



# TQ SERVICES

PROCEDURE NO. : **CBP- 10**

## TQ SERVICES PROCEDURE

REV.NO. 03

DATE:28.02.2020

### CERTIFICATION DECISION AND ISSUE OF CERTIFICATION DOCUMENTS

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#### PROCEDURE FOR CERTIFICATION DECISION AND ISSUE OF CERTIFICATION DOCUMENTS

REV. NO.	DATE	BRIEF RECORD OF REVISIONS
03	28-02-2020	Clause 4.13 added to address Transfer of Client from another CB requirements
02	27.02.2016	Designation of Senior Manager-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

REV. NO.	DATE	BRIEF RECORD OF REVISIONS	
PREPARED BY :	AGM –QA	APPROVED BY :	CHIEF OF CERTIFICATION
SIGNATURE :		SIGNATURE :	
NAME :	B. Venugopal	NAME :	Sampat Suri



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#### 1.0 OBJECTIVE

To ensure that the certification decisions are made on the basis of evaluation of audit findings and conclusions.

#### 2.0 SCOPE

This procedure covers decisions on audit reports and communication to clients.

#### 3.0 RESPONSIBILITY

Chief of Certification is responsible for ensuring the compliance to this procedure.

#### 4.0 PROCEDURE

4.1 TQS does not delegate authority for granting, maintaining, extending, reducing, suspending or withdrawing certification to an external person or organization.

4.2 The executives of TQS who make certification decisions shall not have participated in the audit process.

4.3. AGM - QA or nominee reviews the following aspects in the audit reports. (Format no. CBF- 06)

- Audit coverage and evidence of compliance with all applicable elements.
- Number and category of nonconformities as per procedure ref. no. CBP-08
- Conclusions drawn on the basis of audit findings.
- Audit team recommendations

4.4 If any negative recommendations are made by the audit team leader, these are reviewed by AGM-QA.

In case any changes are required to be made in the audit report, the same shall be brought to the notice of COC and approval obtained.

The report finally approved by COC shall be communicated to client with an explanation of the differences from previous report.



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- 4.5 If any recommendation is made for reduction or extension in the scope, these are reviewed and approved by COC.
- 4.6 If certification is not recommended due to major nonconformity, a follow-up audit would be carried out to verify the effectiveness of corrective action of the organization by the team leader or by any other auditor assigned. The follow - up is reviewed and monitored by AGM-QA.
- 4.7 Any appeals requiring action of MCC are recorded, reviewed and decided by MCC and these are communicated by AGM-QA to the client.
- 4.8 TQS makes the certification decision on the basis of evaluation of audit findings and conclusions and any other relevant information.
- 4.9 **Issue of certificate of management system to client**
- 4.9.1 AGM-QA issues the certificate to the client after approval by COC. The certificate shall contain the following information.
- a) The name and geographic location of each client whose management system is certified (or the geographic location of the headquarters and any sites within the scope of a multi-site certification.);
  - b) The dates of granting, extending or renewing certification; the effective date on the certificate is the date on which decision for grant of certification is made.  
(Note: the date on certificate should not to be prior to the date on which decision for grant of certification is made)
  - c) The expiry date or recertification due date consistent with the recertification cycle;
  - d) a unique identification code;
  - e) The standard and/or other normative document, including issue number and/or revision, used for audit of the certified client;
  - f) The scope of certification with respect to product (including service), process, etc., as applicable at each site;
  - g) The name address and certification mark of the certification body; other marks (e.g. accreditation symbol) may be used provided they are not misleading or ambiguous;
  - h) Any other information required by the standard and/or other normative document used for certification;
  - i) In the event of issuing any revised certification documents, a means to distinguish the revised documents from any prior obsolete documents.
- 4.10 In case of application for amendment to the scope of certification already granted by TQS, it is processed as per the revised scope. If any



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audit is required to determine the conformity, the same is communicated to the applicant organization.

4.11 AGM-QA maintains a directory of valid clients, indicating name, scope and location, organizations reference standard, to any other normative document as applicable and period of validity. This is made accessible to public through website or information is provided upon request.

4.12 TQS provides the following documents/information to certified clients.

- Sample of certification mark and logos.
- Conditions for maintenance of certification.
- Rules for certification marks and other marks.
- Conditions for use of TQS certificate.
- Plan for surveillance audits.

Procedure CBP-11 refers.

4.13 Transfer of Client from another CB

Where TQ Services is taking account of certification already granted to the client and to audits performed by another certification body, it shall obtain and retain sufficient evidence, such as reports and documentation on corrective actions, to any nonconformity. The documentation shall support the fulfilling of the requirements in this part of ISO/IEC 17021. TQ Services shall, based on the information obtained, justify and record any adjustments to the existing audit programme and follow up the implementation of corrective actions concerning previous nonconformities.

## 5.0 REFERENCES

Procedure for Audit Reporting	---	CBP-08
Procedure for extending, reducing, Suspending and withdrawing certification	---	CBP-09
Procedure of usage of certificates & logo	---	CBP 11
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 AGM-QA.



TATA PROJECTS  
QUALITY SERVICES

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- 1) Audit report review for Decision : CBF-06
- 2) Certificate of QMS : CBF-44
- 3) Certificate of EMS : CBF-56