





Title:	Product certification	
File name:	PG-09, Rev. 02 – Product certification	

Management Procedure PG-09

Product certification

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REV.	DATE	DESCRIPTION	EDITED COMPLIANCE MANAGER Angelo Parma	APPROVED PRODUCT DIVISION DIRECTOR Ronald Karel
02	01.09.2010	New organization of documents certification PRD for an extension		
01	Feb. 2008	New Issue due to the merge between Kiwa Italia and Kiwa Gastec Italia		

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1 **Scope and application field**

This procedure has the aims to define the operating procedures and assign responsibilities for activities carried out by KIWA Italy SpA (henceforth "KIWA") for the handling of the Product Certification.

This procedure applies to all activities concerning the issue, maintenance, extension, reduction, suspension and revocation of product certification in accordance with Technical Documents and Standards

2 **References**

Quality manual, UNI CEI EN 45011 Ed. 1999, IAF GD5:2006, Prescription for Accreditation Bodies, Reference Technical Documents (D.T. KI-04xx)

3 **Responsibility**

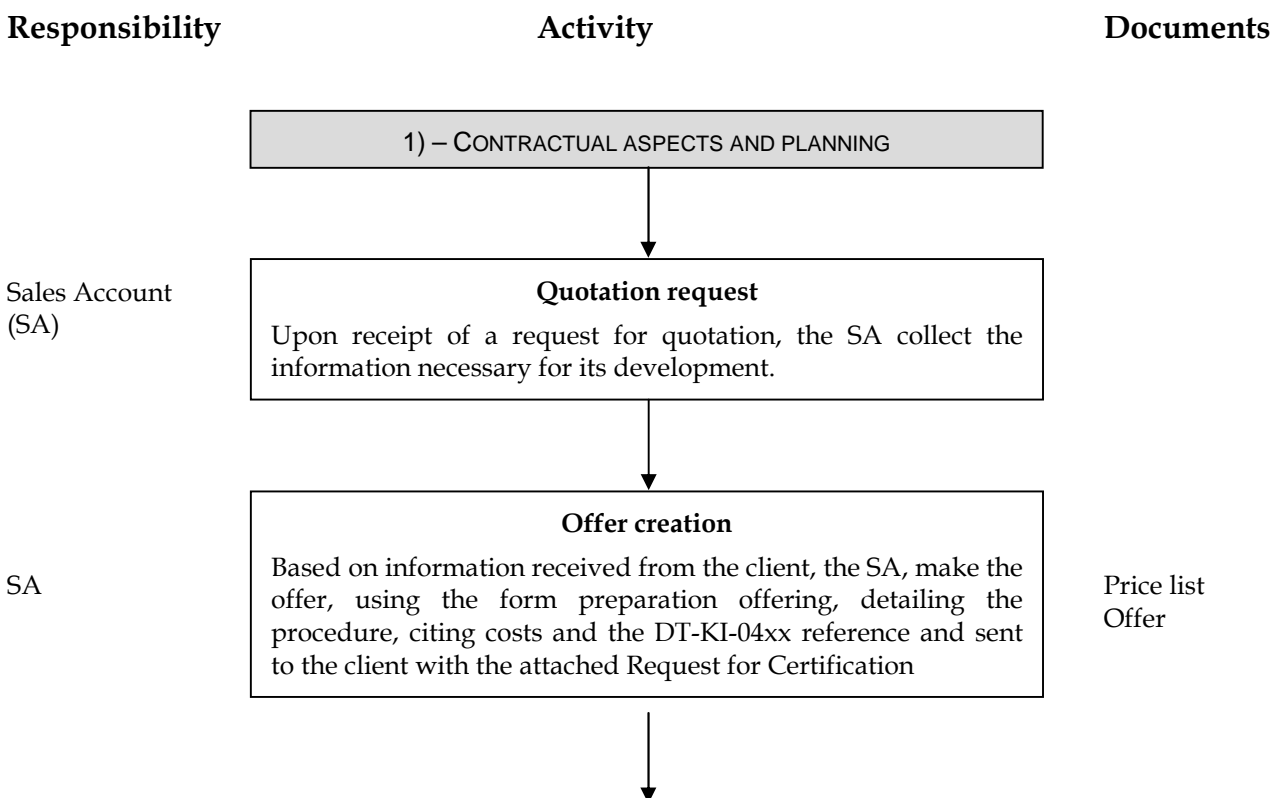
The overall responsibility of the activities described in this procedure is to the KIWA Product Certification Division Director


Each responsible of each company's functions are required for the proper and timely implementation of this procedure in all activities which concern them regarding the conduct of the full process of certification.

