the organization's market position;
- communicating environmental information to relevant interested parties.

This International Standard, like other International Standards, is not intended to increase or change an organization's legal requirements.

## 2.4 Occupational Health and Safety Management Systems (OH & SMS) – OHSAS 18001

This standard gives requirements for an occupational health and safety (OH & S) management system, to enable an organization to control its OH&S risks and improve its performance.

This standard is intended to address occupational health and safety of personnel and processes, rather than product and services safety.

The standard is applicable to any organization that wishes to

- a) Establish an OH&S management system to eliminate and minimize risk to employees and other interested parties who may be exposed to OH&S risks associated with its activities.
- b) Implement, maintain and continually improve the OH&S management system
- c) Assure itself of its conformance with its stated OH&S policy
- d) Compliance to legal and other requirements

## 2.5 Food Safety Management System (FSMS) - ISO 22000

Certification of an organization's FSMS is one of the means of providing assurance that the certified organization has implemented a system for the food safety management of its processes, activities, products and services in line with the organization's food safety policy and the requirements of ISO 22000.

It is applicable to all organizations, regardless of size, which are involved in any aspect of the food chain and want to implement systems that consistently provide safe products.

## 2.6 Food Safety System Certification 22000

FSSC 22000 is the world's leading, independently managed, nonprofit food certification scheme for ISO 22000-based certification of food safety management systems. Acknowledged by GFSI for the manufacture and processing of foods and food packaging materials, FSSC 22000 retains the flexibility to add scopes in line with market demands.

## 2.7 Information Security Management System (ISMS) - ISO 27001

An Information Security Management System (ISMS) is a systematic approach to managing sensitive company information so that it remains secure. It encompasses people, processes and IT systems.

Certification of an organization's ISMS ensures that the organization has a model for establishing, implementing, operating, reviewing, maintaining and improving the security of information including those of customer, held by the organization. The implemented ISMS ensure handling of overall business risks by implementation of security controls customized to the needs of the organization thus increasing the productivity of the people and enhancing corporate image.

## 2.8 Energy Management System (EnMS) ISO 50001

ISO 50001:2011 specifies requirements for establishing, implementing, maintaining and improving an energy management system, whose purpose is to enable an organization to follow a systematic approach in achieving continual improvement of energy performance, including energy efficiency, energy use and consumption.

ISO 50001:2011 specifies requirements applicable to energy use and consumption, including measurement, documentation and reporting, design and procurement practices for equipment, systems, processes and personnel that contribute to energy performance.

ISO 50001:2011 applies to all variables affecting energy performance that can be monitored and influenced by the organization. ISO 50001:2011 does not prescribe specific performance criteria with respect to energy.

ISO 50001:2011 has been designed to be used independently, but it can be aligned or integrated with other management systems.

ISO 50001:2011 is applicable to any organization wishing to ensure that it conforms to its stated energy policy and wishing to demonstrate this to others, such conformity being confirmed either by means of self-evaluation and self-declaration of conformity, or by certification of the energy management system by an external organization.

## 2.9 Specification for security management systems for the supply chain – ISO 28000

Supply chain describes an overall process that results in goods being transported from the point of origin to final destination and includes the movement of the goods, the shipping data, and the associated processes as well as the series of dynamic relationships. It involves many entities such as producers of the goods, logistics management firms, consolidators, truckers, railroads, air carriers, marine terminal operators, ocean carriers, cargo/mode/customs agents, financial and information services, and buyers of the goods being shipped.

ISO 28000:2007 outlines the requirements to enable an organization to establish, implement, maintain and improve a security management system, including those aspects critical to security assurance of the supply chain. These aspects include, but are not limited to, financing, manufacturing, information management and the facilities for packing, storing and transferring goods between modes of transport and locations.

## 2.10 Ship Recycling Management System (SRMS) ISO 30000

ISO/PAS 30000:2009 specifies requirements for a management system to enable a ship recycling facility to develop and implement procedures, policies and objectives in order to be able to undertake safe and environmentally sound ship recycling operations in accordance with national and international standards. The management system requirements take into account the relevant legal requirements, safety standards and environmental elements that the ship recycling facility needs to identify and comply with in order to carry out safe and environmentally sound ship recycling.

