

TNV Certification Pvt. Ltd

Accredited by JAS-ANZ



Ref. No. TNV/**Certificate Number**

Dear Sir/Madam,

Certificate No.	
Firm Name	
Address	
Scope	
Issue Date	
First Surveillance date	
Second Surveillance date	

Greetings from TNV....

We congratulate you on being certified from TNV (Accredited by Joint Accreditation System of Australia & New Zealand) of your organisation. TNV is reputed Certification Body in India; offers ISO 9001:2008 & ISO 14001:2004 Certification services. Now you can use word “ISO 9001:2008 Certified” Further in reference to our agreement signed; we explain that you can use logo as per provision applicable. Terms are briefed here; in case of any doubt you are kindly requested to ask us for any other information. Please read the following general guidelines given here. Detailed information can be obtained by visiting our website www.isoindia.org.

General Information:

Extension of Certification:-

Whenever the clients applies for the extension of Scope/ addition of sites, facilities etc. the same is verified during a special visit or at the next surveillance audit and based upon the recommendations of Lead Assessor and verification of audit reports a decision is taken for issue of amended certification for scope extension.

VALIDITY AND RENEWAL OF CERTIFICATE

Certificates issued by TNV Certification Pvt. Ltd remain valid for three years subject to the conformance of the quality and Environment management systems to the certification standards being verified and found satisfactory during periodical surveillance audits. Upon expiry, Certificate of Registration is renewed for a further term of three years after conduct of a satisfactory reassessment.

SURVEILLANCE AUDIT

Certifications are issued subject to the maintenance and continual conformance of the documented quality systems to the certification standards. Surveillance audits shall be conducted at periodic interval at least once a year during the three year term of validity of the Certificate followed by a re-assessment of the quality systems for renewal of the certification prior to its expiry. The frequency of the surveillance audits has to be at least once in 12 months from the date of closing meeting of the certification audit i.e., two surveillance audits to be conducted during the three year period of validity at annual interval. In case of nine monthly surveillance audits 3 surveillance audits will be conducted and in case of six monthly surveillance audits 5 surveillance audits will be conducted. The nine monthly and six monthly surveillance audits will be conducted in case the organization demands the same during the signing of the contract.

SPECIAL AUDITS

A special visit may require to be made to the certificate company's premises in the following circumstances:

-TNV Certification Pvt. Ltd has reason to believe that the documented systems are inadequately maintained with major deficiencies in operation.

Corporate office: 537-B/187-B, Amber Bihar, Nr. CBI, Keshav Nagar, Sitapur Road, Lucknow -226020, (U.P), India, Ph: +91-522-2756327-28, Fax: +91-522-2759881, Website: www.isoindia.org

-In case of any change in the management system standard due to which the certification requirements are going to be changed, client will be intimated in advance for the transition audit and audit will be scheduled after the consent of the organization. But the audit has to be done before the defined timeframe.

- Upon intimation by the certified company, of any significant change in the certified documented system. Including extension of scope visit will decide, whether the extension of scope sector can be granted or not. This may be clubbed with the surveillance audit this surveillance audit program shall include at least

- (A) Internal audit and management review
- (B) A review of actions taken on NC identified during the previous audit.
- (C) Treatment of complaint
- (D) Effectiveness of the management system w.r.t. achieving the certified client objectives.
- (E) Progress of planned activities aimed at continual improvement
- (F) Continuing operational control
- (G) Review of any changes
- (H) Use of marks and or any other reference to certification

Short Notice Audit

As a result of a complaint, by any party, any adverse publicity or contravention of the conditions of certification or other information received and suspended client. The special visits will be undertaken after due notice has been given and details agreed between TNV Certification Pvt. Ltd and visits will be undertaken after due notice has been given and details agreed between the certified company. Due care is take of the following.

- Information is given to the client in advance regarding the re-source of the visit with details.
- Due care is taken to select the auditor to Safeguard Lack of Reason to client for objection to the auditor.

Suspension, Withdrawal, Extension and reduction of Certification:

Suspension: The grounds for suspending the certificate are as follows:

- a) If the certified organization is not getting the Surveillance audit conducted as per the certification agreement.
- b) If the client is found to misuse the logo of the Certification Body or is using any kind of misleading statement which might affect the reputation of the certification body and the accreditation board.

Any certificate issued by TNV Certification Pvt. Ltd may be withdrawn in the event of any of following defaults by a certificate holder.

- If a surveillance audit is not arranged within 3 months of the due date in response to notice issued by TNV Certification Pvt. Ltd
- Major lack of effective implementation of corrective of actions within agreed time limits in respect of non-conformities identified during surveillance audits.
- Failure to pay appropriate fees.
- Continued misuse of Accreditation mark/logo e.g. misleading publications, advertisement or contravention of the stipulated conditions for the use of marks/logo. Upon suspension or cancellation of certificate of registration, the name of the organization shall be deleted from the TNV Certification Pvt. Ltd's approved list of certified companies.