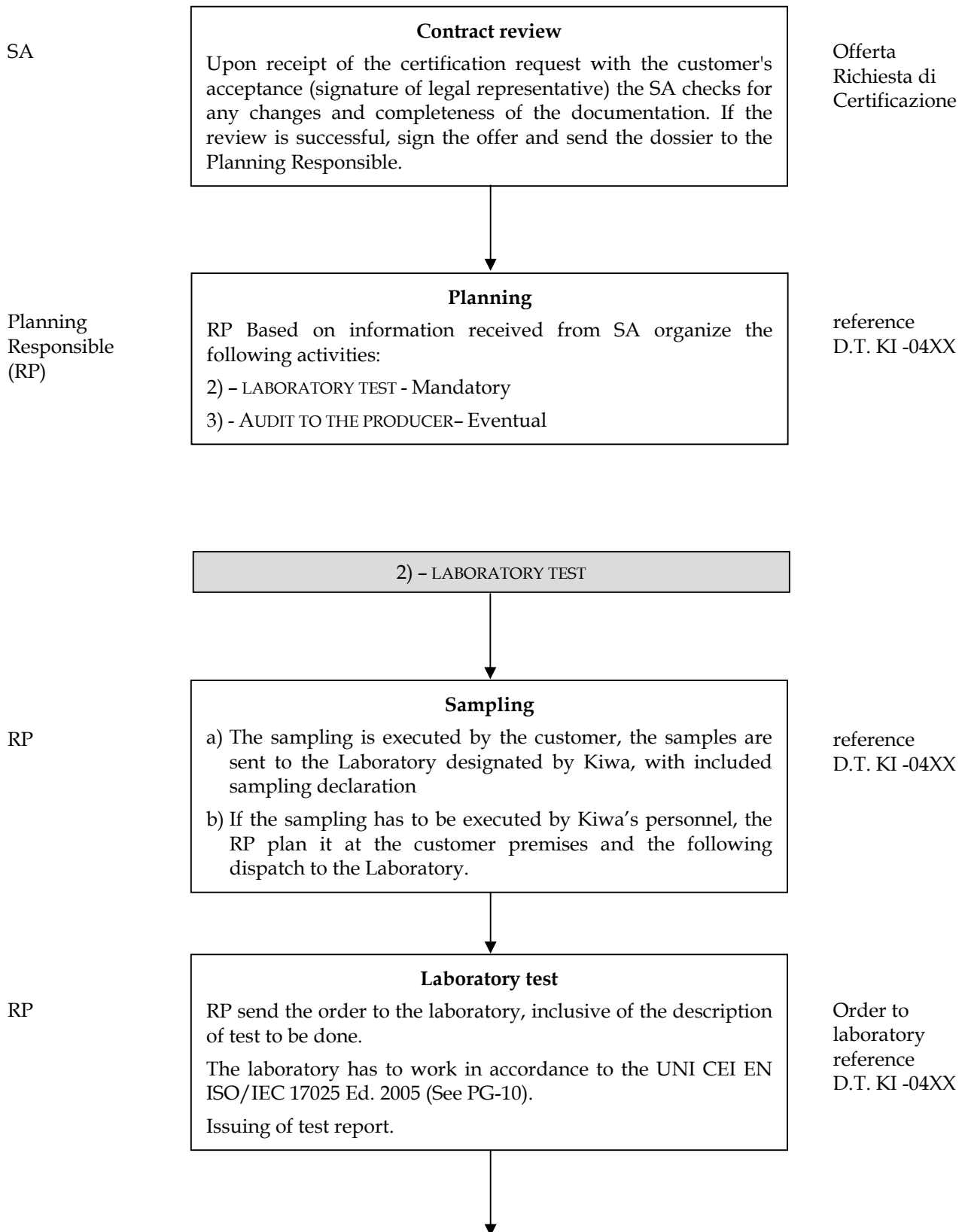
4 **Activity**


4.1 **Operating modality (certification audit and surveillance)**

