

8.1 PUBLIC INFORMATION

8.1.1 TQS maintains the following information and makes it publicly accessible through website:

- Types of Management Systems covered by TQS
- **Without request** Geographical areas in which it operates. information about
 - a) audit processes;
 - b) processes for granting, refusing, maintaining, renewing, suspending, restoring or withdrawing certification or expanding or reducing the scope of certification;
 - c) types of MSs and certification schemes
 - d) use of the TQS's name & certification mark or logo;
 - e) processes for handling requests for information, complaints and appeals;
 - f) policy on impartiality

8.1.2 TQS shall provide upon request information about

- geographical areas of operation;
- the status of a given certification;
- The name, related normative document, scope and geographical location (city and country) for a specific certified client.

NOTE 1: In exceptional cases, access to certain information can be limited on the request of the client (e.g. for security reasons).

NOTE 2: The certification body can also make the information in 8.1.2 public by any means it chooses without request, e.g. on its internet website.

8.1.3 The TQS shall Information provided by the TQS to any client or to the marketplace, including advertising, shall be accurate and not misleading.

8.2 CERTIFICATION DOCUMENTS

8.2.1 TQS provides Certification documents to the certified client by issuing a certificate of conformity.

8.2.2 TQS shall identify the following:

- a) The name and geographical location of each certified client (or the geographical location of the HQs and any sites within the scope of a multi-site certification);
- b) the effective date of granting, expanding or reducing the scope of certification, or renewing certification which shall not be before the date of the relevant certification decision;

NOTE: The TQS can keep the original certification date on the certificate when a certificate lapses for a period of time provided that:

- The current certification cycle start and expiry date are clearly indicated;
 - The last certification cycle expiry date be indicated along with the date of recertification audit
- c) the expiry date or recertification due date consistent with the recertification cycle;
 - d) a unique identification code;
 - e) the management system standard and/or other normative document, including indication of issue status (e.g. revision date or number) used for audit of the certified client;
 - f) the scope of certification with respect to the type of activities, products and services as applicable at each site without being misleading or ambiguous;
 - g) the name, address and certification mark of the TQS; other marks (e.g. accreditation symbol, client's logo) 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.

8.3 Certification documents- Reference to certification and use of marks

8.3.1 TQS shall have policy rules governing any mark management system certification mark that it authorizes certified clients to use. These rules shall ensure, traceability back to the TQS.

- There shall be no ambiguity, in the mark or accompanying text, as to what has been certified and which TQS has granted the certification.
- This mark shall not be used on a product nor product packaging (as seen by the consumer) nor in any other way that may be interpreted as denoting product conformity..

8.3.2 TQS shall not permit its marks to be applied by certified clients to laboratory test, calibration or inspection reports or certificates.

8.3.3 TQS shall have rules governing use of any statement on product packaging or in accompanying information that certified client has a certified MS.

- Product packaging is that which can be removed without the product disintegrating or being damaged.
- Accompanying information is considered as separately available or easily detachable. Type labels or identification plates are considered as part of product.
- The statement shall in no way imply that the product, process or service is certified by this means. The statement shall include reference to:
 1. identification (brand or name) of the certified client;
 2. the type of MS (QMS, EMS, etc) & applicable standard;
 3. the TQS issuing the certificate

8.3.4 TQS through legally enforceable arrangements require that the certified client:

- conforms to the requirements of the TQS when making reference to its certification status in communication media such as the internet, brochures or advertising, or other documents;
- does not make or permit any misleading statement regarding its certification;
- does not use or permit the use of a certification document or any part thereof in a misleading manner;

- Upon withdrawal of its certification, discontinues its use of all advertising matter that contains a reference to certification, as directed by the TQS (see 9.6.5);
- Amends all advertising matter when the scope of certification has been reduced;
- Does not allow reference to its MS certification to be used in such a way as to imply that the TQS certifies a product/ service/ process;
- does not imply that the certification applies to activities and sites that are outside the scope of certification;
- Does not use its certification in such a manner that would bring the TQS and/or certification system into disrepute and lose public trust.

8.3.5 The TQS shall exercise proper control of ownership & shall take action to deal with incorrect references to certification status or misleading use of certification documents, marks or audit reports.

NOTE: Such action could include requests for correction & CA, suspension, withdrawal of certification, publication of the transgression, if necessary, legal action.

8.4 CONFIDENTIALITY

8.4.1 TQS personnel at all levels including members of committees or outsourced personnel acting on its behalf are bound by legally enforceable agreements to safeguard confidentiality of the information obtained or created during the performance of the certification activities

8.4.2 TQS shall inform the client, in advance, of the information it intends to place in the public domain. All other information, except for information that is made publicly accessible by the client, shall be considered confidential.

8.4.3 TQS ensures that information about a particular client or individual is not disclosed to a third party without written consent of the client or individual concerned except as required by the standard (ISO 17021 -2011).



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QUALITY SERVICES

TQ SERVICES

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8.4.4 When 8.4.3 TQS is required by law or authorized by contractual arrangements (AB, etc) to release confidential information, client or individual concerned shall, unless prohibited by law, be notified of information provided.

8.4.5 Information about the client from sources other than the client (e.g. complainant, regulators) shall be treated as confidential, consistent with the TQS's policy.

8.4.6 It is ensured that all personnel including members of committee, auditors, experts covering for TQS shall keep confidential all information they obtained or noted during performance of TQS activities **except as required by law** (refer CBP-12)

8.4.7 TQS **have processes and where applicable** and equipments to ensure the secure handling of confidential information.

8.5 INFORMATION EXCHANGE BETWEEN TQS AND ITS CLIENTS.

8.5.1 Information on the Certification activity and requirements.

TQS provides the following information to its clients and updates the same as and when required (refer CBP-04)

- A detailed description of Certification process - from application to conduct of initial & surveillance audits, audit processes for granting, refusing maintaining, reducing, extending, suspending or restoring or 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 & appeals.
- TQS's requirement for prospective clients (refer CBP-04)

8.5.2 Notice of changes by **TQS**

Assistant General Manager-QA communicates any changes to its requirements for Certification and verifies that each certified client complies with new requirements. **This is done by document changes in house and then document review and onsite audit.**

8.5.3 Notice of changes by Clients.

TQS shall make legally enforceable agreement with the client to ensure that the certified client informs **TQS** promptly regarding the matters that may affect the capability of Management System to continue to fulfil the requirements of the applicable standard.

These include, for example, changes relating to

- The legal, commercial, organisational status or ownership,
- Organisation and Management (e.g. key managerial, decision-making or technical staff),
- Contact address and sites,
- Scope of the operations under the certified Management System, and
- Major changes to the Management System and processes.

The TQS shall take action as appropriate.