



TQ SERVICES

PROCEDURE NO. : **CBP- 04**

TQ SERVICES PROCEDURE

REV.NO.05

DATE:01.04.2023

INFORMATION EXCHANGE and PROCESSING THE APPLICATION FOR CERTIFICATION

PAGE 1 OF 6

PROCEDURE FOR INFORMATION EXCHANGE AND PROCESSING THE APPLICATION FOR CERTIFICATION

05	01-04-2023	Name of the Prepared by and Approved by Changed
04	07-03-2016	Clause 4.9 updated
03	27-02-2016	Designation of Senior Manager-QA to AGM QA and TQ Services changed to TQS
02	27.03.2015	Designation of Head-QA changed to Senior Manager-QA
01	18-12-2012	Cl. 4.12 removed
00	03.01.2011	First issue
REV. NO.	DATE	BRIEF RECORD OF REVISIONS
PREPARED BY : Head - QA		APPROVED BY : Chief of Certification
SIGNATURE :		SIGNATURE :
NAME : Bhagya Sree		NAME : Krishna datta



TQ SERVICES

PROCEDURE NO. : **CBP- 04**

TQ SERVICES PROCEDURE

REV.NO.05

DATE: 01.04.2023

INFORMATION EXCHANGE and PROCESSING THE APPLICATION FOR CERTIFICATION

PAGE 2 OF 5

1.0 OBJECTIVE

To ensure adequacy and accuracy of information provided by TQS clients to enable certification activities.

2.0 SCOPE

The procedure covers information to be made available to clients by TQS and the review of the application submitted by client.

3.0 RESPONSIBILITY

Contracts Executive (CE) and Head-QA is responsible for implementation of this procedure as noted.

4.0 PROCEDURE

4.1 Contract Executive (CE) maintains and makes publicly accessible

- Information giving description of the type of management systems and the geographical locations covered by TQS
- TQS audit and certification processes for granting, maintaining, extending, renewing, reducing, suspending or for withdrawal.

CE provides this preliminary information, upon request, to the organizations seeking certification or this is made accessible through brochure, website (www.tataproyects.com) or advertisement.

4.2 A record of certifications granted, suspended and withdrawn is also maintained and is made accessible in the website or provided when requested.

4.3 CE ensures that the information provided above is accurate and not misleading

4.4 On request from any of the interested parties CE provides the means to confirm the validity of a given certification.

4.5 CE ensures that the following information is provided to prospective clients and updated as required.

- A detailed description of certification process - from application to conduct of initial and surveillance audits, audit processes for granting, maintaining, reducing, extending, suspending and withdrawal and for renewals.
- The normative requirements for certification.
- Information on fees for application, initial and for continuation of certification.

- information on rights and responsibilities of certified clients , including requirements when making references to its certification of any kind
- Information on procedures for handling complaints and appeals.
- To comply with the relevant certification requirements.
- To make necessary arrangements for conduct of the audit, surveillance, re-audit and resolution of customer complaints.
- To provide access to all areas for examining the documentation, records, internal audit reports and relevant personnel for the purposes of initial certification, surveillance, renewals, and for resolution of complaints.
- To make provision where applicable to accommodate the presence of observers Eg Accreditation auditors or trainee auditors.
- Not to imply that certification applies to activities which are outside the scope of certification.
- Not to use its certification in a manner which affects the reputation of TQS and does not make any statement regarding the certification which the TQS considers misleading / unauthorized.
- To return and / or restrain using all advertising matter contains any references thereto the certification documents as required by the TQS upon suspension / withdrawal of its certification.
- To use certification to indicate the management system is in conformity with the relevant specified standards and not for the approval of products/services or processes.
- To ensure that no certification document, mark or report, or any part there of is used in a misleading manner.
- To comply with the rules / requirements of the TQS while referring the certification in communication media, documents, brochures and advertising.
- To comply with any changes to certification communicated.
- to have a legally bound agreement for communication of changes

4.6 Notice of changes

4.6.1 Communication from TQS

Head-QA shall give its certified clients due notice of changes to its requirements for certification. Head-QA shall also verify that each certified client complies with the changes.

4.7 Notice of changes by the clients

It is part of condition for maintenance certification agreement that the certified clients shall inform without delay, any matters that may affect the capability of management system to continue to fulfill the requirements of the governing standard.

The following examples of changes require communication relating to

- legal , commercial , organizational status or ownership
- organization structure and key changes in managing or technical personnel
- contact address and sites
- scope of operations under the certified management system
- major changes to management system or processes
- Any other specifically communicated by TQS.

4.8 The Application

4.8.1 CE provides the format (CBF-02) to clients seeking certification services. TQS requires that an authorized representative of the applicant organization to provide the information sought by TQS.

4.8.2 Applicant organization submits the format duly filled in all respects and signed by the authorized representative with the following information.

- a) Clearly defined scope of certification.
- b) Commitment for compliance to the requirements of certification and to supply any information needed for evaluation by TQS.
- c) General information of the applicant relevant to field of certification such as
 - Name and Address
 - Corporate office and no of sites in case of multi site organization
 - Legal status (with document proof)
 - Activities, Human and technical resources as applicable and functions and relationship in case of multi site organization.
 - Significant aspects of processes and operations including outsourced processes.(In case of EMS)
 - Relevant legal obligations, if any.
 - Use of any consultancy related to the management system involved.
- d) Description of the systems to be certified (QMS/EMS) and the standards or other normative documents which are applicable.

4.9 CE reviews the information and other documents received from the applicant for certification for adequacy (format no. CBF-04) and ensures the following

- a) Information about the applicant is adequate to conduct audit.
- b) The requirements for certification are clearly defined, documented and understood by the client.

- c) In case of any known difference in understanding between TQS and the applicant it shall be resolved.
- d) The competence of the TQS personnel to perform certification service with respect to scope, location of the applicants operations and any other point including the language, safety, threats to impartiality etc.

On the basis of the review CE determines the competences required to be included in audit team and for making decision on certification.

Records of review including amendments if any and any justification on the decision taken to undertake audit are maintained by CE. Form CBF -04

- 4.10 CE shall submit quotation (format no. CBF-03) to the client. Upon receipt of confirmation, CE prepares a contract for certification services, (format no. CBF-07) obtains the approval of COC and submits to applicant organization for acceptance by signing.

Upon acceptance, Head-QA is communicated accordingly with the data as required.

- 4.11 CE reviews the acceptance on “contract for certification services” after it is signed by the applicant organization.

5.0 REFERENCES

Procedure for selection and training of Certification body personnel	---	CBP-01
Procedure for Outsourcing	---	CBP-02
Procedure for safeguarding Confidentiality of information	---	CBP-12
Procedure for Documents Control	---	CBP-14
Procedure for Records Control	---	CBP-15

6.0 RECORDS

The following records are maintained by the Contract Executive.

- 1. Application for certification services : CBF-02
- 2. Contract review : CBF-04
- 3. Contract for certification services : CBF-07