



# **TERMS AND CONDITIONS FOR SYSTEM CERTIFICATION**

**CEYCERT (PRIVATE) LIMITED**

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## 1. INTRODUCTION

This document defines conditions, rights, and duties, as well as the operating processes for the assessment and certification of Quality Management Systems and Food safety management systems.

It also contains information on certificate maintenance, withdrawal or cancellation as well as handling of complaints and appeals.

The terms and conditions presented in this document govern the relationship between Ceycert (Private) Limited (Ceycert) and its clients and are applicable to all applicants unless exceptions are specifically agreed upon between the parties.

## 2. CERTIFICATION PROCESS

Ceycert is responsible for issuing, modifying, suspension, and withdrawing certificates and all other documents issued as part of the certification process. All these documents remain the property of Ceycert.

The major steps of the certification process are:

### 1. Request for certification & Application

Upon a request by an applicant, the Junior Executive/Trainee Junior Executive shall send an application form to the applicant. The applicant need to submit the duly filled application with sufficient information.

### 2. Proposal

A Proposal shall be sent to the applicant based on the information received. Terms & Conditions for System certification with price quotation, Ceycert fee structure and Terms & Conditions for Use of Certification Mark will be sent.

### 3. Application Review

Ceycert shall conduct an application review which may results in more information requests from the applicant.

### 4. Documentation review

Ceycert shall conduct a Documentation Review once management system documents are received as per the procedure for Adequacy audit (CC-CS-PR-06). Adequacy Audit report shall be communicated with the findings to the Applicant/client.

### 5. Stage I audit

Ceycert shall conduct a stage I audit subject to the client's communication regards the readiness of the client for Stage I Audit which time frame shall not exceed two months.

A Stage I audit plan shall be communicated to the client and agreed upon prior to the Audit. If there are any findings raised during the Stage I audit, client need to rectify all of them within two month time period.

## 6. Stage II audit

Ceycert shall conduct the Stage II audit upon the readiness of the client for stage II via communication channels. Stage II audit plan to be agreed with the client prior to the audit. The stage II audit shall be conducted on site to determine the compliance of the client's management system with relevant certification scheme.

Nonconformity reports (NCRs) shall be raised on the deviations from the requirements which are to be agreed with the client. A corrective actions to be filled by the client and shall be submitted with NCRs.

The client shall submit duly completed NCRs together with evidence for the corrective actions taken for the NCRs within two months. (Maximum). If the client required more time, to complete corrective actions then needs to make a written request from the CB. Ceycert shall consider the request based on reason and which shall be communicated to the client and be followed up.

## 7. Certification decision

Manager- Certification shall recommend for certification while the Corrective actions are made satisfactorily, otherwise necessary action will be taken to communicate to the client.

Certification committee shall review the documents and shall make a decision on granting certification. The decision shall be communicated to the client.

If the decision is positive, Granted certification letter of awarding shall be communicated to the client. Certificate shall be awarded following the signing of the certification agreement.

## 8. Maintaining Certification

Certificate is valid for a period of three years. Surveillance audits shall be conducted by the Ceycert annually to ensure maintaining the management system and recommend for continuation of the relevant management system certification.

## 9. Recertification

At the end of the certificate expiration, Ceycert shall organize a recertification of the management system, if the clients intend to renew the certification.

The certification process shall be followed. Recertification audit shall have a Stage I audit in situations where there have been significant changes to the Management System over the most recent certification cycle. Otherwise only one audit shall be conducted.

## 3. TERMS & CONDITIONS

The client shall ensure transparency and reliability of the information provided to Ceycert.

The client shall ensure that all necessary arrangements are made before an audit, including provision for reviewing of documents, access to all processes and areas, records and personnel applicable for the audit.

The client shall agree to bear the cost of travelling arrangements and accommodation (if needed) pertaining to the audit.

The client shall inform the CB in writing of any changes related to the following:

- a) Legal, commercial or ownership status;
- b) Organization, top management and key personnel;
- c) Contact address and sites;
- d) Scope of certification;
- e) Major changes to the management system and processes;

#### **4. USE OF CERTIFICATION MARK**

Refer “Terms and conditions for use of Certification mark” Document.

#### **5. WITHDRAWAL OR SUSPENSION**

Ceycert may suspend / withdraw the certificate when;

1. The client's certified management system has persistently or seriously failed to meet certification requirements, including requirements for the effectiveness of the management system.
2. The client does not allow surveillance and recertification audits to be conducted at the required frequencies.
3. The client violate “Terms and conditions for use of Certification mark” or not complying with the “Terms and Conditions for the Certification”.
4. The client restricts auditors of Ceycert to inspect the factory and other premises
5. The client fails to pay the applicable fees for the certification

At any time during the validity period of the certificate, if the client wishes to withdraw from the scheme, may inform Ceycert in writing of their intention. It will be communicated to the Certification Committee and decision to be made.

The decision shall be communicated to the company and they shall immediately return the certificate which remains as the property of Ceycert.

Ceycert Holds the right to renew or refuse to grant or renewal of the certificate.

Client could appeal against the suspension within fourteen (14) days from the date of notification.

#### **6. REDUCING THE SCOPE OF CERTIFICATION**

Ceycert shall reduce the client's scope of certification to exclude the parts which are repeatedly failing to meet the requirements of the relevant management system.

Upon request, Ceycert shall reveal the status of the certification of a management system as being reduced.

A new certificate shall be issued by the Ceycert.

## **6. EXTENDING THE SCOPE OF CERTIFICATION**

If the client wishes to extend the scope of certification, he/she shall make a request with the relevant documentation pertaining to the extended scope to the CB.

Ceycert shall conduct an audit on the extended scope at a subsequent surveillance or conduct a special audit depending on the urgency of the client.

Certification decision will be taken as per the steps mentioned under the certification process and a new certificate shall be issued by the CB.

## **8. COMPLAINTS/APPEALS**

In the event of the client wishing to make an appeal against any decision of Ceycert, the client shall officially inform the decision to the Director, Ceycert in writing. Ceycert follows an appeal procedure. The decision of the Appeals Committee will be the final.

In the event of the client wishing to make a complaint, client can refer the procedure for complaint which is available in the Ceycert website. Verbal or written complaints are accepted. After the investigation of valid complaints, the outcome shall be communicated to the client.

## **9. CONFIDENTIALITY**

Information provided by the client under the scheme shall be kept confidential. However, the client's organization shall agree to the Ceycert providing necessary confidential information of it to other bodies such Accreditation Body and Peer Assessment Scheme for official purposes.

## **10. LIABILITY/DISCLAIMER**

Ceycert shall not be liable to the company for any expenses, loss or damages suffered by the client and caused by the client's participation in the scheme or as a result of the assessment of the company's management system by Ceycert or its representatives.

## **11. CHANGES IN TERMS & CONDITIONS**

Any major changes are made to the terms and conditions governing the Management systems Certification Scheme, all certified companies shall be informed by Ceycert.