ISO/PAS 30000:2009 applies to the entire process: accepting a ship for recycling by the facility; assessing the hazards onboard the ship; identifying and complying with any applicable notification and import requirements for ships to be recycled; carrying out the recycling process in a safe and environmentally sound manner; conducting required training; ensuring the availability of social amenities (e.g. first aid, health checks, food and beverages); storage and processing of materials and wastes from the ship; waste

stream and recycling stream management, including contractual agreements; and documentation controls for the process, including any applicable notification of the final disposal of the vessel.

### 3. Certification (Registration) of Management Systems

#### 3.1. Application

Organization, intending to obtain management system certification from IRQS, to fill up the questionnaire, indicating the scope of assessment (refer para 1.4) along with other details :

- the specific certification scheme, including its name and the address(es) of its site(s), its processes and operations, human and technical resources, functions, relationships and any relevant legal obligations;
- identification of outsourced processes used by the organization that will affect conformity to requirements;
- the standards or other requirements for which the applicant organization is seeking certification;
- whether consultancy relating to the management system to be certified has been provided and, if so, by whom

An offer is made to the organization based on required man days calculated as per the details provided in the questionnaire and after ensuring that the declared scope of assessment is within the authorization of IRQS's scope (refer para 1.3) of accreditation.

#### 3.2. Submission of Documents

Upon acceptance of IRQS offer the Organization submits the 'Order Acceptance, Agreement Including Terms & Conditions Form indicating the scope of assessment (refer para 1.4) acknowledgement. If accepted / approval is provided by Email along with the documentation establishing the relevant management system, for review by IRQS auditors.

For Public Sector Unit i.e. PSU, which usually form a client base involved in tendering process, the issuance of Work Order / Purchase Order by these PSU's are considered equivalent document for Order Acceptance & deemed acceptance of the Terms & Conditions specified in Clause 4 of this document.

In such cases details of certification requirements shall be provided through the document 'Certification Scheme'.

#### 3.3. Assessment of Documents

The assessment of the documents may be done prior to the scheduled Stage I audit or during the Stage I audit. The adequacy of the management system documentation with respect to implementation is reviewed during the assessment and if found deficient appropriate comments are communicated to the auditee through Stage I report.

The details of audit plan/schedule are planned and these are submitted to the Organization.

#### 3.4. Certification Assessment for the Management Systems is carried out in 2 stages.

- a) Stage I
- b) Stage II

The activities of each are described as below:

##### a) Stage I – The stage 1 audit shall be performed on-site to

1. review the client's management system documented information
2. evaluate the client's location and site-specific conditions and to undertake discussions with the client's personnel to determine the preparedness for the stage 2 audit;
3. review the client's status and understanding regarding requirements of the standard, in particular with respect to the identification of key performance or significant aspects, processes, objectives and operation of the management system;
4. Obtain necessary information regarding the scope of the management system,
  - The client's Site(s)

- Processes and equipment used
  - Level of controls established (particularly in case of multi-site clients)
  - Applicable statutory and regulatory requirements and compliance (e.g. quality, environmental, legal aspects of the client's operation, associated risks, etc.);
5. review the allocation of resources for stage 2 audit and agree the details of Stage 2 audit with the client.
  6. Level of maturity, in case integrated management system
  7. provide a focus for planning the stage 2 audit by gaining a sufficient understanding of the client's management system and site operations in the context of the management system standard or other normative document.
  8. Evaluate if the internal audits and management review are being planned and performed, and that the level of implementation of the management system substantiates that the client is ready for the stage 2 audit.

\*Stage 1 audit shall be carried out at the client's premises in order to achieve the objectives stated above.

9. Documented conclusions/findings with regard to fulfillment of the stage 1 audit objectives and the readiness for the stage 2 shall be communicated to the client, including identification of any areas of concern that could be classified as nonconformity during the stage 2 audit.
10. In determining the interval between stage 1 and stage 2 audits, consideration shall be given to the needs of the client to resolve areas of concern identified during stage 1 Audit. IRQS may also need to revise its arrangements for stage 2.

The client has to submit the action taken report for areas of concern identified during the stage 1 audit. On the receipt & acceptance of the action taken report, Stage 2 audit can be planned.

If any significant changes which would impact the management system occur, the IRQS shall consider the need to repeat all or part of stage 1. The client shall be informed that the results of stage 1 may lead to postponement or cancellation of stage 2.

#### **b) Stage II – Audit**

The purpose of the stage 2 audit is to evaluate the implementation, including effectiveness, of the client's management system. The stage 2 audit shall take place at the site(s) of the client. It shall include the auditing at least the following:

1. information and evidence about conformity to all requirements of the applicable management system standard or other normative document;
2. performance monitoring, measuring, reporting and reviewing against key performance objectives and targets (consistent with the expectations in the applicable management system standard or other normative document);
3. the client's management system and performance regarding meeting of applicable, statutory, regulatory and contractual requirements.
4. operational control of the client's processes;
5. internal auditing and management review;
6. management responsibility for the client's policies;
7. links between the normative requirements, policy, performance objectives and targets (consistent with the expectations in the applicable management system standard or other normative document), any applicable legal requirements, responsibilities, competence of personnel, operations, procedures, performance data and internal audit findings and conclusions.
8. IRQS has a policy, shall conduct Stage II audit within 90 days from the last date of the stage I audit. In exceptional cases on a case to case basis Divisional Head-IRQS, Nominated Representative or Head-Operations may approve for extension upto maximum 180 Days. Beyond which Stage 1 shall be repeated.

### 3.5. Outcome of certification audit (Initial/ Renewal):

The outcome of a certification audit or renewal audit is decided based on the audit findings including nature of non-conformities noted during the audit.

There are four possible outcomes:

- a) Recommendation for certification
- b) Recommendation for certification subject to corrective actions being implemented satisfactorily and / or effectively
- c) If grant the certificate is recommended under conditions / observations & if IQRS is not able to verify the implementation of corrections and corrective actions of any major nonconformity within 6 months after the last day of stage 2, the IQRS shall conduct another stage 2 prior to recommending certification.
- d) Follow-up limited audit / full re-audit
- e) For (c) and (d) above, additional fee and expenses will be charged

**Note:** The certificate cannot be recommended in case of any unresolved non-conformities identified during the audit.

### 3.6. Non – Conformity

Non- conformities shall be categorized by the auditors into Major and Minor.

Characteristics of a major nonconformity are:

- i. The absence of a documented procedure to address a requirement of the applicable audit criteria, when required.
- ii. An extensive breakdown or the absence of evidence of effective implementation of a process and/or documented procedure required by the applicable audit criteria.
- iii. An inability to demonstrate compliance with a technical claim relative to matters affecting product/service quality.
- iv. The absence of, or total systemic breakdown of, a management system element specified in the applicable audit criteria; or any nonconformity where the effect is judged to be detrimental to the integrity of the product, processes, or service.
- v. The absence of, or failure to implement and maintain, one or more management system requirements; or a situation which would, on the basis of objective evidence, raise significant doubt as to the capability of the management system to achieve its policy and objectives.
- vi. A number of minor nonconformities against any one requirement of the audit criteria represents a total breakdown of a system and therefore could collectively represent a major noncompliance. (Note: This condition usually represents 4 or more nonconformities.)

Characteristics of a minor nonconformity are:

- i. A failure to fully satisfy a requirement of the audit criteria with a documented procedure, when required.
- ii. A breakdown in the effective implementation of a documented procedure in isolated incidents.
- iii.

Timelines for NC Submission and closure		
Particulars	Major NC	Minor NC
Submission of Corrective Action	30 days	60 days
Acceptance of Corrective Action by IQRS	60 days	90 days
Verification & Closure	Subsequent visit within 60 days	Based on documentary evidence(s) under exceptional cases
	Based on documentary evidence(s) under exceptional cases	Subsequent visit - If required within 90 Days – decided based on the nature & no. of Non-conformity(ies)
NC during Recertification	Closure before Certificate expiry date	

**Note:** Under exceptional circumstances, the timeline can be extended by Decision Making personnel in consultation with Team Leader.



