CERTIFICATION OF MANAGEMENT SYSTEM

CERTIFICATION MANUAL Doc No: CM 5

TITLE : MANAGEMENT SYSTEM FOR CONFORMITY ASSESSMENT

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Prepared by:_____ (Signature) Name: Manager –System Documentation Date: 27.12.23	Approved by:_____ (Signature) Name: Chairman & Managing Director Date: 27.12.23

0.0 INTRODUCTION:

COMPANY INFORMATION.
International Certification Services Pvt. Ltd. is established as an independent Conformity Assessment Body with the main objective to provide value added services to its valuable clients.

ICS has group Companies which are :

ICS Technologies which is into providing training services, testing and calibration services and manpower placements in India and overseas.

ECD – Electro Corr-Damp Pvt. Ltd. which is providing Corrosion and Cathodic Protection Services

Intech – which is into providing IT - software and hardware solutions.

ICS Assure Services Pvt. Ltd. which is into providing insurance claims verification and selling of insurance policies.

ICS – CRS – which provides Necessary Flag classification, Container and accommodation Certification, Ship Classification and Ship Survey.

ICS Medical Tourism Pvt. Ltd.

Saanidhanam

ICS has established itself as a "Conformity Assessment Body" and Accredited by JAS-ANZ (Australia) for QMS, EMS, OHSAS, SRMS, FSMS, ISMS, IMS and NABCB(India) for QMS, EMS & INSPECTION (ISO 17020), DAC (DUBAI) for HACCP with its main objectives to safeguard Life, Property and Environment through QUALITY ASSESSMENT and Certification of various MANAGEMENT SYSTEMS. ICS strives at creating values for their valued customers, stakeholders, employees and society at large by catering their needs towards Conformity Assessment, Quality Assurance/ Quality Control, Inspection & Testing Services to enhance customers' competitiveness, business continuity & sustainability in the market while avoiding any conflict of interest and influence of any external pressure.

Today, ICS has emerged as a leading international "Conformity Assessment Body" operating in various countries and having a strong presence in India with Branches at almost all industrial hubs. For more details refer station and sites on www.icspl.org

ICS is a professional organization backed by competent, committed, well qualified and highly skilled / experienced personnel to provide independent, value added inspection, verification, assessment and management systems certification.

ICS has been in pace with the latest management systems and technology, which has been accredited and recognized in accordance with International ISO Standards. ICS has roped in number of technical collaboration world wide to aiming technological advancement for CE Marking / Products Certification.

ICS has entered into collaboration with number of organisation to enhance ICS capability in the field of product certification, oil & gas industry, high technology like pipelines offshore, marine and corrosion etc.

ICS IS PROVIDER OF TOTAL QUALITY SOLUTION UNDER ONE WINDOW

ICS wide spectrum of Conformity Assessment Services to private, public and government organization covers:

QUALITY ASSESSMENT

- Independent Third Party Inspection
- Production Survey
- Certification of Material, Components & Equipments
- Container Safety System
- Pre-shipment Inspection
- Certification of Pressure Vessels
- Re-certification of Equipments & Structure
- Rail-Car, Road Tanker and Wooden Pallet Inspection
- Retail Outlet Q&Q and Inspection of Dispensing Unit of Retail Outlet
- Inspection of Offshore Maintenance Painting.
- Inspection of Materials at Vendor Premises &
- Inspection at Onshore, Offshore for Revamping Project
- Inspection / Audit related to ERDMP / T4S
- Pipeline Integrity Management System
- Personnel, System & Process Qualification and Certification (Welder, Welding Procedure, NDT, Welding Inspectors, Crane Operators and Painting & Coating Personnel.
- Certification / Inspection of Tank Trucks
- Inspection of Signages, Retail Visual Identities
- Certification Process For Inspection Of GMP Of Food Establishments As Per Schedule IV Of FSSIA

ENERGY, OIL & GAS

- Independent Civil Engineer Projects
- Certification of Project covering design, drawings, fabrication, construction and commissioning.
- Inspection & Testing (NDT, Welding, Painting and Coating etc)
- New Products and Statutory Inspection of the Inter model equipments.
- Pipeline Projects (QA/QC)
- Inspection of Refineries and Chemical Plants
- Inspection of Power Stations covering Hydro, Thermal and Nuclear.

MANAGEMENT SYSTEM CERTIFICATION

- QMS - ISO 9001, Quality Management System
- EMS - ISO 14001, Environmental Management System
- OHSAS 18001, Occupational Health & Safety Assurance Series
- ISO 45001, Occupational Health & Safety Management System.
- FSMS - ISO 22000, Food Safety Management System, HACCP
- ISMS - ISO 27001, Information Security Management System
- IMS – Integrated Management System
- ISO 13485 & 13488, Medical Devices
- SA 8000 – Social Accountability
- ISO/TS 16949 - Automotive Management Systems.
- ISO 30000 - Ship Recycling Management Systems
- Certification of Products / CE Marking
- Certification of Personnel Qualification
- ICMED 13485
- ICMED 9000
- EnMs - ISO 50001:2018 - Energy Management Systems
- EOMS - ISO 21001:2018 - Educational Organizations Management Systems
- BEMC - Biomedical Equipment Maintenance Certification Scheme
- HEALTEXPROF - Healthcare Textiles Processing Facility Certification Scheme

QMS - A quality management system (QMS) is a collection of business processes focused on consistently meeting customer requirements and enhancing their satisfaction. It is expressed as the organizational goals and aspirations, policies, processes, documented information and resources needed to implement and maintain it.

EMS - Environmental management system (EMS) refers to the management of an organization's environmental programs in a comprehensive, systematic, planned and documented manner. It includes the organizational structure, planning and resources for developing, implementing and maintaining policy for environmental protection.

