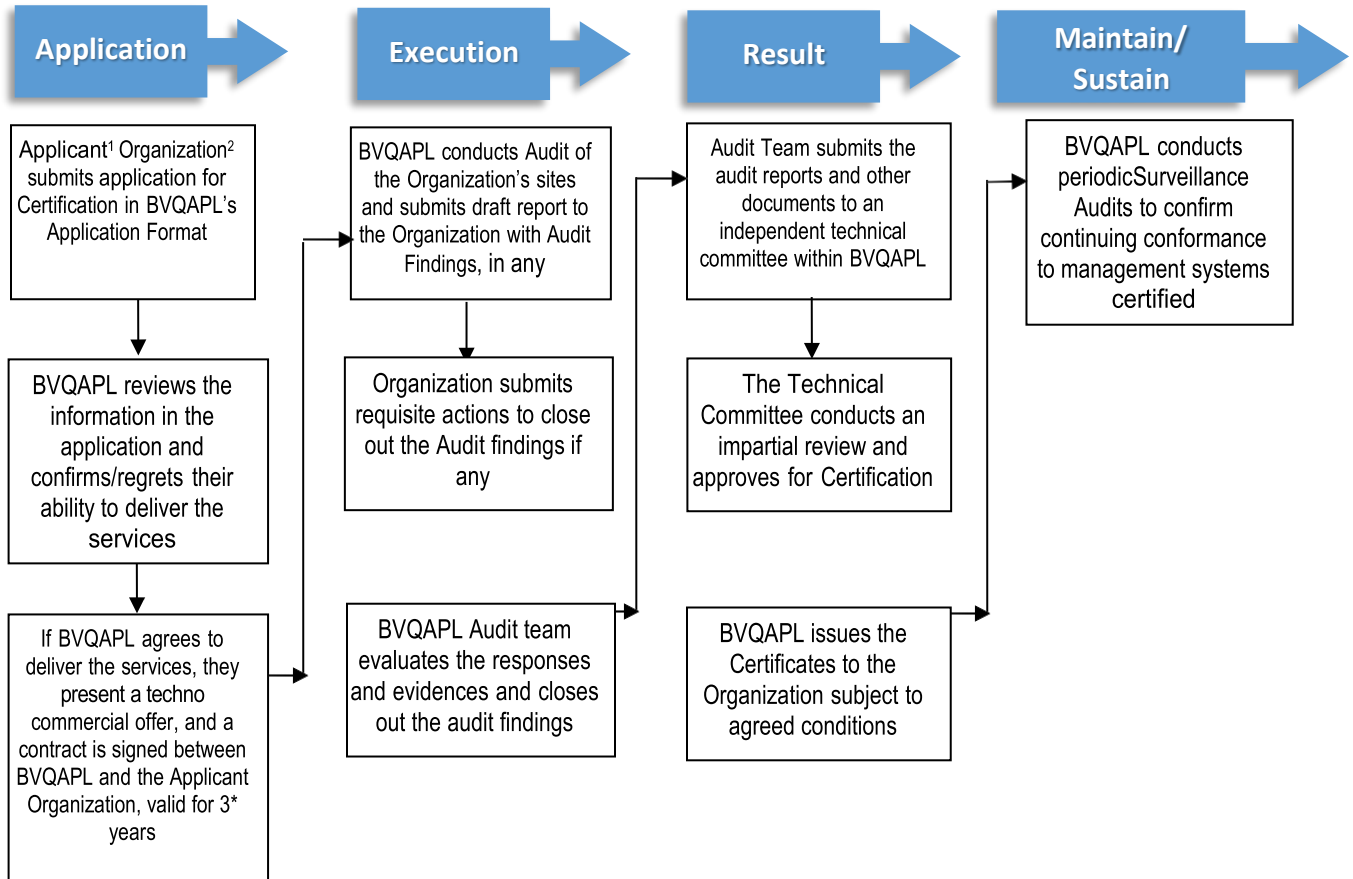


Information on Certification Process

a) Audit processes:-

Bureau Veritas Quality Assurance Pte Ltd (BVQAPL) follows the certification processes as follows:-



**in some specific certification schemes this period may vary*

Notes :-

1. *In case of certification services offered under ISO 17021-1 Standard, Organizations are certified for their Management Systems.*
2. *In case of Product/ Service/Process Certification services offered under ISO 17065 Standard, the certification process will be for the Organization's products/services/processes*



Information on Certification Process

b) Processes for granting, refusing, maintaining, renewing, suspending, restoring or withdrawing certification or expanding or reducing the scope of certification

Granting Certification & Maintaining:

The process for granting Certification is given in the flow chart above

Refusing:

Some of the reasons why BVQAPL may refuse certification of an Organization

are:-Financial issues of the Applicant organization

Questionable credibility / Integrity of the organization

Management Systems/ Products / Services / Processes do not comply with the requirements of the audit criteria and the Organization is not willing to take appropriate actions and in a time bound manner.

Renewing

The contract with the organization and the validity of the certificate issued is time bound and subject to continued maintenance of the certification requirements by the certified Organization. Provided these requirements are fulfilled during each cycle of the certification, the organization becomes eligible for recertification. Before the expiry of the existing, valid certificate, the Organization may apply to BVQAPL for renewal (also known as recertification). BVQAPL will follow the same process as given under part (a) above.

Suspending, Restoring, Withdrawing, Expanding the Scope, Reducing the Scope of Certification:

Bureau Veritas might suspend, withdraw, reduce, extend or cancel the Certificate of Approval at any time as per accreditation / BVQAPL's own requirements and follow a due process starting with giving the Organization written notice.

If such actions are deemed necessary by Bureau Veritas, the Organization will be fully briefed and will be given every possible opportunity to take corrective action before a final decision is taken on what action Bureau Veritas should take after the expiration of such notification period. Unannounced/announced visits may also be conducted as a follow up on Organizations of which the certification has been suspended.

Suspension is lifted and certification is restored upon Organization implementing appropriate actions, including closure of non-conformities where applicable and verification by Bureau Veritas of the actions implemented by the Organization

Information on Certification Process

c) Types of management systems and certification schemes in which it operates:-

This information is available in the main webpages of this site

d) the use of the certification body's name and certification mark or logo;

Bureau Veritas Company Logo (Shown at left had top corner of each page of this document) **can not** be used by any organization for any purpose.

However BVQAPL has a set of rules for use of its Certification Mark(s) to be used strictly by all their certified organizations.

The Bureau Veritas's **Certification Mark(s)** issued by BVQAPL along with the Certificate (And the rules for use of BV Certification Mark) can be used by certified organizations only for promotional purposes (Such as Marketing collaterals, Business Cards, letter heads/Hoardings etc). But SHALL NOT be used by any means where its users perceive that the product / Services have been certified where the System has been Certified and vice versa.

e.g., when an organization has been certified for its management systems (e.g., ISO 9001 Standard) the Certification mark SHALL NOT be used on primary packaging of products.

Notes :

1. Here products can mean tangible products or even the Certificates issued, such as product certificate, laboratory certificates, test certificates, students certificates etc..

2. Detailed procedure will be shared by BVQAPL along with Certificates issued or on request by any certified Organizations or any interested party.

e) Processes for handling requests for information, complaints and appeals;

The Procedure for handling requests for information, complaints and appeals is dealt with as per the procedure which is available in the same webpage.

f) Policy on impartiality

Bureau Veritas follows a global Impartiality policy for all its services delivered across all countries and our Impartiality Statement can be seen on the webpage.