### 3.7. Surveillance Audit:

- 3.7.1 Surveillance activities shall include on-site audits assessing the certified client's management system's fulfillment of specified requirements with respect to the standard to which the certification is granted. Other surveillance activities may include
- enquiries from the certification body to the certified client on aspects of certification,
  - reviewing any client's statements with respect to its operations (e.g. promotional material, website),
  - requests to the client to provide documents and records (on paper or electronic media), and
  - other means of monitoring the certified client's performance.
- 3.7.2 Surveillance audits are on-site audits, but are not necessarily full system audits, and shall be planned together with the other surveillance activities so that the certification body can maintain confidence that the certified management system continues to fulfill requirements between recertification audits. The surveillance audit programme shall include, at least
- internal audits and management review,
  - a review of actions taken on nonconformities identified during the previous audit,
  - complaint handling
  - effectiveness of the management system with regard to achieving the certified client's objectives and the intended results of the respective management system(s)
  - progress of planned activities aimed at continual improvement,
  - continuing operational control,
  - review of any changes, and
  - use of marks and/or any other reference to certification.
- 3.7.3 Surveillance audits shall be conducted at least once a year.

The date of the first surveillance audit following initial certification shall not be more than 12 months from the certification decision date of Stage 2 / Recertification audit.

Annual second surveillance audits shall be completed within 21-25 months from certification decision date of Stage 2 / Recertification audit.

[NOTE: If organization has opted & agreed upon for more than 2 Surveillance Audits then the Surveillance Audits shall be planned & conducted as per Contract Review.]

### 3.8. Recertification:

#### 3.8.1 Recertification audit planning

- 3.8.1.1 The purpose of the recertification audit is to confirm the continued conformity and effectiveness of the management system as a whole, and its continued relevance and applicability for the scope of certification. A recertification audit shall be planned and conducted to evaluate the continued fulfillment of all of the requirements of the relevant management system standard or other normative document. This shall be planned and conducted in due time to enable for timely renewal before the certificate expiry date.
- 3.8.1.2 The recertification activity shall include the review of previous surveillance audit reports and consider the performance of the management system over the most recent certification cycle.
- 3.8.1.3 Recertification audit activities may need to have a stage 1 audit in situations where there have been significant changes to the management system, the client, or the context in which the management system is operating (e.g. changes to legislation).

If such changes can occur, any time during the certification cycle and then IRQS might to perform a special audit, which might or might not be a two-stage audit.

#### 3.8.2 Recertification audit

- 3.8.2.1 The recertification audit shall include an on-site audit that addresses the following:
- the effectiveness of the management system in its entirety in the light of internal and external changes and its continued relevance and applicability to the scope of certification;
  - demonstrated commitment to maintain the effectiveness and improvement of the management system in order to enhance overall performance;

- c) the effectiveness of the management system with regard to achieving the certified client's objectives and the intended results of the respective management system (s).
- 3.8.2.2 For any major nonconformity, the IRQS shall define time limits for correction and corrective actions. These actions shall be implemented and verified prior to the expiration of certification.
  - 3.8.2.3 When recertification activities are successfully completed prior to the expiry date of the existing certification, the expiry date of the new certification shall be based on the expiry date of the existing certification. The issue date on a new certificate shall be on or after the recertification decision.
  - 3.8.2.4 If the IRQS has not completed the recertification audit or the certification body is unable to verify the implementation of corrections and corrective actions for any major nonconformity prior to the expiry date of the certification, then recertification shall not be recommended and the validity of the certification shall not be extended. The client shall be informed and the consequences shall be explained.
  - 3.8.2.5 Following expiration of certification, IRQS shall restore certification within 6 months provided that the outstanding recertification activities are completed, otherwise at least a stage 2 shall be conducted. The effective date on the certificate shall be on or after the recertification decision and the expiry date shall be based on prior certification cycle.

### 3.9. Special audits

#### i. Expanding Scope

IRQS shall, in response to an application for expanding to the scope of a certification already granted, undertake a review of the application and determine any audit activities necessary to decide whether or not the extension may be granted. This may be conducted in conjunction with a surveillance audit.

#### ii. Short-notice audits

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

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

#### iii. Suspending, withdrawing or reducing the scope of certification

IRQS has a policy and documented procedure(s) for suspension, withdrawal or reduction of the scope of certification, and shall specify the subsequent actions by the certification body.

IRQS shall suspend certification in cases when, for example,

- a. the client's certified management system has persistently or seriously failed to meet certification requirements, including requirements for the effectiveness of the management system,
- b. the certified client does not allow surveillance or recertification audits to be conducted at the required frequencies, or
- c. the certified client has voluntarily requested a suspension.

Under suspension, the client's management system certification is temporarily invalid. In case of suspension the client refrains from further promotion of its certification. IRQS shall make the suspended status of the certification publicly accessible on request and shall take any other measures it deems appropriate.

Failure to resolve the issues that have resulted in the suspension in a time established by IRQS shall result in withdrawal or reduction of the scope of certification. The suspension would not exceed 6 months.

IRQS shall reduce the client's scope of certification to exclude the parts not meeting the requirements, when the client has persistently or seriously failed to meet the certification requirements for those parts of the

scope of certification. Any such reduction shall be in line with the requirements of the standard used for certification.

IRQS shall make the status of the certification about suspending, withdrawing or reducing the scope of certification, publicly accessible on request and shall take any other measures it deems appropriate.

### 3.10. Documents Issued to the Organization:

#### Stage I Audit:

- Audit plan/schedule
- Stage I audit report
- Invoice

#### Stage II / Renewal / Surveillance Audit:

- Audit plan / schedule
- Audit report
- Non-conformity report
- Invoice

On decision for grant of certificate of Approval, certificate is issued from Head Office along with covering letter and the logo artwork with Usage of Mark / Logo guidelines.

## 4. General Terms and Conditions

### 4.1 Responsibility of IRQS

It is the responsibility of IRQS to provide Assessment and Certification in accordance with the current issue of IRQS Document "Certification Scheme". Please note that in meeting its Policy of continual improvement of service, IRQS reserves the right to modify the contents of "Certification Scheme".

### 4.2 Responsibility of Auditee Organization

- It is the responsibility of the organisation to provide IRQS with all documents, information, facilities and changes as and when it takes place as necessary to enable IRQS to provide the services under these terms and conditions.
- It is the responsibility of the organisation to provide accreditation bodies of IRQS with all documents, information and visits as necessary to enable verification of audits carried out by IRQS.
- It is the responsibility of Client Organization to visit IRCLASS website [www.irclass.org](http://www.irclass.org) on the updation of the Certification Scheme.
- Based on concerns noticed during the office assessment / market feedback / complaints Director, NABCB may decide to arrange visits to certified organizations. IRQS shall, in their contract with their clients provide for such visits. IRQS shall be informed of any such validation visits and may join the NABCB assessor on such visits if required. IRQS would be informed of the duration of such visits and the information planned to be collected. For the present NABCB would bear the cost related to such validation visits.
- IRQS may opt for such validation visits in lieu of witnessing on their own. In such cases the number of validation visits required, duration and charges to be levied would be communicated to the IRQS by NABCB secretariat in advance for acceptance. Selection of samples would be done by NABCB Secretariat.

### 4.3 Fees & Expenses

- For agreements under Tender Documents: All terms & conditions will be applicable as per agreed tender documents.
- The fees payable and terms of payment are as detailed in IRQS letter enclosing the quotation to the organisation. The basic charges for services requested are based on the assumption that the information supplied by the organisation was accurate and complete.
- Special Surveillance Visits
- Special Surveillance Visits will be charged as per prevalent fees applicable at that time.
- Travel and Incidental Expenses
- All fees are exclusive of travel and incidental expenses which will be charged extra at actuals.
- Postponement – (Recovery of Administrative Costs)
- In case a scheduled audit is postpone, at the behest of the auditee, an amount of 10% of the total Audit and Certification fee, shall be charged – for each of such alterations – towards Administrative