OHSAS -An Occupational Health and Safety Management System (OHSAS) is a coordinated and systematic approach to managing health and safety risks.....In doing so, they establish safer working environments that protect people at work by eliminating, or better managing, health and safety hazards.

FSMS - Food Safety Management programs that we audit and verify include: ... HACCP (Hazard Analysis and Critical Control Points) is a risk management system that identifies, evaluates, and controls hazards related to food safety throughout the food supply chain.

IMS - It is a combination of any of the above management system. (IMS) integrates all of an organization's systems and processes in to one complete framework.

ISMS - Information Security Management Systems (ISMS) is a systematic and structured approach to managing information so that it remains secure.

SRMS - Specifies requirements for a management system to enable a ship recycling facility to develop and implement procedures, policies and objectives in order

to be able to undertake safe and environmentally sound ship recycling operations in accordance with national and international standards.

13485 & 13488, Medical Devices - ISO 13485:2016 specifies requirements for a quality management system where an organization needs to demonstrate its ability to provide medical devices and related services that consistently meet customer and applicable regulatory requirements.

ISO/TS 16949 - The ISO/TS16949 is an ISO technical specification aimed at the development of a quality management system that provides for continual improvement, emphasizing defect prevention and the reduction of variation and waste in the automotive industry supply chain.

SA 8000 - SA8000 is an auditable certification standard that encourages organizations to develop, maintain, and apply socially acceptable practices in the workplace The SA8000 streamlines the complexities of navigating industry and corporate codes to create a common language and standard for measuring social compliance.

CE Marking - The CE Marking is a mandatory conformity mark on many products marketed or sold in the European Economic area (EEA). The CE marking indicates conformity with the essential health, safety and environmental requirements set out in relevant European directive.

ICMED 13485 & 9000 - ICMED Standard is to facilitate harmonized medical device regulatory requirements for quality management systems. QCI – AIMED Voluntary initiative on medical devices" here in after known as Indian Certification for Medical Devices
(ICMED) Scheme

HSE : HEALTH, SAFETY & ENVIRONMENTAL

- Safety Audits
- Environment Audits
- Emergency Response Disaster Management (ERDMP) Plan Audits
- Pipeline – Technical Audit
- Integrated Management Audits
- Risk Analysis – QRA, HAZOP, HAZAD and Fault tree, Rapid Risk, Technical Audits, Drop Object Study, SIL (Safety Integrity Level), etc.
- Bio Chemical Solution for the oil Spills
- Certification / Verification of Ships and offshore installation and facilities
- Bacterial Preparation and Remedial Action for Protection of Environment.
- Benchmarking assessment.

CLASSIFICATION OF SHIPS AND OFFSHORE INSTALLATION AND FACILITIES REPRESENTING CROATIAN REGISTER OF SHIPPING

Ship in new construction
Ship in operation and in-services inspection
Offshore Oil and Gas installations and Facilities
Modification, Revamping and In-services inspection of fixed and mobile offline Installation and Facilities
Inspection of High Security Bolt Seals for containers (as per ISO 17712)

Inspection of Containers

Our auditors / surveyors are located at most of the major cities in India including

Ahmedabad, Baroda, Bangalore, Belgaum, Chennai, Delhi, Hyderabad, Indore, Jaipur, Kanpur, Kolhapur, Kolkata, Ludhiana, Mumbai, Nashik, Nagpur Pune, Ranchi, Surat, Udaipur and Vapi. We put in all the efforts to economize certification / inspection cost by controlling travel and subsistence expenses in deputing a local Auditor / Surveyor from the nearest station to the extent possible depending upon their availability & suitability.

ICS Auditors / Surveyors have the experience of Conformity Assessment of the spectrum of services provided by ICS.

ICS offers a service to their clients that will cover independent conformity assessment to the required National / International standards or its equivalent.

ICS has entered into collaboration with number of organization to enhance ICS capability in the field of product certification, oil & gas industry, high technology like pipelines offshore, marine and corrosion etc.

ICS Auditors / Surveyors have the experience of Auditing / Inspection / Assessment of the spectrum of services provided by ICS.

POLICY & OBJECTIVES :

INTERNATIONAL CERTIFICATIONS SERVICES - POLICY :

We at INTERNATIONAL CERTIFICATION SERVICES PVT. LTD. being committed to improve Life, Property and Environment through Conformity Assessment of the Management Systems and providing Value added Services, aspire to be a World Class Organization.

We shall work together with our valued customers and interested parties as a partner to attain the common goal of Excellence in the Services Provided by ensuring Business Continuity and Sustainability in Corporate Governance as a Social Responsibility. We shall achieve it through the core principles of Continual improvement, Prompt Impartial Decisions, Openness, Confidentiality and Complaints Resolution by upgrading and developing our Skills and Knowledge to Proven Latest Technology and rendering Timely Services

VISION :

We at International Certification Services are committed to improve business performance and continuity of our valued customers with effective and efficient certification of the management systems certification, verification and inspection of materials, components and equipments. These services will be value added and cost effective services for the customers

International Certification Services will design, implement and maintain the certification and inspection system by adopting latest technologies and modern management system models based on International Standards / National Standards, ISO

Guidelines, Sound Management & Engineering Principles and Practices. We shall ensure independent, impartial and non discriminatory assessment/ certification/ verification /inspection.

International Certification Services will work towards an international and truly world-class Conformity Assessment body through technical collaborations, accreditations professional membership and participation in International / National Conferences. We shall continue to work towards improvement of the organization and economy through effective administration and financial control of its entire operation.

We shall be customer focus and work in partnership with the clients to activate our common goal towards " Excellence In Quality" and " Continual Improvement".

Through training we shall strive to develop our personal skills, knowledge and technology by keeping ourselves abreast with latest development in the quality of services in our field of operations. We shall provide equal opportunity to all our employees and recognize their values and contribution in growth and development of our organization.