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Extension: Upon the request of the client at any point of certification cycle, the scope of certification can be extended after the verifications conducted as per the TNV Certification Pvt. Ltd certification process

Reduction: Upon the request of the client or during the surveillance audit as identified/verified by the audit team, the scope of certification can be reduced after the verifications conducted as per the TNV Certification Pvt. Ltd certification process.

- a) If there is any complaint from the customer's customer TNV Certification Pvt. Ltd needs to verify the complaint and in case if the certified organization is found guilty the certificate will be suspended and will remain suspended until the complaint is not resolved.
- b) In case of Non payment of the fee as per the Contractual agreement.
- c) If during the Surveillance audit system found not to comply with Standard requirement.

Cancellation: The grounds for cancellation of certificate are as follows:

- a) In case the Organization is not able to resolve the issue of Suspension within 90 days from the date of Suspension.
- b) The evidences submitted by the organization for the reason of suspension as defined above are not found satisfactory.

Upon the Suspension the certificate will be surrendered from the client, the TNV Certification Pvt. Ltd web site will be updated that the organization's certificate is cancelled (not valid). After the cancellation of the certificate if the organization is found to use the certificate or certification information in any manner legal action will be taken against the Organization as per the contractual agreement Annexure 13.

Note: The evidences can be verified onsite or offsite depending upon the nature of the reason for the suspension.

APPEALS / COMPLAINTS

TNV Certification Pvt. Ltd accredited certification scheme endeavors to provide a prompt, competent and impartial service to its clients. In case, an applicant, a certified company or any other interested party wishes to make a complaint in respect of the operation of TNV Certification Pvt. Ltd certification scheme or appeal against a decision of the TNV Certification Pvt. Ltd which is considered to be unfair and prejudicial to the interests of the complainant, TNV Certification Pvt. Ltd will consider the complaint or appeal in accordance with Section P5 and P6 the TNV Certification Pvt. Ltd Procedures Manual, a copy of which can be provided upon request.

USE OF LOGO

RULES & REGULATIONS FOR USE OF CERTIFICATION & ACCREDITATION MARK

All certificates issued by TNV Certification Pvt. Ltd. remain the property of TNV and must be returned when requested. Certificate holders must ensure that no incorrect references to TNV certification system or misleading use of certificates or marks occur.

TNV Certification Pvt. Ltd. Registered Companies Logo is granted under license to those client/companies who have obtained certification of their **Management System** by TNV after successful assessment to the applicable standard of ISO 9001/14001/22000/ OHSAS 18001.

Where the TNV Certification Pvt. Ltd. Registration Certificate has been issued **under JAS-ANZ** accreditation, Accreditation body's logo is too used in combination with the TNV Certification Pvt. Ltd. registered companies' logo, as applicable.

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TNV Certification Pvt. Ltd. Logo

TNV Logo can be applied to stationery and publicity material that relates to the company's Scope of Registration by registered Companies. This can include brochures, product cards, advertisements etc.

The mark **shall not** be used on laboratory test reports, calibration and inspection certificates, applied directly to the product or packaging, whether secondary or primary or in such a manner as to imply that any individual product has been approved. Where the logo is used, the Certificate Registration number must also be clearly indicated.

The logo may only be reproduced as provided by TNV or on single color, but where practical should conform to existing preprinted stationery, brochures, letterheads or other promotional materials of the Company.

ACCREDITATION LOGO

The Accreditation Logo may only be used in combination with the TNV registered companies Logo and is limited to stationery, literature and other written promotional materials. It cannot be applied to the product or packaging and visiting cards whether secondary or primary. the Accreditation Logo shall be reproduced in accordance with the PMS Reflex Blue & PMS (485) RED indicated with the art work enclosed or in a single colour to confirm with the predominant colour of existing preprinted stationery, brochures, letterheads or other promotional material.

The Accreditation Logo shall not be used in such a way as to suggest **that the Accreditation** body or government Organization it represents have certified or approved the activities of the Company, or in any other manner which can mislead.

The Certification Body/Accreditation Logo may be uniformly reduced or enlarged, but in any case it shall not be used in a size putting disrepute to the Logo and must be clearly visible.

MISUSE OF LOGO

If an accredited certificate holder fails to comply with these regulations or uses the logos in any misleading manner, TNV reserves the right to withdraw or cancel its certificate upon which action, the certificate holder shall immediately cease to use the logos and withdraw the existing stock of its stationery and other promotional brochures etc. bearing the logos, from further use.

Such action could include requests for correction and corrective action, suspension, withdrawal of certification, publication of the transgression and, if necessary, legal action. For more details; visit www.isoindia.org.

TNV Certification Pvt. Ltd.

Auth. Signatories

Place: Lucknow

Date: