



SPECIFIC CONDITIONS OF CERTIFICATION SERVICES

1. GENERAL

1.1 These specific terms and conditions of service (the "Specific Conditions of Certification Services") are governed by the General Conditions for Certification Services of Quality International Certification.

1.2 [Full legal name of the appropriate legal entity] ("Quality International") offers certification services ("Services") covering audit and certification against an appropriate recognized specification or part thereof to any person, firm, company, association, trust or government agency or authority that apply for Services ("Client").

1.3 To achieve and preserve certification, Quality International Clients are required to develop and maintain their management systems in accordance with said specifications, allowing unconditional access to Quality International to audit or otherwise verify these management systems against said specifications.

1.4 The certification awarded by Quality International covers only, as the case may be, those services or products manufactured and/or supplied under the scope of the Client's management systems certified by Quality International. For certain certification schemes, amplification of the contents of this document is required. This is provided separately for the scheme concerned. Clients remain solely liable for any defect in their products and shall defend, protect and indemnify Quality International from any and all defects, claims or liability arising from said products.

1.5 The issued certification does not exempt Clients from their legal obligations in respect of the services or products in the scope of their management systems.

2. REQUESTS FOR CERTIFICATION

2.1 Single-Site Offer: offer issued by Quality International to a Client for the Services for one site and/or location.

Multi-Site Offer: offer issued by Quality International to a Client for the Services for two or more sites and/or locations.

2.2 The Client will be asked to supply detailed information about the size and scope of their operations subject to Quality International's Services.

2.3 Upon receipt of this information Quality International will issue a Quality International Order Form to the Client.

2.4 Where a Multi-Site offer is made Quality International's Multi-Site offer is based on the information supplied by the Client and includes the multi-site criteria of the accreditation rules. Where any subsequent audit information supplied by the Client is found not to be accurate, Quality International reserves the right to amend and correct its offer and/or the Agreement accordingly to ensure the aforementioned rules are complied with.

3. THE INITIAL CERTIFICATION PROCESS

The details of the Services to be provided must be agreed between the Client and Quality International.

3.1 PRE-AUDIT

The pre-audit is an optional chargeable audit, which is designed to preview the Client's management system for areas of the specifications against which the Client asks for certification. Quality International will issue a Report to the Client detailing the findings of this audit in due time including any identified appropriate actions.

3.2 STAGE 1 AUDIT

Quality International will undertake a readiness review to determine the preparedness of Stage 2 of the audit (understanding the requirements, collecting information of the scope of the management system, processes and location of the Client, reviewing the allocation of resources for Stage 2, planning for Stage 2, evaluating the internal audit systems).

3.3 STAGE 2 AUDIT

Quality International will provide an audit programme prior to the commencement of the audit. The Quality International audit team will meet with the Client's management to discuss the details of the audit process and consider possible issues relating to the performance of the audit. The Quality International audit team will discuss any nonconformities, observations and opportunities for improvement if and when they are identified during the audit.

3.4 CHANGES TO STAGES 1&2

If as result of Stage 1 Quality International determines that the Stage 2 arrangements (i.e. changes in the scope, mandays, auditors, sites) shall be adjusted, the Agreement may be amended.

If after Stage 1 Quality International determines that Quality International is not ready, Stage 1 can be repeated until it produces satisfactory result to proceed with Stage 2.

When Stages 1 & 2 are planned back to back Quality International has the right to postpone Stage 2 at the expenses of the Client if the results of Stage 1 are not satisfactory to proceed with Stage 2.

3.5 NONCONFORMITY

Quality International auditors will only identify nonconformities that help Clients improve their management systems. When Major Non Conformity or Major changes occur, Quality International undertakes a "special follow up visit", which is charged at Quality International's current rates.

All fees to review Client's proposed actions to close Minor Non Conformities are charged on a time basis.



3.6 ISSUANCE OF CERTIFICATION

Quality International will issue to the Client Certificate of Approval and Reports if and when all corrective actions agreed between the Client and the audit team have been completed. The Certificate of Approval will detail the specification(s) to which the Client has been found compliant at the time of audit and the scope of the management system.

4. CERTIFICATION MAINTENANCE

4.1 SURVEILLANCE

Quality International operates a surveillance audit programme to record whether the Client's certification is found to be maintained. The programme is ongoing and is agreed with the Client in the Agreement. Once Quality International has agreed the dates, the Client should make all necessary arrangement to maintain the agreed date. The date of the first surveillance audit following initial certification shall not be more than twelve (12) months from the last day of the stage 2 audit.

4.2 RE-CERTIFICATION

Every three (3) years Quality International will automatically review the Client's certification and, subject to the satisfactory results from the surveillance audits and/or the re-certification audit (including all corrective actions which have been agreed between the Client and the audit team and completed), Quality International will re-issue the Client's certification and the Certificate of Approval(s). It should be noted that this needs to be completed before expiry of the current Certificate of Approval to preserve the continuity of the certification. Once completed, certification will be reconfirmed.

5. CERTIFICATION CHANGES

The Client is requested to inform Quality International promptly of any significant changes to its product(s) or services that may impact the certified management system(s) or any other circumstances, which may affect the validity of its certification. Change of site, additional sites, change of process, change of ownership, change of scope, change of number of employees, etc. are considered as changes which may affect the validity of the certification. Quality International will then take the appropriate action, such as conducting a special visit and/or changing the certification. Special visits can be conducted as well to investigate complaints received about the Client.

6. QUALITY INTERNATIONAL CERTIFICATION MARK

The Client shall use the Quality International's mark in accordance with the instructions for use that Quality International provides. There shall be no ambiguity, in the mark or accompanying text, as to what has been certified.

8. SUSPENSION, WITHDRAWAL OR CANCELLATION OF THE CERTIFICATE OF APPROVAL

Quality International reserves the right to suspend, withdraw, reduce, extend or cancel the Certificate of Approval at any time and shall give a three (3) months written notice or shorter notice as the situation may require depending upon the information available to Quality International. If such actions are deemed necessary the Client will be fully briefed, and will be given every possible opportunity to take corrective action before a final decision is taken on what action Quality International should take. Quality International reserves the right to publish the fact that such action has been taken.

9. APPEALS, DISPUTES AND COMPLAINTS

Should the Client wish to appeal against or dispute any decision of Quality International, it should do so in accordance with the Quality International complaint form available on Quality International website.