ICS's Lead Auditors / Auditors / Surveyors have the experience of auditing Management System covering, Quality Environment, Occupational Health Safety, Integrated Management System, Food Safety Management System, Information Security, SA 8000, Ship Recycling, Inspection and Verification activities.

ICS shall not provide any inspection of items of companies to whom services have been provided by ECD w.r.t design, manufacture, supply, installation, purchase, ownership, use or maintenance of the items and which could arise COI issues. The same shall be verified at the time of application of tender and contract review stage.

ICS will establish the objectives on yearly basis to achieve its VISION. The yearly objectives set forth will give achievable targets and its priority. Ref. Annex D.

ORGANISATION :

International Certifications Services has established an organization - as per the table given as annexure A to CM 5. For further information on responsibilities and authorities refer CM 3.

OUT SOURCING :

Currently ICS does not outsource or subcontract any of its activities. A **procedure CM 13** has been established for outsourcing (sub-contracting) to another organization to provide part of the Conformity Assessment activities on behalf of ICS. ICS will ensure that theirlegal agreement with the outsourced organization enforce confidentiality and "conflict of interest", in case it plans to outsource at a later stage.

The outsource activities may include marketing, use of external auditors / surveyors / technical specialists.

ICS will be solely responsible for granting, refusing, maintaining, reviewing, extending, reducing scope of certification, renewing, suspending and / or withdrawal or restoring following suspension or withdrawal of the certification and geographical areas in which it operates is publicly available on ICS website and by other modes.

INTERNAL AUDIT AND MANAGEMENT REVIEWS :

ICS conducts an independent evaluation of the quality management system by Internal audit and management review -

- To verify fulfillment of the requirements as laid down by the accreditation body and international/national standards.
- To determine whether various elements, aspects and components within the quality management system are effective in achieving system objectives used by utilizing new management techniques.
- The effectiveness of quality management system.
- To provide a controlled and documented system for handling of CARs being variance between actual audits findings and specified requirements.
- To improve the quality system by taking corrective actions for short comings.
  For details on periodicity of internal audits and management review refer _ CM 17.
  ICS shall make available records of internal audit and management review to the accreditation body if required.

▪ ACCREDITATION & MANAGEMENT SYSTEM:

Accreditation is an assurance by which organization can have confidence in Certifying Body when recognized by a International/National Accreditation Body.Accreditation is most reliable.

National Bodies from different countries are Internationally recognized and are empowered by IAF (International Accreditation Forum). Therefore Certification by ICS means a positive recognition at an International level.

ICS operates in accordance with applicable Rules for National Accreditation Body. These rules cover the structure, accountability management and technical competence of certifying bodies. Currently the standard followed are ISO/IEC 17021, ISO 17020, ISO 22003, ISO 27006, ISO 30003, ISO 13485, ICMED 9000 & ICMED 13485. ICS undertakes all its work against an Internal Quality System, which strictly complies with these standards. ICS is thus able to offer the genuine services to their valued customers.

ICS operates more than one system/product/process certification schemes. ICS has documented a procedure specifying generic requirements common to all schemes and in line with the requirements of ISO 17021-1:2015 and additional section with specific requirements as specified for the ICMED Scheme.

ICS Certification of Management System is accredited by JAS – ANZ, Joint Accreditation System Of Australia and New Zealand, Australia to perform accredited Quality/Environmental/Occupational Health and Safety/Food Safety/Information Security / Ship Recycling Management System Certification for an open range of products and/or services.

ICS Certification of Management System is also accredited by NABCB, National Accreditation Board for Certification Bodies for Quality And Environmental Management System for specific sector.

ICS Inspection & Verification Activities including ERDMP is also accredited by NABCB, National Accreditation Board for Certification Bodies for specific sector.

ICS Certification of Management System is accredited by DAC, Dubai Accreditation Council to perform accredited Food Safety / HACCP Management System Certification for limited scope.

Refer ICS / Accreditation Website - Approvals/Accreditation for scope of accreditation.

Thus any kind of service or manufacturing industry can be certified as per the management systems.

TECHNICAL ADVISORY COMMITTEE.

A Technical Advisory Committee has been formed as per the direction of the Board Of Director's Meeting held on 13th September, 1999 constituting of independent experts / specialists, consists of representatives from
Clients;
Customers of organization whose management system is certified;
Representative of Industry/ Trade organization;
Representative of governmental regulatory bodies;
Representative of non - government organization;
Representative from consumer organization to advise and guide on the management system in order to meet the requirements of public, government and private sector industries.

The Technical Advisory Committee would advise and guide ICS covering the following main functions:

To assist in developing the policies relating to impartiality of the certification activity.

To counteract any tendency on part of certification body to allow commercial or other consideration to prevent the consistent objectivity of certification process.

To advise on matters affecting confidence under certification including openness and public perception

To conduct review of the impartiality of audit, certification and decision making process.

To advise improvements, comments on the management system related to ICS certification, inspection and verification services .
To evaluate, comment and give recommendation / suggestions for improvement on the overall performance of ICS services.
To support directly and / or indirectly as the Appeal Panel in resolving any dispute that could not be resolved by ICS.

To safeguard the impartiality of the activities of ICS.

To monitor and support ICS to operate as an independent, impartial and unbiased certification body in meeting the needs of public, government and industry including requirements of the applicable International Standards and Accreditation Body.
To approve the conflict of interest, risk analysis and the mitigation measures.

To support ICS Certification, Inspection and Verification by independent investigation examination and verification as required into the conditions, prospect, values, character and circumstances of ICS business concern

TAC will provide support in advising, reviewing and approving the schemes and the certification process along with the documents associated thereof.

Due representation shall be given to critical areas like food safety, health education and decision in these areas shall not be subjected to voting and the Chairman shall try to achieve consensus through designated group advise.

0.1 GENERAL :

This document is the basic document which describes in brief the procedure to be followed by all organizations that are certified / inspected or seeking Conformity Assessment Services It describes actions required by both ICS and the organizations to complete the conformity assessment process. An organization certified under this certification scheme will receive a “Certificate of Compliance” of its “Management System” or “Certificate of Assurance” for Product Certification “Inspection Release Note” and shall be entitled to advertise and display the appropriate ICS mark & its accredited authority.

1. SCOPE:

This document describes in brief the procedure to be followed for the by all organizations that are certified or seeking CONFORMITY ASSESSMENT SERVICES. It covers step by step process to be followed to meet the accreditation criteria and applicable International Standards for the certification of various Management Systems / Product Safety Certification (CE Marking) / Inspection and verification.

2. APPLICABILITY:
The procedure is applicable to all organizations that are certified or seeking the certification of their management system or ICS Operations related to the Conformity Assessment

3. RESPONSIBILITY:

Chairman & Managing Director (CMD) / Executive Director (Certification) / Manager – Certification is responsible for the development distribution and control of this document.

Management Representative shall be appointed by Managing Director. If CMD is Management Representative, his appointment will be approved by Technical Advisory Committee.

ICS Personnel are responsible for the distribution of these documents to their customers.

4. REFERENCE:

Accreditation Body Guidelines/Procedures:	Relevant guidelines by the applicable International/National Accreditation Body
ISO/IEC Guidelines 61	General Requirements for Assessment and Accreditation of Certification /Registration Bodies.
ISO/IEC Guidelines 65	General Requirements for Bodies Operating Product Certification System.
ISO 17021-1 : 2015	Conformity assessment -- Requirements for bodies providing audit and certification of management systems -- Part 1: Requirements
ISO/IEC 17020:2012	Conformity assessment – Requirements for the operation of various types of bodies performing inspection.
ISO/IEC 17025 : 2005 :	General requirements for the competence of testing and calibration laboratories
ISO/TS 22003 : 2013	Food safety management systems -- Requirements for bodies providing audit and certification of food safety management systems
ISO/IEC 27006 : 2015	Information technology -- Security techniques -- Requirements for bodies providing audit and certification of information security management systems
ISO 30003 : 2009	Ships and Marine technology – Ship Recycling Management Systems – Requirements for bodies providing audit and certification of ship recycling management

IAF MD 1 : 2018	IAF Mandatory Document for the Certification of Multiple Sites Based on Sampling
IAF MD 2 : 2017	Transfer of Accredited Certification of Management Systems
IAF MD 3 : 2008	Advanced Surveillance and Recertification Procedures
IAF MD 5 : 2015	IAF Mandatory Document for Duration of QMS & EMS audits
IAF MD 9 : 2022	Application of ISO/IEC 17021 in the field of Medical Devices Quality Management Systems (ISO 13485)
IAF MD 10 : 2013	IAF Mandatory Document for Assessment of Certification Body Management of Competence in accordance with ISO/IEC 17021
IAF MD 11 : 2013	IAF Mandatory Document for the Application of ISO/IEC 17021 for Audits of Integrated Management Systems
IAF MD 11 : 2019	IAF Mandatory Document for the Application of ISO/IEC 17021 for Audits of Integrated Management Systems
EA-7/01	EA Guidelines on the Application of EN 45012.
ISO/IEC 17011	Conformity Assessment – General Requirements For Accreditation Bodies accrediting conformity assessment bodies.
ISO 9000	Series of International Standards – Quality Management Systems.
ISO 14000	Series of International Standards – Environmental Management System.
ICS/RFSM/01/05	Food Safety Management System based on HACCP General Principles Of Food Hygiene, CAC/RCP 1-1969, Rev. 4 –2003 and management system requirements. / RISK BASED CODEX PLUS FOOD SAFETY MANAGEMENT SYSTEM - Standard No. : ICS / RFSM/01/05
ISO 22000	Series of Standards for Food Safety Management System.
OHSAS 18001	Occupational Health & Safety Management System.
SA 8000	Social Accountability
ISO 45001	Occupational Health & Safety Management System.
ICMED 9000	Technical Criteria for Certification of Medical Devices – ICMED 9000
ICMED 13485	Technical Criteria for Certification of Medical Devices – ICMED 13485
ISO 27001	Information Security Management System
TS 16949	Technical Specification of Automotive Industry

ISO 30000	Ships and Marine technology – Ship Recycling Management Systems – Specifications for management systems for safe and environmentally sound ship recycling facilities.
ISO 20000	Information Technology Service Management
ICS CM	Certification Manual.

5. DEFINITIONS: Refer ISO 9000 : 2005 / ISO 17020 / ISO 17021 / ISO 22003 / ISO 27006 / ISO 30003 / ISO 19011/ ISO 45001

ACCREDITATION:	Accreditation is a means by which organizations can have confidence in certifying body and is most effective when awarded by any National Controlling Authority.
CONFORMITY ASSESSMENT	demonstration that specified requirements relating to a product process, system, person or body are fulfilled. NOTE 1 The subject field of conformity assessment includes activities defined elsewhere in this International Standard, such as testing, inspection and certification, as well as the accreditation of conformity assessment bodies. NOTE 2 The expression “object of conformity assessment” or “object” is used in this International Standard to encompass any particular material, product, installation, process, system, person or body to which conformity assessment is applied. A service is covered by the definition of a product.
CONTRACT	binding agreement
CUSTOMER / CLIENT :	Organization or person that receives a product /service.
ORGANISATION :	group of people and facilities with an arrangement of responsibilities, authorities and relationships
INTERESTED PARTY :	person or group having an interest in the performance or success of an organization
CERTIFICATION SCHEME :	Conformity assessment system related to management systems to which the same specified requirements, specific rules and procedures apply.
INSPECTION:	examination of a product design, product, process or installation and determination of its conformity with specific requirements or, on the basis of professional judgement, with general requirements NOTE Inspection of a process may include inspection of persons, facilities, technology and methodology.
SAMPLING	provision of a sample of the object of conformity assessment, according to a procedure

