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[Company]

[Company Address]

ISO/ IEC 17065:2012

PRODUCT CERTIFICATION MANAGEMENT SYSTEM

(MANUAL)

Prepared By (Name & Sign)	Approved By (Name & Sign)	Date
	[Manager]	
Document No.: M/01	Revision No. 00	Update Date: 01/01/2020

1.2 AUTHORIZATION STATEMENT

[Company] is committed to the establish and maintain the Conformity assessment Requirements for the operation of product certifications detailed in this manual and implemented by [Company] personnel to meet the requirements of ISO/IEC 17065:2012.

[Company]' personnel shall strictly adhere to the policies, quality procedures, standard operating procedures, and certification documents as supported by the policies outlined in this manual.

_____________ has been appointed as Quality Manager & MR of [Company]. The Management Representative is responsible for ensuring compliance with the management system requirements stipulated in this manual. Management Representative is authorized to ensure that the ISO/IEC 17065:2012 system is established, implemented, and maintained by [Company] personnel. The CEO, Scheme Manager & Staff shall give full support and cooperation to the Quality Manager. ______________ has been appointed as Deputy Quality Manager and shall assume the responsibilities of Quality Manager in his absence.

As per the organization chart Quality Manager will be responsible for the Management Representation at all times for catering the Schemes of __________________. Final Approvals for the Certification process shall be awarded by ______________________ after reviews and involvement of Certification Committee, where applicable.

[Company] and its personnel are not engaged in any activities that may conflict with their independence of judgment and integrity in relation to their scope of activities, this shall be ensured time to time by different mechanisms stipulated in this manual.

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PRODUCT CERTIFICATION MANAGEMENT SYSTEM

GRANTING, MAINTAINING, EXTENDING OR REDUCING SCOPE, SUSPENDING, WITHDRAWING OR REFUSING CERTIFICATION

(PROCEDURE)

Prepared By	Approved By	Date
Document No.: P/14	Revision No. 00	Update Date: 01/01/2020

Contents

1. PURPOSE

The purpose of this procedure is to describe a procedure for Granting, Maintaining, Extending or Reducing scope, Suspending, Withdrawing or Refusing Certification.

2. SCOPE

This procedure is applicable to certifications provided by [Company].

3. TERMS AND DEFINITIONS

All applicable as defined in clause 3 of manual.

4. PROCEDURE

4.1 RECEIVING EVALUATION DOCUMENTS

Quality Manager is responsible for submission of evaluation documents after completion as per evaluation plan for certification. These shall contains based on scheme requirements.

The records are reviewed at different levels which includes administrative review. The submitted set of documents is reviewed for completion by Quality Manager. Evaluation record checklist based on each scheme shall be prepared and filled during this review to ensure the completion of all documents.

The review includes technical review during which the evaluation records are submitted to Certification committee member for technical review which includes review of the information provided by the evaluator is sufficient with respect to certification requirements, scope of accreditation and effectiveness of corrections and corrective actions are effective for all non-conformances raised during the evaluation.

The person(s) responsible for technical review is identified during the evaluation plan. The technical review may lead to a deviation note, which is issued against the evaluator, if a deviation is found.

The next review stage includes decision making by certification committee chairman. The technical reviewer shall decide whether the evaluation documents ready for submission to certification committee chairman. Certification committee chairman reviews the findings of evaluation in addition to review of reports prior to taking the decision. Correspondence related to the client are also reviewed during decision. The decision taken is recorded and request for preparing certificate is initiated.

4.2 CERTIFICATE ISSUANCE

Upon the decision take by independent certification committee, the certificate is prepared by Quality manager and signed by CEO after review of scheme manager. Register of certified products and client is updated prior to issuance of certificate to client. Certificate is issued with sufficient information as required by each certification scheme.

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[Company Address]

ISO/ IEC 17065:2012

PRODUCT CERTIFICATION MANAGEMENT SYSTEM

EVALUATIONS

(PROCEDURE)

Prepared By	Approved By	Date
Document No.: P/13	Revision No. 00	Update Date: 01/01/2020

Evaluator Qualification Form

Name		Position		Location	

Date Started		Status	

1 Review of Records **(e.g. CV, Work Experience, Training, Audit Reports, Appraisals etc)**

2 Feedback (References, Peers, Clients etc)

3 Interviews **(Employment, performance review, post audit review, structured interview etc)**

4 Observations **(Witnessed Audits, UKAS/3rd Party)**

5 Examinations **(Written Examination, Oral Examination, Practical Examination**

6 Justification

Requirement (see Definitions of what is meant by required knowledge and skills)	**Requirement Achieved YES/NO/N/A**	**Evidence/Further Action**
Knowledge of business management practices		
In depth knowledge of evaluation principles practices and techniques		
In depth Knowledge of specific scheme requirements		
A thorough understanding of company policies, procedures and processes that relate to Certification and in particular the conduct of evaluations		
Knowledge of the client's business sector		
Knowledge of client products, processes and organization		
Language skills appropriate to all levels within the client organization		
Note taking and report writing skills		
Presentation skills		
Interviewing skills		
Audit management skills		

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IDENTIFICATION AND ASSESSMENT OF THREATS TO IMPARTIALITY

Business Aspects	*Service Impacted*	*Potential Conflict of Interests*	*Description of potential conflict of interests*	*Company Policy to prevent conflict of interests*	*Actual Implemented measures to eliminate or control the potential / identified threats*

<u>**Note**</u>: A relationship that threatens the impartiality of [Company] can be based upon ownership, governance, management, personnel, finances, contracts, marketing and payment of a sales commission or other inducement for the referral new clients, etc.

Next Update will be done in

Reveiwed by and on

CERTIFICATION TERMS

PRODUCT CERTIFICATION TERMS & CONDITIONS

COMPANY NAME HERE

TERMS AND CONDITIONS OF CERTIFICATION

Contents