

TÜV SÜD PSB PTE LTD

TECHNICAL REQUIREMENTS FOR MANAGEMENT SYSTEM CERTIFICATION



PSB Singapore

1 INTRODUCTION

- 1.1 The TÜV SÜD PSB Certification Schemes ("the Schemes") are operated by TÜV SÜD PSB Pte Ltd ("TÜV SÜD PSB") to certify that an organisation's management system satisfies the requirements of the relevant Standards.
- 1.2 All applications and certification in respect of the Schemes are subject to the Testing and Certification Regulations of the TÜV SÜD group (TSC) and TÜV SÜD PSB General Terms and Conditions of Business.
- 1.3 Organisations interested to participate in the Scheme shall be given an application form / questionnaire to complete, brochure and the Technical Requirements for the Scheme. The Testing and Certification Regulations and TÜV SÜD PSB General Terms and Conditions of Business are available in TÜV SÜD PSB's website.

2 UNDERTAKINGS OF ORGANISATION

- 2.1 The organisation shall furnish to TÜV SÜD PSB all relevant information and documentation relating to the organisation's management system.

3 APPLICATION

- 3.1 An organisation may apply for certification under the Schemes provided that:
 - a) The organisation's management system has been implemented by the organisation in accordance with its manual, and that its programmes and operating procedures can be shown to be effective.
 - b) The organisation has conducted an internal audit of the complete management system and management review.
- 3.2 Upon the evaluation of the application form, the organisation will be given a quotation for the fees for the certification. If the quotation is accepted by the organisation, the organisation will have to submit to TÜV SÜD PSB the signed quotation or an acceptance letter, a controlled copy of its documented information (can be its manual and operating procedures; or Site Master File for GDPMDS) and the cheque payment of the one-time certification fees.
- 3.3 Separate applications shall be submitted for:
 - a) different processes at the same location;
 - b) same processes if it is carried out at different locations, each with its own autonomous management
- 3.4 TÜV SÜD PSB reserves the right not to process applications due to incomplete or insufficient information in the application form / questionnaire.

4 FEES

- 4.1 The one-time certification fees must be paid together with the submission of the organisation's documented information (or Site Master File for GDPMDS), plan(s), and other related documentation.
- 4.2 The first year annual surveillance audit fee is payable when the organisation is informed of the award and/or upon renewal of the certificate. For the 2nd and 3rd year, the audit fee is payable prior to the conduct of the surveillance audit.
- 4.3 An administrative fee shall be payable for:
 - a) the re-issuing of a Certificate or its appendix due to change of organisation's name and/or location;
 - b) the change in the scope of certification
 - c) the issue of duplicate copy of Certificate(s)
- 4.4 An annual administrative fee shall be payable by organisation that seeks co-registration with TÜV SÜD PSB's partners and/or member bodies.
- 4.5 Where a change/re-audit is necessary due to change of location or the scope of certification or on-site verification of corrective actions, an audit fee shall be payable by the organisation.
- 4.6 Where a stage 1 audit is deemed necessary prior to the recertification audit, an audit fee shall be payable by the organization for such audit.
- 4.7 In the situation where certification of the organisation requires the audit at temporary sites, the organization is required to submit the list of temporary sites to TÜV SÜD PSB prior to any audit to be carried out. Should the need arise for the audit to be carried out at such temporary sites, additional audit day(s) may be required which will be charged in addition to the fees accepted in the signed



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quotation.

- 4.8 The determination of audit time and any justification for increase or reduction of audit time are conveyed to the organization prior to the computation of the fees to be given to the organization for their acceptance. Upon agreement, the final fees are accepted by the organization.

5 AUDIT

5.1 Stage 1 Audit

- 5.1.1 A stage 1 audit visit to audit the organisation's management system must be conducted. The organisation will be informed in writing on the status of the organisation's manual and management system as to whether:
- the organisation can meet the requirements and is ready for the stage 2 audit; or
 - the organisation needs to take corrective actions. The organisation should notify TÜV SÜD PSB in writing after the corrective actions have been taken.
- 5.1.2 TÜV SÜD PSB shall provide a new quotation for follow up audit of the organisation if the corrective actions taken are not satisfactory.
- 5.1.3 A stage 1 audit may be conducted prior to recertification audit. A stage 1 audit may be necessary as determined by TÜV SÜD PSB in situations where there have been significant changes to the management system, the organization, or the context in which the management system is operating.