TESTING	determination of one or more characteristics of an object of conformity assessment, according to a procedure NOTE "Testing" typically applies to materials, products or Processes.
CERTIFICATION:	A process by which a product, process persons or organization is found to meet specified requirements. Procedure by which a third party gives written assurance that a product, process or service confirms to specified requirements.
VERIFICATION:	Confirmation through the provision of objective evidence according to a procedure.
VALIDATION :	Confirmation through the provision of objective evidence that the requirement of a specific inclined use of application have been fulfilled.
OBJECTIVE EVIDENCE:	Data supporting the existence or verity of something
QUALITY CONTROL:	Part of Quality management focused on fulfilling quality requirements.
QUALITY ASSURANCE:	Part of quality management focused on providing confidence that quality requirements will be fulfilled.
MANAGEMENT SYSTEM:	Management system to direct and control an organization with regard to quality.
AUDIT :	systematic, independent, documented process for obtaining records, statements of fact or other relevant information and assessing them objectively to determine the extent to which specified requirements are fulfilled NOTE Whilst "audit" applies to management systems, "assessment" applies to conformity assessment bodies as well as more generally.
SURVEILLANCE:	systematic iteration of conformity assessment activities as a basis for maintaining the validity of the statement of conformity
AUDITOR / SURVEYOR:	Person with the competence to conduct an audit/survey/inspection
MANAGEMENT:	system to establish policy and objectives and to achieve those objectives
QUALITY:	Degree to which a set of inherent characteristics fulfills requirements.
REQUIREMENT:	Need or expectation that a stated, generally implied or obligatory.
NON CONFORMITY:	Non-fulfillment of a requirement.
CAR	Corrective Action Request for non conformities observed with objective evidence.

MAJOR NON - CONFORMITY:	The absence of, or the failure to implement and maintain, one or more management system requirements, or a situation, which would, on the basis of objective evidence, raise significant doubt as to the capability of Quality Management System to the intended results OR Incidences leading to the breakdown of the established Management System. OR System Deficiency leading to safety of Product or Service. OR An immediate threat to OHS Note 1 to entry: Nonconformities could be classified as major in the following circumstances: — if there is a significant doubt that effective process control is in place, or that products or services will meet specified requirements; — a number of minor nonconformities associated with the same requirement or issue could demonstrate a systemic failure and thus constitute a major nonconformity.
MINOR NON - CONFORMITY:	A minor lapse in either discipline or control of a requirement of Organization Management System which may be an isolated case OR may not lead to a total collapse of the system as the basic intent is satisfied. nonconformity that does not affect the capability of the management system to achieve the intended results
AUDITEE:	Organization being audited.
MANAGEMENT SYSTEM :	System to establish policy and objectives and to achieve these objectives.
DESIGN AND DEVELOPMENT :	Set of processes that transform requirements into specified characteristics or into the specification of a product, process or system.
TRANSFER OF CERTIFICATION / REGISTRATION : :	The transfer of certification / registration is defined as the recognition of an existing and valid, Management System Certificate, granted by one accredited certification / registration body, (hereinafter referred to as the "issuing certification / registration body"), by another accredited certification / registration body, (hereinafter referred to as the "accepting certification / registration body") for the purpose of issuing its own certification / registration. Note: Multiple certification / registration does not fall under the definition above, and is not encouraged by IAF.
CERTIFICATE OF ACCREDITATION:	A written statement, the use of which is granted by the Accreditation authority to a certification body in order to demonstrate that the

	Accreditation Authority, after assessment based on accreditation criteria has concluded that both the body and one or more of the certification scheme stated on the certificate meet the accreditation criteria.
ACCREDITATION MARK:	A legally registered trademark applied by or issued under the procedure of accreditation authority as per accreditation system.
CERTIFICATION MARK:	A legally registered trademark applied by or issued under procedure of ICS certification program.
CERTIFICATION BODY:	A body that conducts Certification of conformity. Organization operating has accreditation system and auditor-training programs are considered to be certification bodies in the context of accreditation documentation.
	In addition to the above, ISO 9000 : 2005 Quality Management System – Fundamentals And Vocabulary are also applicable.
SITE	Is a permanent or semi-permanent location at which the activities under the control of an organisation are carried out.
PERMANENT SITE	Location (physical or virtual) where a client organization(1.2)performs work or provides a service on a continuing basis
VIRTUAL SITE	Virtual location where a client organizationperforms work or providesa service usingan on-line environment allowing persons irrespective of physical locations to executeprocesses. *Note 1: A virtual site cannot be considered where the processes must be executed in a physical environment, e.g., warehousing, manufacturing, physical testing laboratories, installation or repairs to physical products.* *Note 2: A virtual site (e.g. company intranet) is considered a single site for the calculation of audit time.*
TEMPORARY SITE	Location (physical or virtual) where a client organization performs specific work or provides aservice for a finite period of time and which is not intended to become a permanent site.
Audit time	Time needed to plan and accomplish a complete and effective audit of the client organization's management system Part of audit time spent conducting audit activities from the opening meeting to the closing meeting, inclusive. Note: Audit activities normally include: conducting the opening meeting performing document review while conducting the audit communicating during the audit assigning roles and responsibilities of guides and observers collecting and verifying information generating audit findings preparing audit conclusions conducting the closing meeting

