



# TQ SERVICES

PROCEDURE NO. : **CBP- 07**

**TQ SERVICES PROCEDURE**

REV.NO. 03

DATE: 15.12.2018

**RECERTIFICATION**

PAGE 1 OF 5

## PROCEDURE FOR RECERTIFICATION

REV. NO.	DATE	BRIEF RECORD OF REVISIONS
03	15.12.2018	Clause 4.5 Modified
02	27.02.2016	Designation of AGM-QA to AGM QA, TQ Services changed to TQS
01	27.03.2015	Designation of Head-QA changed to Senior Manager-QA
00	03.01.2011	First issue

PREPARED BY : AGM - QA

APPROVED BY : CHIEF OF CERTIFICATION

SIGNATURE :

SIGNATURE :

NAME : B. Venugopal

NAME : Sampat Suri



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Page 2 of 5

#### 1.0 OBJECTIVE

To confirm the continued conformity and effectiveness of the client's management system, as a whole, and its continued relevance and applicability for the scope of certification.

#### 2.0 SCOPE

Applicable to all QMS / EMS certified clients (the terms- re-audit, recertification audit, renewal audit- are considered to be synonymous for the purpose of this procedure).

#### 3.0 RESPONSIBILITY

CE & AGM-QA, as noted, are responsible for ensuring the compliance.

#### 4.0 PROCEDURE

##### 4.1 Recertification

4.1.1 Recertification are scheduled after every 3 years of initial audit. The reference date is 3 years from the last date of audit with a tolerance of minus 3 months and plus zero. In case it is required to extend this period for any specific reason, the same shall be approved by AGM-QA.

4.1.2 CE prepares recertification service offer and submits to the client along with the agreement with the approval of COC.

4.1.3 CE reviews the acceptance of contract for certification services (form no. CBF-07) received from the client and obtains COC concurrence.

4.1.4 A special visit or recertification may also be required under any or more the following conditions.

- Significant changes in client's organization, In products, processes, technology, infrastructure etc , which might have occurred after initial / renewal or surveillance audit
- Complaint from any interested party.

4.1.5 The performance of previous audits over the period of certification including the reports and type of non- conformities reported are taken into consideration in planning and carrying out the audit.

4.1.6 Recertification audit may require stage – 1 audit in situations where there are significant changes to the management system, the client or the

context in which management system is operating (e.g changes to legislation etc.)

4.1.7 In case of multi site operations or certification to multiple management systems to be provided. TQS procedures are followed for adequate on-site coverage to provide confidence in the certification.

**4.2 Preparation for recertification**

4.2.1 AGM-QA taking into consideration period of validity of certificate and tolerance permitted, initiates action with client for scheduling audits, selection of the audit team and Audit Team Leader including technical experts, if required.

4.2.2 The Audit Team Leader prepares audit schedule (format no.CBF-20) accordingly.

4.3 The recertification audit is carried out at the certified client's premises.

4.4 The recertification audits are conducted as per the details of audit given in procedure ref. no. CBP-05.

**4.5 Activities to be verified during recertification:**

- Continued relevance and scope of the certification
- A review of the history of the organization's certification of QMS / EMS , including certifying agency for
  - Any changes in QMS/EMS documentation and as a consequence, any modification to the audit plan.
  - Trends of major and minor nonconformities raised in the past surveillance audits with an aim to identify any areas requiring concentration in organization's QMS / EMS
- Review of client's internal audit results over the same period.
- Verification of Management review records.
- The continued compliance of the organization's QMS / EMS with the certification criteria
- The demonstrated commitment of the organization to maintain effectiveness and for continual improvement.
- Operation of the management system in implementation of policy, for achievement of objectives and enhancement of overall performance
- The overall effectiveness in implementation of the system in fulfilling the requirements and procedures of QMS / EMS taking in to consideration any internal/external changes.
- verify the closure of Observations/Area of Concern raised during previous audit (Surveillance Audit/Certification Audit)

4.6 Audit Team Leader summarizes the audit findings in the closing meeting and communicates the audit team's recommendation to the organization. Procedure CBP 08 refers.

4.7 In the event of major / minor nonconformities identified during the above audit, the recertification cannot be granted and the Audit Team Leader discusses further action with the organization.

4.8 NC raised, if any, requires resolution within 90 days inclusive of verification from the last date of audit. In any case, it shall be before the expiration of certification. Procedure for handling NC as per CBP-05 shall be followed.

**4.9 Submission of recertification audit report**

The audit team leader prepares the recertification audit report ( QMS / EMS ) in the format no.CBF-21 , issues copies as specified in CBF -32 and submits to AGM-QA within a week's time.

**5. Report review at Head Office**

5.1 On receipt of reports, these are reviewed for adequacy and the decision is made for reissue of certification or otherwise (format no. CBF-06) and communicated to the client accordingly.

The review covers

- Results of recertification audit and surveillance audits
- Results of review of system over the period of certification.
- Complaints received from customers of clients, if any

5.2 The list of certified clients (format no. CBF-16) defining scope will continue to be maintained by AGM-QA.

**6.0 REFERENCES**

Certified organization's Quality Manual (QMS / EMS)

Procedure for outsourcing	---	CBP-02
Procedure for Initial Audit	---	CBP-05
Procedure for Audit Reporting	---	CBP-08
Procedure for extending, reducing, Suspending and withdrawing certification	---	CBP-09
Procedure for safeguarding confidentiality Of information	--	CBP-12
Procedure for Documents Control	---	CBP-14



TATA PROJECTS  
QUALITY SERVICES

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Page 5 of 5

#### 7.0

#### Procedure for Records Control **RECORDS**

--- CBP-15

The following records are maintained by the AGM-QA appointed by COC.

- 1) Audit Schedule : CBF-20
- 2) Audit Report : CBF-21
- 3) Auditors Notes : CBF-22