

Doc. No : URS/PC/P/05	CERTIFICATION PROCESS	
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1. Purpose:

This document describes the Product Certification process followed by URS.

2. Scope:

This procedure applies to all product certification schemes operated or handled by URS.

3. Procedure:

3.1 General

The flow charts of certification process followed by URS in various product certification schemes have been mentioned in Annexure -1 of this document.

3.2 Application

- Product Certification request from client shall be captured in URS/PC/F/08: Application Form - Product Certification. Request may be captured in other form too (i.e. email, letter etc.) but the following details must be available in the application:
 - Applicant Details : Legal Entity, Contact Details.
 - Manufacturer's Details : Legal Entity, Contact Details.
 - Factory Details : Address and Contact Details.
 - Product Details : Nomenclature, Mode/Type, Technical Specifications, Photo
 - Certification Required : Name of Scheme, Target Country
 - Other Critical Details : Description, Trademark, Model, Mark(s) of Conformity.
 - Model Family Details : Differences between the Lead and Series model(s) (if appl.)

3.3 Application Review

- The outcomes of application review shall confirm either to proceed for issuance of Quotation or to decline to undertake the request stating the specific reason. To do so, during application review it must be ensure that:
 - Information provided about the client and the product is sufficient for the conduct of the certification process;
 - any known difference in understanding between the URS and the client is resolved; including agreement regarding standards or other normative documents;
 - Scope of certification sought is adequately defined;
 - The means are available to perform all evaluation activities;
 - Required competence and capability to conduct the certification are available;
- The documentary evidence of rationale to undertake such product for certification activities for which URS has no prior experience shall be recorded and shall be available on URS web based portal.

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- If the earlier granted certification is being considered to omit any particular activity, then the reference of that certification must be recorded. If requested by the client, rationale of omission shall be presented.
- Record of Application Review shall be maintained in URS/PC/F/20: Application Review Record.
- Formal Acceptance of URS/PC/F/02: Certification Agreement as well as acceptance of URS Quotation by client is mandatory to proceed for further processes of Product Certification.

3.4 Evaluation

- The objective of evaluation is to collect the documentary evidences to conclude the conformity assessment. The documentary evidences could be in the form of:
 - Inspection Report of Product,
 - Test Report of Product and/or its Components,
 - QMS Review of Product Manufacturer,
 - Product Review Report by a Technical Expert,
 - Any other approach for conformity assessment of Product as defined by the scheme owner/s.
- Evaluation planning, identification of competent resources for execution etc. are required to conduct the proper evaluation. Refer procedure URS/PC/P/04: Certification Evaluation to understand the process of Evaluation followed by URS in Product certification schemes.

3.5 Review

- The objective of review is to scrutinize the outcome of evaluation so that basis of recommendation for certification decision could be determined. During review:
 - Each and every details, data and comments mentioned or available in evaluation file shall be thoroughly reviewed by the Reviewer.
 - Record of review shall be captured in Evaluation Checklist of respective scheme as referred in URS/PC/P/04: Certification Evaluation.

3.6 Certification Decision

- Based on the recommendation given by reviewer, final decision on certification shall be made and following shall be ensured:
 - Decision related to any certification shall be documented in Certification File.
 - Complete certification file shall remain uploaded on URS web based portal.
 - The Client shall be notified of a decision not to grant certification along with complete reasons associated with it.