'SUSPENSION	temporary invalidation of the statement of conformity for all or part of the specified scope of attestation
WITHDRAWAL	Revocation cancellation of the statement of conformity
APPEAL	request by the provider of the object of conformity assessment to the conformity assessment body (or accreditation body for reconsideration by that body of a decision it has made relating to that object
COMPLAINT	expression of dissatisfaction, other than appeal, by any person or organization to a conformity assessment body or accreditation body, relating to the activities of that body, where a response is expected

6.0 PROCEDURE:

6.1 Certification Process Refer Annex F_Certification

6.2 Inspection Process Refer Annex B_Inspection & Verification

7.0 APPEALS & COMPLAINTS :

7.1 APPEALS :

Should the organization wish to appeal against the decision of ICS with respect to the following:

Refusal to accept a Organization's application for certification.
Failure to recommend certification.
Cancellation, Withdrawal or Suspension of a Certificate(s) of Compliance'

An appeal by a third party against a decision to grant certification.
Organization should do so in accordance with ICS relevant procedure for 'Appeal's copy of the same will be provided on request. The appeals are to be sent to ICS in writing.

To support ICS Certification, Inspection and verification by independent investigation examination and verification as required into the conditions, prospect, values, character and circumstances of ICS business concern to ensure required independent impartial and adequate quality of ICS certification and inspection service to achieve goal towards "Excellence in Quality" and "Continual Improvement".
Any conclusion or recommendation by ICS Audit Team which is not acceptable to the organization can be resolved through the channel of appeal process.

7.2 COMPLAINTS :

A written and / or verbal external as well as internal complaints will be immediately entered in the complaints form by the recipient of the complaints.

Additional information may be requested from the organization of the complaint is necessary.

Complaints will be responded without undue delay by ICS the complaints shall be resolved / closed in 30 days normally but in no condition greater than 90 days. Necessary corrective action will be taken to close the complaint.

Refer CM16 Complaints and Appeals available on the website for more details.

Should the complainant not be happy with the decision / resolution made by ICS they may if feel suitable escalate the matter to the Accreditation body.

8 ORGANIZATION'S RESPONSIBILITIES:

The Organization must provide the following information to ICS and provide access to ICS Personnel/ Accreditation Body Personnel to the site to be audited / to visit the client / client's vendor for validation of the certified system.It shall also include provision for examining documentation and records, and access to the relevant equipment and facilities, products, location(s), area(s), personnel, and client's subcontractors, as needed;

Provide the conformity assessment team with sufficient information for enabling them to conclude that the Organization Management System has been fully documented, implemented and complies to the requirements in accordance with the nominated standard.

Allow conformity assessment team access to facilities, personnel and records enabling them to verify that the Organizations management system has been established and is being maintained.

ICS shall ensure there is a legally enforceable agreement between ICS and client and issuing a certificate, and all the sites covered by the scope of the certification.

Organization shall indicate dates for conformity assessment to ICS at least one week in advance so as to plan the Conformity Assessment Program to be sent to all concerned well in time.
The above may be relaxed in case the request for conformity assessment has not been provided one week in advance by the client and has requested for the immediate execution of the conformity assessment.

Ensure all requirements as laid down in General Terms & Conditions FA_16 are complied

The organisation / manufacturing facility always fulfill the certification requirements including product requirements as specified in the standard against which it is being certified and ICS laid down procedures and the changes in procedures as communicated by ICS from time to time;

The certified organisation / manufacturing facility and its processes always fulfils the certification requirements;

The liability on account of non-conforming processes/ products shall rest with the certified organisation / manufacturing facility.

The client makes all necessary arrangements for the conduct of the initial and recertification onsite audit/evaluation, surveillance onsite audits/evaluations (announced and unannounced), onsite special/short notice audits/evaluations for the purpose of complaints investigation, etc.

The client shall make claims regarding certification only in respect of the location and the scope for which certification has been granted

The client shall endeavor to ensure that no certificate or report or any part thereof is used in a misleading manner

Keeps a record of all complaints made known to the client relating to the compliance with certification requirement and to make these records available to the certification body for its verification. The client shall also agree to take appropriate action with respect to such complaints and any deficiencies found in products/process in accordance with the requirements of the Scheme;

The client shall inform ICS without delay, of matters that may affect its ability to conform to the certification requirements.

During the surveillance / recertification visits to the clients premises, ICS will verify the records kept by the client in respect of the complaints received and their Resolution.

The client shall agree for re-audit/evaluation by ICS as per the requirement of the certification scheme, in the event of changes significantly affecting its capability to comply with the requirements of the certification scheme.

In the event of changes in the standards to which compliance of the manufacturing facility is certified, The client shall agree for re-evaluation by ICS.

Based on the changes affecting certification, including those initiated by the client, ICS will decide upon the appropriate actions in accordance with its documented procedure, which shall include any of the actions singly or in combination as defined in Cl 11 of certification process of ICMED Scheme
Responsibility for deciding about the course of actions to be taken is also Documented

9 USE OF CERTIFICATE AND LOGO:

Upon successful completion of the Conformity Assessment, ICS shall issue ‘Certificate of Compliance’ / ‘Certificate Of Fitness’ / ‘Certificate Of Verification’ / Inspection Release Note to the Organization detailing the Standard(s) to which the assessment was made, declaring the scope of supply and location of places audited. The ‘Certificate(s) of Compliance’ is valid for a period three years from the date of issue.

The client will be issued ‘Certificate of Compliance’ / ‘Certificate Of Fitness’ / ‘Certificate Of Verification’ / ‘Inspection Release Note’ with specific accreditation services as agreed by the client at the time of signing the contract for registration, else the ‘Certificate of Compliance’ / ‘Certificate Of Fitness’ / ‘Certificate Of Verification’ / ‘Inspection Release Note’ which ICS will be provided as ICS accredited.

Certification under certification of management system does not imply certification of the supplier’s product(s) and/or services and does not therefore exempt him from his legal obligation.