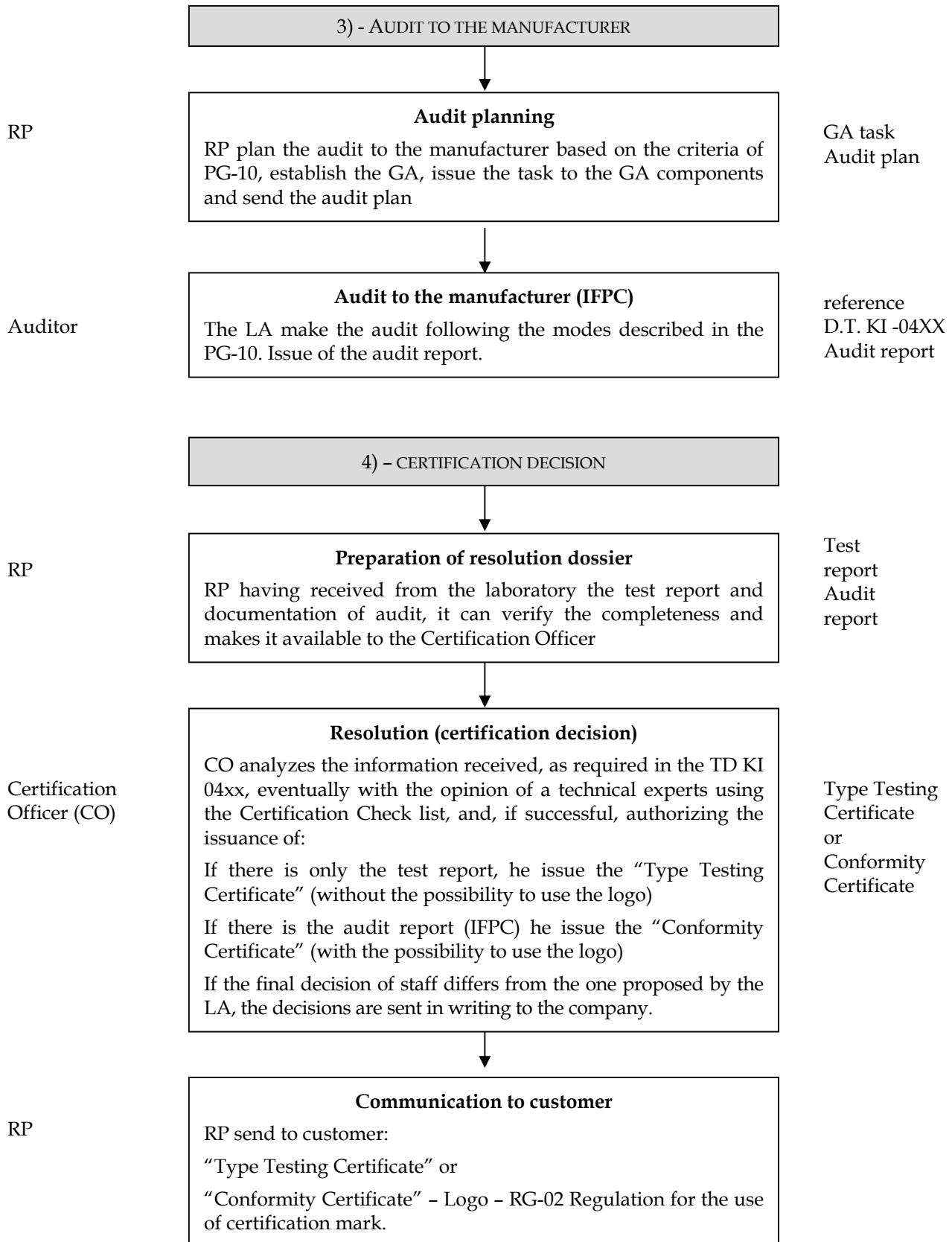
The procedures related to the certification audit and to the surveillance are the following:




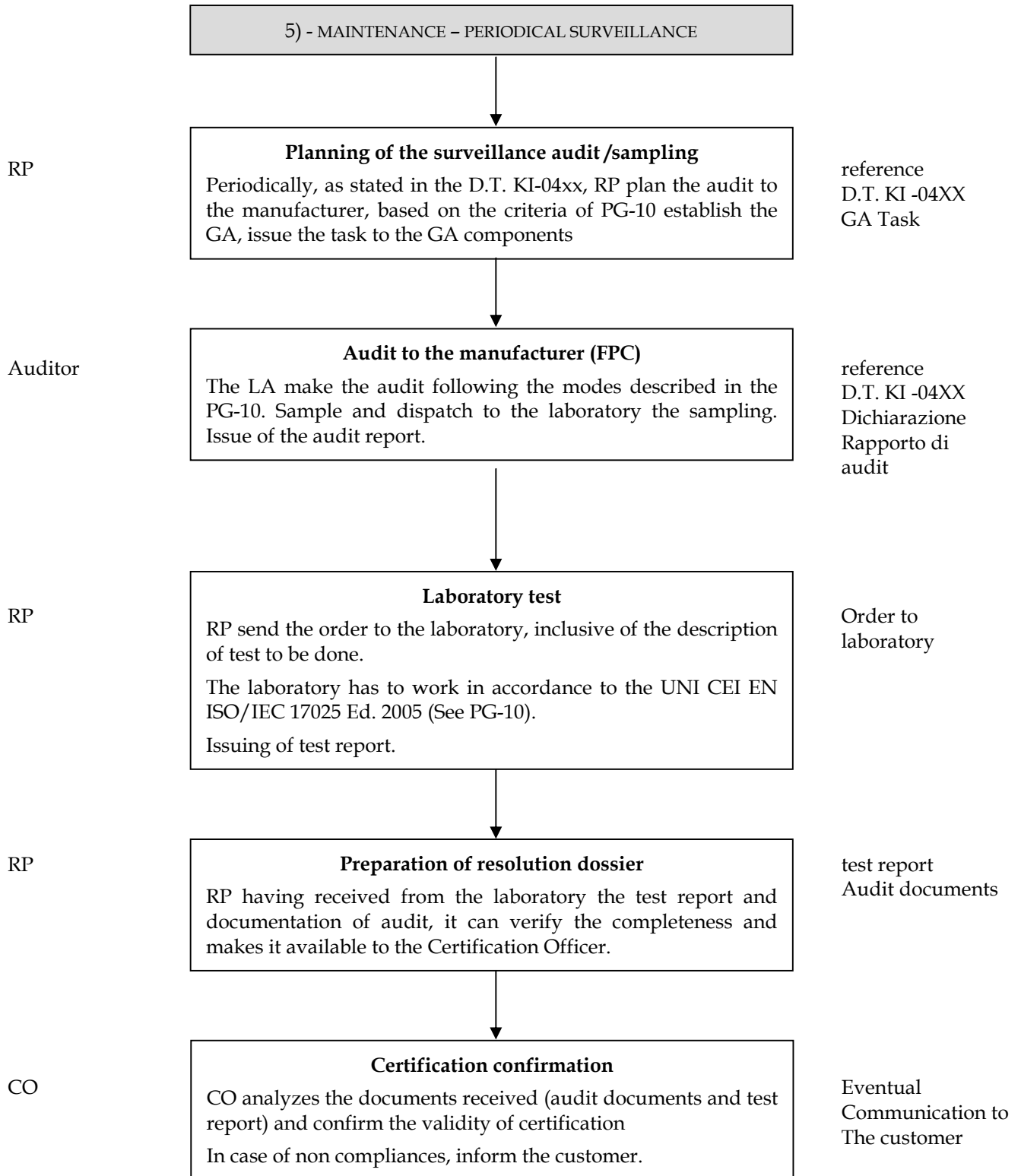
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4.2 Operating modes (Extension of the certification)

If the client requests an extension of the existing certification, KIWA will issue a new offer and will be followed the same procedure described in § 4.1 for the certification audit

4.3 Certification's modifications

The Company must inform KIWA about changes that are (or can be) directly related to the quality of its products. *(These changes may include changes in product specifications or changes in the structure, management of the supplier's company, or in the supply or production processes, etc.)*

KIWA, therefore, must determine whether it's needed an additional test and inform the Company.

If it's required an additional test, KIWA may forbid to the Company to issue as certificates the products manufactured under conditions different than those defined in the certificate.

The prohibition ends as soon as KIWA has informed the Company on the positive results of the test

If the tests show a negative results, these are repeated until they reach a positive outcome at the expense of the customer (the company cannot issue as certificates the products manufactured in those conditions, not defined in the certificate, until the test will have positive result)

KIWA must indicate the type, scope and cost of any additional tests.