5.2 Stage 2 Audit (Certification Audit)

- 5.2.1 Companies ready for the stage 2 audit will be informed by TÜV SÜD PSB of the audit date and the audit team composition. A suitable date for the audit will be arranged between the audit team and the organisation.
- 5.2.2 During the stage 2 audit, consultants (if any) engaged by the organisation may be present as observers but shall not participate in the conduct of the audit.
- 5.2.3 An audit report will be issued to the organisation at the end of the audit. The organisation's management representative is required to acknowledge the audit report and by such acknowledgement, the organisation is deemed to have fully understood the audit findings raised in the audit report.
- 5.2.4 Where no major adverse audit findings are noted, the organisation will be required to take corrective actions on any adverse audit findings raised by the audit team and inform TÜV SÜD PSB in writing within the period as stipulated by TÜV SÜD PSB after the stage 2 audit. A visit may be conducted to verify the satisfactory implementation of the corrective actions.
- 5.2.5 Where major adverse audit findings are raised, the organisation will not be recommended for certification. The organisation shall rectify all adverse audit findings raised by the audit team and inform TÜV SÜD PSB in writing within the period as stipulated by TÜV SÜD PSB after the audit. If the corrective actions taken by the organisation are acceptable, TÜV SÜD PSB shall provide a quotation of the re-audit fee and will arrange for a re-audit to be conducted upon the receipt of the payment of the re-audit fee. (This sub-clause may not be applicable for IATF 16949 registration.)

5.3 Surveillance Audit

- 5.3.1 After initial certification (stage 1 and certification audit), TÜV SÜD PSB will conduct surveillance audit during the validity of the Certificate and the organisation will be informed of the audit date and the assigned auditor(s) prior to the conduct of the audit.

5.4 Recertification Audit

- 5.4.1 The Certificate would be renewed upon satisfactory completion of all the surveillance and recertification audits, including acceptance/closure of any adverse audit findings raised by the audit team, during the validity of the Certificate.

5.5 Short Notice / Special Audit

- 5.5.1 During the validity of the certificate, it may be necessary for TÜV SÜD PSB to conduct audits at short notice. Such audits will be required in the following circumstances:
- To investigate a complaint in relation to the organisation;
 - To follow up on organisation whose certification is under suspension;
 - To audit the management system as a result of major changes in the organisation;
 - To investigate when TÜV SÜD PSB aware that there has been a serious incident related to occupational health and safety, for example, a serious accident, or a serious breach of regulation, in order to investigate if the management system has not been compromised and did function effectively.
 - Any other circumstance as determined by TÜV SÜD PSB in its sole discretion that warrants an audit outside any surveillance audit

5.6 Document Submission

- 5.6.1 The management system documentation shall be submitted to TÜV SÜD PSB for review and audit planning within 6 to 8 weeks prior to the commencement of the stage 1 or stage 2 audit and 3 weeks prior to the surveillance audit. If the documentation is not



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submitted within the time frame stipulated, TÜV SÜD PSB reserves the right to change the reserved or assigned audit date.

6 AUDITORS

- 6.1 TÜV SÜD PSB will notify the organisation of the appointment of auditor(s) from TÜV SÜD PSB for the conduct of the audit.
- 6.2 TÜV SÜD PSB reserves the right to change the assignment of auditor(s) during the initial certification period and during the validity of the certificate.