The 'Certificate of Compliance' / 'Certificate Of Fitness' / 'Certificate Of Verification'/ 'Inspection Release Note' shall be issued to the certified organization shall display the relevant Certification / Accreditation logo(s). The certified organization is entitled to display their Certificate(s) at the place of work or in any promotional or advertising literature.

Ready to use Art Work i.e ' Mark Of Prestige' in Form Annexure V / VA / Annexure VB will be supplied by ICS to the organization along with the 'Certificate of Compliance'.

ICS or accreditation body's logo / mark can be used by the certified organization only as authorized in writing by ICS in accordance with the instruction for the use of accreditation body logo.

For CE Marking / Product Certification- Certification mark shall be put only on the products included in the scope of certificationas mentioned on the certificate issued by ICS.

The certified organization can use the accreditation body logo only in case he has signed the contract for for an accredited certificate specific to the scope certified.

The certified organization hereby agrees to comply with the conditions of usage of 'Certificate Of Compliance' and ICS or accreditation body's logo / mark and to take all reasonable steps to ensure that compliance with these conditions.

Instructions covering the reproduction and use of the certificate(s) and ICS or accreditation body's logo / mark which ICS is obliged to control in conformance rules of accreditation body, the essential point being that:
Where practicable, ICS or accreditation body's logo / mark shall be reproduced as detailed given in the 'Mark Of Prestige' in its entirely, including all 'border lines' in any reasonable size.

Under no circumstance the ICS or accreditation body's logo / mark to be reproduced in a two colour combination at variance in colour or shade.

The ICS or accreditation body's logo / mark may be uniformly enlarged or reduced but shall be sufficiently large for the wording to be clearly legible.
The ICS or accreditation body's logo / mark along with the reference of the standard and registration no. shall be used to refer the certified status of the certified organization and in conjunction with mark of the certification body.
The ICS or accreditation body's logo / mark shall not be used in any way that it misleads the reader about the conformity assessment status of the certified organization.

The ICS or accreditation body's logo / mark shall not be disproportionately represented with reference to the actual accreditation mark, and it shall be positioned in a manner that ensures a relation between the accreditation mark and certification mark.

The ICS or accreditation body's logo / mark shall not be used by certified organization on any stationery, document and/or publicity material, communication media such as

internet, brochures, advertisement unless it relates in whole or in part to ICS's

conformity assessment scope.

Where the conformity assessment relates to only part, the certified client shall clearly identify in the same document / publicity material the part to which the certification / accreditation logo/ mark applies.

ICS certified organization does not have the right to use the ICS or accreditation body's logo / mark in isolation of the certification mark to which it relates.

Wherever the certified organisation used the ICS or accreditation body's logo / mark on stationary, document and/or promotional materials the following condition shall apply -

- It may only be used whilst the applicable system is maintained and registration remains valid.
- It may be used only in conjunction with the certified organizations own name and / or ICS or accreditation body's logo / mark or stationary, literature and publicity materials.

It shall not be used on a product in any way that may be misinterpreted as denoting product certification / conformity.
ICS or accreditation body's logo / mark shall not be used on a product or product packaging seen by the consumer.

It shall not be used on a product in any way that may be misinterpreted as denoting product certification / conformity.

ICS or the accreditation body's logo / mark shall not be used on the packaging of a product and labels.

The ICS or accreditation body's logo / mark shall not be used on Product packaging that which can be removed without the product disintegrating or being damaged.

The ICS or accreditation body's logo / mark shall not be used on accompanying information is considered as separately available or easily detachable. Type labels or identification plates are considered as part of the product. The statement shall in no way imply that the product, process or service is certified.

The statement shall include reference to:
— identification (e.g. brand or name) of the certified client;
— the type of management system (e.g. quality, environment) and the applicable standard;
— the certification body issuing the certificate.

The ICS or accreditation body's logo / mark shall not be displayed on vehicles except in publicity material like part of a large advertisement.

The ICS or accreditation body's logo / mark shall not be used on buildings and flags.

The ICS or accreditation body's logo / mark shall not be applied on Laboratory, Calibration or Inspection reports, as such report are deemed to be product in the

context.

The ICS or accreditation body's logo / mark shall not be used on a service or service packaging seen by the waste and other material handling or service companies or in any other way that may be interpreted as denoting service conformity.

It shall not be placed on label and/or affixed to the product.

Only in case of clients certified for CE Marking / Product Certification it may be placed on product packaging.

Organization whose products have been certified for Product Safety Certification (CE Marking) shall put CE mark along with the notified number on its manufactured products for which conformity has been successfully assessed and approved in writing Product / CE mark certification Only.

Usage of logo on Product and Product Packaging is strictly prohibited in case of clients certified under any Management System Certification.

However a client certified under Management System Certification may use the statement on the product packaging as "Management System certified to ISO 9001 : 2008/ISO 14001 : 2004 / OHSAS 18001 : 2007 / ISO 22000 / ISO 27001 : 2005 /ISO 30000 : 2009 " as applicable

ICS shall take suitable action against the certified organization in case it has been found or observed that "Certificate Of Compliance" / "Certificate Of Fitness"/ "Certificate of Verification" or logo has been used in advertisements, catalogues, stationery, etc. in a misleading or unauthorized manner.

Such action could be in the form of a major corrective action request, withdrawal of certificate, publication of the transgression and, if necessary other legal action.

When the accreditation mark is used on product (Applicable to product certification only.) It may be stamped, moulded or otherwise incorporated in the product and when used on paper it may be embossed or stamped.

The certified organizations under the accreditation of RvA and NABCB shall not use the RvA/NABCB logo on their Business Cards.

ICS or accreditation body's logo / mark shall not be used by a certified client during suspension, termination and withdrawal of conformity assessment .

International Certification Services and Accreditation body logo is to be used as per guidelines given in the Trade Mark License Agreement signed between ICS and the certified client.