If the Company does not accept the proposed amendments or further testing, they should inform KIWA via formal communication (e.g., letter, fax or e-mail) within thirty days. In this case, the certificate loses its validity from the date on which it will applied the modified requirements for the certification, or at the end of the transition period, if it exist.

If the Company accept the modification and the results of test are positive, they will receive a new certificate.

If, otherwise, the results are negative, the certificate loses its validity from the date on which it will applied the modified requirements for the certification, or at the end of the transition period, if it exist.


4.4 Modification to the regulation and/or to the certification's requirement

Changes to regulations, standards and criteria for certification shall be formally communicated (e.g., letter, fax or e-mail) from KIWA to customers at least four months prior to their entry into force, unless otherwise specified in the notice of warning.

The Company can accept the changes and comply with the provisions of KIWA in order to maintain the certification within ten days following the forwarding of the communication, or may explicitly reject them, within ten days, giving up, if necessary, to be certified at the expiring date, or at the end of the transition period, if it exist.

In case no reply is received within the before mentioned time limits, it means that the company has tacitly accepted the changes and will comply with the relevant requirements.

If the changes have influence on the contractual arrangements entered into by the parties, they, by law, remain in force until the expiring of the contract.

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4.5 *Suspension of the certification*

The certification can be suspended when:

- The company has not implemented adequate and effective corrective action on the expected time to solve "serious" non-compliance found in the surveillance audits.
- The company hasn't allowed KIWA to perform the surveillance audits on time and in the manner planned with tolerance up to one month;
- The Company doesn't give up the improper use of the certification mark and of the certificate of conformity on time planned by KIWA.
- The Company doesn't adapt itself to the new rules of the scheme of certification after they have been accepted.

Decisions on suspension shall be taken by KIWA in the same manner as for the certification issue (§ 4.1 point 4); the measure has a defined temporal validity and determine the conditions under which this suspension may be reversed.

The communication regarding the suspension of certification, sent to the company by registered A/R letter, includes the motivation and the duration and the conditions under which the order may be reversed and restrictions on the use of the certificate and certification mark

At the end of the suspension period, KIWA make a supplementary audit at the company in order to check the overtake of the conditions that led to the suspension

This audit must be completed within six months from the date of suspension and have to be successful, otherwise the certificate will be revoked; the charges for the audit shall be paid by the Company and doesn't change the programming of the surveillance audits already planned.

4.6 *Withdrawal of the certification*

- The certification can be revoked when:
- The company hasn't eliminated the conditions that led to the suspension of certification;
- The company communicate with writing notice the waving of the certification;
- The company doesn't comply to the KIWA certification scheme;
- The company give up the activity for more the none calendar year or is put on liquidation;
- The company fails to honor its financial commitments with KIWA after the second reminder.


Decisions on withdrawal shall be taken by KIWA in the same manner as for the certification issue (§ 4.1 point 4).

The communication regarding the withdrawal of certification, sent by KIWA with registered A/R letter, contains the reasons of the decision, the effective date of termination of validity of the certificate, the withdrawal of the certificate and of the use of the mark, and references to legal action of KIWA in its protection.

The company has 15 working days to return the certificate of conformity and all its copies to KIWA.

KIWA has the right to publish, in the manner it considers appropriate, withdrawal of certification of the company.

The withdrawal is effective from the moment of cancellation of certificate.

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4.7 *Abandon of the certification*

The Company may waive the certification in their possession when they occur at least one of the following conditions:

- Presentation of formal cancellation of the contract, with notice of at least three months before the periodic surveillance
- Modification of the Standards/Technical Documents used for certification;
- In case of modification of this Regulation;
- For one-sided termination of the contract during the term, with notice of less than three months with respect to the periodic surveillance, by payment of 50% on the annual maintenance fee.

The Company shall provide to give written notice of its decision to waive KIWA that will communicate, with its acceptance, the effective date of termination of validity of the certificate and the date of the withdrawal of the use of the certificate and of the mark

The company has 15 working days to return the certificate of conformity and all its copies to KIWA.

KIWA has the right to publish, in the manner it considers appropriate, withdrawal of certification of the company.

The withdrawal is effective from the moment of cancellation of certificate.