- charges.
- Cancellation – (Recovery of Administrative Costs)
- The application fees/administrative charges as mentioned in Annexue-1 of our quotation for Certification Services, shall be payable in advance, prior to scheduling of the audit. In case of cancellation of audit by the auditee, these application fees/ administrative charges will not be refunded.
- Statutory Taxes
- All fees and expenses quoted are exclusive of any statutory taxes which will be charged at the current rate, if applicable.
- Invoices
- Invoices will be submitted as soon as practicable, after the completion of any assessment visit(s). As IRQS is a division of IRCLASS Systems and Solutions Private Limited, the invoices would be as per IRCLASS Systems and Solutions Private Limited invoice format.
- Payment
- All payments should be made in the name of “ IRCLASS Systems and Solutions Private Limited” preferably by local cheque/demand draft within 7 days of receipt of the invoice. Amounts remaining unpaid for more than 30 days from invoice date will be liable to interest at the rate of 15% per annum.
- The Certificate(s) of Approval cannot be released until full payment has been received by IRCLASS Systems and Solutions Private Limited.

#### 4.4 Termination

Either party may terminate this request for assessment:-

- By Notice
  - Three months written notice may be given by either party to the other.
- By default
  - Immediately upon either party being notified by the other of any material breach of this request for assessment.
  - If either party goes into liquidation or a receiver or administrator is appointed for all or part of the undertaking thereof.
- In the event of request for assessment being terminated whether by notice, default or otherwise the IRQS Certificate of Approval issued pursuant hereto shall forthwith become invalid and the Supplier shall cease to use the same and return to IRQS all documentation and other matters issued pursuant thereto or bearing an indication of such Certificate of Approval.

#### 4.5 Fundamental Term

- Organisation whereby warrants and covenants with IRQS that it will at all times during the subsistence of these terms and conditions comply with all reasonable requirements necessary for the issuance of the Certificate of Approval including (but without prejudice to the generality thereof) all statutes, rules, regulations issued by any statutory or any other competent authority, all recommendations, codes and similar matters issued by any authority, pursuant to which or in compliance of which or for the purpose of which the Certificate of Approval is issued or such other reasonable requirements of IRQS as are necessary to enable the Certificate of Approval to be issued and maintained in force in conformity with standards of high quality of certification.
- The organization hereby warrants the completeness and accuracy of all documents and accuracy of all information supplied to IRQS for the purposes of these terms & conditions for assessment.

#### 4.6 Certificates and Use of Logo(s) and Complaints Procedure

- Upon successful completion of Initial Assessment IRQS shall issue Certificate(s) of Approval to the organisation detailing the quality Standard(s) to which assessment was made, declaring the scope of supply. The Certificate(s) of approval is/are valid for a period of three years from the date of issue subject to satisfactory maintenance of the quality systems through surveillance audits.
- Certification under this scheme does not imply certification of the organization’s product or service and does not therefore exempt him from his legal obligations.
- a) The use of IATF logotype as displayed in the certificate issued by IRQS should not be reproduced in isolation elsewhere.
- b) For details of LOGO Usage, kindly refer III IRQS:OPM:19 supplemented with the ‘Certificate of Approval’.

- The organisation undertakes to institute a system of registering all complaints received from any source. The corrective action(s) taken and review by Organisation Management of such actions shall be made available for verification. They will inform that the complainant can also write to IRQS.

#### 4.7 Liability

Whilst IRCLASS Systems and Solutions Private Limited and its Committees use their best endeavors to ensure that the functions of IRCLASS Systems and Solutions Private Limited are properly carried out, in providing services information or advice neither IRCLASS Systems and Solutions Private Limited nor any of its employees or agents warrants the accuracy of any information supplied. Except as set out herein neither IRCLASS Systems and Solutions Private Limited nor any of its employees or agents (on behalf of each of whom IRCLASS Systems and Solutions Private Limited has agreed this clause) shall be liable for any loss damage or expense whatsoever sustained by any person due to any act or omission or error of whatsoever nature and howsoever caused by IRCLASS Systems and Solutions Private Limited, its employees or agents or due to any inaccuracy of whatsoever nature and howsoever caused in any information or opinion given in any way whatsoever by or on behalf of IRCLASS Systems and Solutions Private Limited, even if held to amount to a breach of warranty. Nevertheless, if any person uses services of IRCLASS Systems and Solutions Private Limited, or relies on any information or advice given by or on behalf of IRCLASS Systems and Solutions Private Limited and suffers loss damage or expenses thereby which is proved to have been due to any negligent act omission or error of IRCLASS Systems and Solutions Private Limited, proved in a court of law or related jurisdiction its employees or agents or any negligent inaccuracy in information or opinion given by or on behalf of IRCLASS Systems and Solutions Private Limited then IRCLASS Systems and Solutions Private Limited will pay compensation to such person for his proved loss up to but not exceeding the amount of the fee charged by IRCLASS Systems and Solutions Private Limited for that particular service, information or opinion.

#### 4.8 Indemnity

- The Organisation shall fully and effectually indemnify IRCLASS Systems and Solutions Private Limited agents all costs, claims, actions and demands arising from:
  - the service provided by IRCLASS Systems and Solutions Private Limited save to the extent only that such claims arise from the neglect of IRCLASS Systems and Solutions Private Limited, its employees or agents.
  - the misuse by the organisation of any certificate, license, mark of conformity provided by IRQS in accordance with these terms & conditions.
  - any breach of these terms & conditions.

#### 4.9 Force Majeure

- IRCLASS Systems and Solutions Private Limited shall not be liable in any respect should be prevented from discharging such obligations as result of any matter beyond its control which could not be reasonably foreseen.

#### 4.10 Confidentiality

- Except as may be required by Law, IRQS and the Organisation will treat as strictly confidential and will not disclose to any third party without prior written consent of the other, any information which comes into their possession, the possession of their employees, agents or other by virtue of these terms & conditions.
- All information obtained during the course of audit shall be available for verification to IRQS personnel (as part of internal Certification Process) & personnel from relevant accreditation body (as part of Accreditation Process). Auditee organization shall be informed in writing by IRQS if the outcome of the review by Internal personnel or Accreditation Body personnel influences the interest of the auditee Organization or individual concerned shall, unless regulated by law, be notified in advance of the information provided.

#### 4.11 Law

- These terms & conditions are governed by the law of India and the parties submit to the jurisdiction of the Courts of justice in Mumbai and all notices and proceedings served will be deemed to be duly served if send by pre-paid registered mail to the address of the party as herein above appearing or as may be subsequently notified by the other.

#### 4.12 Arbitration

- Any disputes or differences arising between the parties other than as the payments of IRCLASS Systems and Solutions Private Limited charges shall be determined by single arbitrator to be appointed by the parties in default of these terms & conditions.

### Terms & conditions related to ISO/TS 16949 Audit

- a) the client shall notify the certification body of any changes
  - 1) Legal Status, 2) Commercial Status (e.g. Joint Venture, Subcontracting with other organizations), 3) Ownership Status (e.g. mergers and acquisitions), 4) Organization and management (e.g. key managerial, decision-making or technical staff), 5) Contract address or location 6) scope of operations under the certified management system, 7) IATF Automotive OEM customer special status , 8) Major changes to the management system and processes
- b) the client cannot refuse an IATF witness audit of the Certification Body
- c) the client cannot refuse the presence of a certification body internal witness auditor
- d) the client shall authorize access for the IATF representative or their delegates
- e) the client shall authorize the certification body to provide the final report to the IATF
- f) the only use of the IATF logo is as displayed on the certificate issued by the IRQS. Any other use of the IATF logo separately or not is prohibited.
- g) Consultants to the client cannot be physically present at the clients site during the audit OR participate in the audit in any way. Failure to inform IRQS is considered as a breach of the legally enforceable agreement and may result in withdrawal of the ISO/TS 16949 certificate.

#### 4.13 Terms & conditions related to FSSC 22000 Audit

Client certified to FSSC scheme shall notify IRQS (A Division of IRCLASS Systems & Solutions Pvt. Ltd.) regarding any factor that can affect the certification such as any event that the organization becomes aware of legal proceedings with respect to:

- a. Product safety or
- b. Legality, or
- c. In the event of a product recall.

The FSSC certified organization shall immediately, at least within 3 working days, make the IRQS (A Division of IRCLASS Systems & Solutions Pvt. Ltd.) aware of the situation.

IRQS (A Division of IRCLASS Systems & Solutions Pvt. Ltd.) shall make assessment and take

- a. Appropriate steps to assess the situation and
- b. Any implications for the certification, and
- c. Shall take any appropriate action.

IRQS (A Division of IRCLASS Systems & Solutions Pvt. Ltd.) shall take steps to ensure that the integrity of certification remains in place, following such notification.

The FSSC Certified organization, shall allow access to IRQS (A Division of IRCLASS Systems & Solutions Pvt. Ltd.) and accreditation body towards reports, certificates, witness audits, risk based programme of office audits, announced, but unscheduled audits in accordance with GFSI requirements.

### 5 Maintenance of Approval

Certificate of Approval is issued to the Organization on the understanding that the relevant Management system will be maintained at all times and for this purpose, IRQS will conduct Surveillance Audits in accordance with the Audit Programme as noted in the Audit Report. During Surveillance audit, it is ensured that all the relevant Management system elements are examined at least once during the validity period of three years of the certificate of Approval. The intervals between the initial certification audit and the first and second surveillance audit as follows:

- The date of the first surveillance audit following initial certification shall not be more than 12 months from the certification decision date of Stage 2 / Recertification audit.
- Annual second surveillance audits shall be completed within 21-25 months from certification decision date of Stage 2 / Recertification audit.

[NOTE: If organization has opted & agreed upon for more than 2 Surveillance Audits then the Surveillance Audits shall be planned & conducted as per Contract Review.]

Before the end of three years duration i.e. before expiry date, if the Organization desires to continue Certification, Renewal Audit shall be carried out.

## 6 Suspension, Withdrawal or Cancellation

The Certificate of Approval shall be suspended, withdrawn or cancelled if it is found that:

- The certified client does not allow surveillance or recertification audits to be conducted at the required frequencies;
- The Organization does not complete corrective action within the agreed time scale
- The Organization fails to conform to the requirements of relevant standards
- The Organization fails to comply with the financial requirements of the agreement of Certification
- The Organization undertakes actions which may bring IRQS into disrepute
- The Certificate or Logo is misused in any way.
- The organization goes to liquidation or ceases to exist or ceases its activities for which it has been certified.
- The activities of the organization are stopped by directives from court / statutory authorities.
- If the certification to one or more Management Standard(s) / Specification(s) is subject to suspension / reduction / withdrawal, IRQS shall investigate the impact of this on the Certification to other Management System Standard(s) / Specification(s).

## 7 Appeals & Complaints

It would be the endeavour of IRQS to provide efficient and satisfactory services as per the 'Order Acceptance, Agreement Including Terms & Conditions'. However, in case it is felt that any decision or the conduct of IRQS is unjust and prejudicial to any party, that party can appeal / complaint to IRQS and seek redressal. These appeals are to be sent to IRQS in writing or uploaded through the web-link. The complaints can be verbal or in writing or uploaded through the web-link.

## 8 Disclaimer

While this document is intended to provide guidance to prospective / existing clients of IRQS and every effort is made to keep its content accurate and up to date, it should not be construed to be comprehensive or conclusive in its contents and applicability. Assessment audit / Certification / Surveillance being activities that always call for auditor's judgment based upon the facts and circumstances of each case / situations, this document cannot be construed to be binding IRQS in the scope, interpretation and applicability of its certification activities.

### E. Revision History:

Rev. No.	Effective Date	Details
01	20-12-2016	Corrective action on RvA concern, incorporated Conditions for granting certification showing through flow chart
02	17-04-2017	Added 4 bullets under point 3.1