There are cases where some clients make misuse of the certification or accreditation, FC 57 needs to be raised and the same needs to be reported in the audit report and corrective action to be seeked from client.

Also, refer WI/C/61 & WI/C/63

10 CHANGES.

10.1 CHANGES TO ORGANIZATION'S MANAGEMENT SYSTEM:

a) Changes if any which may occur in the organization management system, during the three year certification process once be promptly notified to ICS.
b) The organization shall include a procedure in their system to ensure that ICS is intimated immediately of significant changes related to -
c) Legal, commercial or organizational status or ownership including any changes in its licensing status for medical devise manufacturing and the Memorandum of Association / Charter having any bearing on medical device manufacturing.
d) Organization and management, for example key managerial, decision- making or technical staff, identified risks related to the organization's processes;
e) Contact address and production sites/premises,
f) Modification in processes or the production methods, changes in manufacturing/testing equipments and in the internal control measures
g) which are significant in nature.
h) Policies or Procedures wherever appropriate,
i) Scope of operations under the certified management system, and
j) Major changes to the management system and processes.

k) Significant events, including but not limited to fatal incidents, serious injuries, occupational disease or legal action by a regulatory authority.
l) To fully inform ICS, at the time of surveillance or recertification, of any management system related findings by third-parties.
m) If defaulted without any approval elsewhere
n) Any other information indicating that the manufacturing facility may no longer comply with the requirements of the certification criteria and the certification scheme.

ICS shall assess the nature of change to confirm that there is no violation of the requirement of the applicable standard in changed situation. An additional follow-up / surveillance visit may be required.

In the case of minor changes to the Management System, appropriate changes to the Organizations Quality Manual or other associated Quality Document then such changes will be reviewed by the Auditor during next surveillance visit. New changes in the Organization's Quality Manual provided to ICS will be reviewed by the Auditor for compliance with the requirements.

It is recommended that organization retains one copy of all the superseded documents in their Master file for reference.

10.2 CHANGES IN THE CONFORMITY ASSESSMENT / REGISTRATION REQUIREMENTS:

Due notice of any changes is given by ICS that it intends to makes in its Conformity assessment / Registration requirements on accounts of requirements of International Standard / Procedures / any other requirements. Before deciding on the precise form on effective date of such changes views expressed by all interested parties are taken into account. Subsequent to the decision on and publication of the changes requirements. It is ensured and verified that each Certified / Registered organization carries out appropriate revisions to its procedures within such time that is deemed as reasonable by ICS.

ICS shall ensure that there is secure exchange of information regarding the functioning of the client's management system between ICS, clients and other parties who are allowed access to the information and any changes in these procedure shall be informed to the clients and other parties from time to time. Communication with external and Interested Parties w.r.t Ship Recycling Management System is as per WI/C/65.

Information on the certification activity and requirements

ICS Shall provide on website and update clients on the following -

a) An Application form;

b) Reference to the Certification Criteria,

c) The certification criteria for ICMED scheme, procedure for obtaining certification under the ICMED Scheme, a detailed description of the initial and continuing certification activity, including the application, initial audit/evaluation, surveillance audit/evaluation, and the process for granting, maintaining, reducing, extending, suspending, withdrawing certification and recertification.

d) On request from the client, ICS shall provide information about the fees for application, initial certification and continuing certification and and policy for the fee

e) ICS requirements for prospective clients;

f) List of documents required to be submitted along with the application.

g) documents describing the rights and duties of certified clients as well as obligations on part of the ICS including the changes within certified manufacturing facility that need to be informed to the certification body;

h) Information on procedure for handling complaints, feedbacks and appeals.

Based on the changes affecting certification, including those initiated by the client the ICS shall decide upon the appropriate actions in accordance with its documented procedure,

11 CONFIDENTIALITY AND INDEPENDENCE:

Confidentiality is ensured and evidenced through signed commitments by personnel procedures requiring limited controlled distribution and proper facility for achieve.

In addition to the restriction of the circulation of documents of the Organization and the certifying / inspected unit. ICS wishes to advise that any confidential information arising from any contract, visit / audit / inspection will not be disclosed to any third party except where the organization has agreed between ICS and the client and as agreed as per FA_16 and when it is requested by the Accreditation body and / or legislative National Government authorities.

Members of the audit team, who have been involved in the company as employee or subcontracted staff in this field, shall not participate in an audit of the same organization for a period of two years after their last involvement.

12 TRANSFER OF ACCREDITED CERTIFICATION / REGISTERATION

A) If any of the client wants to transfer from ICS to other certification body then ICS is responsible to delete the name of that organization from ICS and accreditation website.

13 COMMUNICATION :

ICS communicates with its staff, personnel, auditors, accreditation body, clients, associates, technical advisory committee members and other interested parties on a regular basis in order to keep them update with the changes in the ICS certification system, accreditation requirements, standard requirements, policies, procedures,etc. This communication may be through information updated in the ICS website, bi-monthly newsletter, meetings such as fortnightly staff meeting, client meets, auditor's meet, technical advisory committee meeting, management review meeting, business associate meeting or through letters, emails, verbally, circulars, etc. More detailed information is available in WI/A/16.

14 DOCUMENTATION:

CONFORMITY ASSESSMENT SERVICES – CM 5 will be publicly accessible to all ICS clients on website or could be issued as 'uncontrolled' document on special request along with quotation request form. ICS will maintain a client file for all organization certified and under the process of certification.ICS shall provide the necessary applicable conformity assessment documents to client by soft through email. In addition to above in case of management system certification clients a client login will be maintained on ICS website www.icspl.org wherein he could view all the records related to its management system certification cycle. The client is provided the login id and password at the time of registration vide email.

15 APPENDIX

ICS General Terms and Conditions is appended here with as Annexure C _Form No. FA/16.