7 CERTIFICATE

- 7.1 The organisation will be notified of the issue of the Certificate. The certificate may be issued with an attached appendix, if deemed necessary by TÜV SÜD PSB, stating the scope of certification. A Certificate is normally issued to an organisation for a particular process/service at each specific location.
- 7.2 Any Certificate issued under the Schemes shall be valid for a period as specified by TÜV SÜD PSB in writing and may be considered for renewal upon expiry.
- 7.3 Upon expiry or withdrawal of the Certificate, the organisation shall
- return the Certificate and Appendix to TÜV SÜD PSB within 7 days from the date of expiry or withdrawal;
 - forthwith pay TÜV SÜD PSB all outstanding fees; and
 - destroy all letterhead and materials bearing the Marks and confirm with TÜV SÜD PSB within 14 days from the date of expiry or termination of the destruction.

8 USE OF THE TÜV SÜD PSB CERTIFICATION MARKS AND ACCREDITATION MARKS (“COLLECTIVELY THE MARKS”)

- 8.1 The issue of the Certificate entitles the organisation to use the relevant TÜV SÜD PSB Mark(s) in accordance with the provisions set out therein. If the Certificate bears an accreditation Mark, or the organisation has been advised that TÜV SÜD PSB is accredited for the process(es) certified, then the appropriate accreditation Mark(s) may be used together with the relevant TÜV SÜD PSB certification Mark(s).
- 8.2 The TÜV SÜD PSB Mark shall only be used by the certified organisation and shall always be used in conjunction with the organisation’s name, certificate number (optional – depends on the artwork design) and in connection with the process(es) listed in the Certificate. A copy of the use of the TÜV SÜD PSB certification Mark(s) and accreditation Marks shall be provided upon registration of the Certificate.
- 8.3 The TÜV SÜD PSB certification Mark(s) and accreditation Marks may be used
- in outdoor advertising/advertising in the reception area;
 - in corporate videos;
 - in corporate presentations;
 - in company brochures;
 - on business stationery;
 - in advertisements and catalogs;
 - on posters;
 - at trade-fair stands;
 - within the scope of marketing campaigns;
 - at events;
 - on the organization’s website;
 - on the Internet and Intranet;
 - in newsletters to clients and staff and
 - letterheads of the organization

The organization shall identify the processes to which the Certificate applies when using the Marks in a context where the scope of the certification is in doubt.



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- 8.4 The Marks shall not be directly applied on the organisation's product and its packaging or be associated with the organization's product in such a way as to imply that the product itself is certified by TÜV SÜD PSB.

In addition, use of any statement on product packaging that the client has a certified FSM, is prohibited. This includes all product packaging, both primary packaging (which contains the product) and any outer or secondary packaging.

- 8.5 The Marks shall not be applied to laboratory test, calibration or inspection reports and certificates, email signature and certificate attendance.

- 8.6 Textual presentation

The use text to advertise a successful certification, is allowed. There shall not be any additional statements that go beyond the actual contents of the certification mark nor shall there be any falsifying or misleading statements.

Examples of permitted statements:

"Our quality management system is certified according to ISO 9001",

"Our energy management is certified according to ISO 50001",

"Our organization is certified according to ISO 9001",

"Quality management system certified by TÜV SÜD PSB Pte Ltd according to ISO 9001".

Examples of non-permitted statements:

"Our quality is certified according to ISO 9001",

"Excellent performance based on certification according to ISO 9001",

"Top consulting based on our certification according to ISO 9001"

- 8.7 The organisation shall discontinue immediately the use of the Marks upon expiry or revocation of the Certificate, or for whatever reason(s) as decided by TÜV SÜD PSB.

- 8.8 All materials including but not limited to letterheads and advertisement brochures containing the Marks shall be submitted for TÜV SÜD PSB's written approval prior to their use and or release to the public.

- 8.9 Upon any reduction of the scope(s) of certification, all materials including but not limited to letterheads and advertisement brochures containing the Marks shall be submitted for TÜV SÜD PSB's written approval prior to their use and or release to the public.

9 VERIFICATION VISITS BY ACCREDITATION BODY

- 9.1 Accreditation bodies of TÜV SÜD PSB reserve the right to visit any of the organizations certified under the TÜV SÜD PSB certification schemes for verification purposes. The organisation shall grant access to such accreditation bodies for such verification visits.