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3.7 Certification Documentation

- URS/PC/F/10: Certificate of Conformity shall be used as a formal document to convey the client and other interested party that the particular product is certified by URS. At least the following information shall be shown on the URS Certificate:

- Name and address of the Certification Body
- Unique certificate reference number, as defined by the certification body
- Identification of the Certification Program
- Certification mark, if any
- Name and Address of Client*
- Name and Address of Manufacturing site(s)**
- Product Description
- Model / Type / Part Number
- Associated product Test Report Reference Number
- Scope of certification (e.g. standards)
- Certificate grant date
- Term or expiration date of certification, if applicable
- Name and signature, or other defined authorization of the URS signatory
- Limitations of use section - if any, limitations are specified

* *Client: The organization that is responsible to the Certification Body for ensuring all certification requirements are fulfilled.*

** *Name and address of manufacturing site(s) may be coded when agreed upon between the client and the Certification Body*

- Certificate of Conformity shall be issued only after or concurrent with the following:
 - The decision to grant or extend the scope of certification has been made;
 - Certification requirements have been fulfilled;
 - The certification agreement has been signed.
- After receiving the signed certificate, the client and manufacturer are obligated to produce a product that is in compliance with the standard used for certification, the terms of the Certification Agreement and the Certification Documentation.

3.8 Directory of Certified Products

- URS shall maintain information on certified products in the form for a certificate directory which contains at least the following: This directory reflects the latest information related to certification:
 - Identification of the product;
 - The standard(s) and other normative document(s) to which conformity has been certified;
 - Identification of the client.

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- The parts of this information that need to be published or made available upon request in a directory (through publications, electronic media or other means) are stipulated by the relevant scheme(s). As a minimum, URS shall provide information, upon request, about the validity of a given certification.
- Where URS provides the information to a scheme, the scheme directory would satisfy this requirement.

3.9 Surveillance

- To confirm the continued compliance, URS shall carry surveillance as per the requirement of specific certification scheme. On the basis of outcome of surveillance, further certification decision shall be made.

3.10 Changes Affecting Certification

- Whenever any new or revised requirements are introduced by scheme owner, URS shall review the resultant impact and if applicable, the client shall be conveyed (through publications, electronic media or other means) to implement the new or revised requirements along with deadlines of implementation. After ensuring the implementation, certification directory as mentioned in Cl. 3.8 of this document shall be modified.

3.11 Termination, Reduction, Suspension or Withdrawal of Certification

- Whenever the non conformity with certification requirements is substantiated either as a result of surveillance or on complaint, URS shall review the severity of non conformity. On the basis of outcomes of this review URS shall decide upon the appropriate action such as:
 - continuation of certification under conditions specified by the certification body (e.g. increased surveillance);
 - reduction in the scope of certification to remove nonconforming product variants;
 - suspension of the certification pending remedial action by the client;
 - withdrawal of the certification
- The decision taken shall be in line with the specific guidelines of scheme owner as well complying steps as stated in Cl.3.4, 3.5 and 3.6 of this document.
- Whatever be the decision (termination, suspension or withdrawn), URS shall take necessary actions to make all necessary modifications to formal certification documents, public information, authorizations for use of marks, etc., in order to avoid any confusion as well as to ensure it provides no indication that the product continues to be certified.
- If certification is suspended, Client shall be communicated regarding following:
 - actions needed to end suspension and restore certification for the product(s) in accordance with the certification scheme;
 - any other actions required by the certification scheme;

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- If certification is reinstated after suspension or decision to reduce the scope of certification is made as a condition of reinstatement, URS shall take necessary actions to make all necessary modifications to formal certification documents, public information, authorizations for use of marks, etc., in order to avoid any confusion as well as to ensure it provides clear indication about certification status of product.

4. Related Procedure, Forms and References:

- 4.1 URS/PC/F/08 : Application Form - Product Certification
- 4.2 URS/PC/F/09 : Certification Evaluation Plan and Review Checklist
- 4.3 URS/PC/F/20 : Application Review Record
- 4.4 URS/PC/F/24 : Final Certification Decision Record
- 4.3 URS/PC/F/02 : Certification Agreement.
- 4.4 URS/PC/F/10 : Certificate of Conformity
- 4.5 Clause of ISO 17065:2012 : 7.1, 7.2, 7.3, 7.4, 7.5, 7.6, 7.7, 7.8, 7.9, 7.10, 7.11

PROCESS FLOW CHART OF PRODUCT CERTIFICATION SCHEMES



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