

STQC CERTIFICATION SERVICES

Obligation of Certified Organisations

- a) comply in all respect with the appropriate quality system standard requirements
- b) not claim or imply that the product or the process of service is certified
- c) use the of logo / mark in accordance with the Certification Body requirements and obtain approval of Certification Body before its use
- d) not use logo / mark in any manner which implies or leads to interpretation as certification of his product or process or service
- e) not make any changes to the quality system which formed the basis for grant of certification
- f) document all changes made to the quality system and make available records of such changes to Certification Body
- g) notify the Certification Body any changes of key personnel in relation to quality assurance, technology functions or senior management
- h) give assess to assessment team appointed by Certification Body for the purpose of assessment or surveillance
- i) keep records of all customer compliant in respect of product, process or service and corresponding remedial measure initiated
- j) upon suspension / cancellation / withdrawal of certificate, discontinue use of certificate and logo / mark in all materials and other matters which contain any reference thereto
- k) pay all financial dues to Certification Body as prescribed
- l) give assess to Accreditation agency of Certification Body for the purpose of observing the assessment or surveillance process of Certification Body, if so desired by Accreditation agency

In the event, the clients fails to comply his obligations, it may lead to

Suspension and Withdrawal / Cancellation of Certification

Suspension

Certification of a client may be suspended for a limited period at the discretion of Certification Body under the following circumstances

- If the surveillance indicates minor non-conformance to the relevant System/Product requirements and the same is not cleared even after lapse of initial time period given for corrective actions
- If the surveillance indicates major non-conformance to the relevant System/Product requirements
- If improper use of the Certificate of Registration or Logo/Mark is not rectified to the satisfaction of Certification Body
- If the certified supplier is not regularly involved in the activities for which he is certified
- If there has been any other contravention of the applicable requirements or rules of procedures of certification body.

An official suspension will be confirmed by the Certification Body in a registered letter to the supplier or by equivalent means and will indicate the conditions under which suspension will be revoked. The Certification Body shall publish notification of suspension on its website. Upon fulfillment of the indicated conditions within the specified period, the Certification Body will revoke suspension and notify the supplier accordingly; otherwise, the certification will be cancelled and certificate will be withdrawn.

Withdrawal / Cancellation

The Certification Body will cancel or withdraw the certificate and authorization for the use of the Logo/Mark under the following circumstances

- if the supplier under suspension fails to rectify non-conformance within specified period
- if the supplier either will not or cannot ensure conformance to changed rules of procedure of Certification Body
- if the supplier ceases to supply the product, process or service - if the supplier fails to meet the financial obligation to Certification Body - at the former request of the supplier
- any other serious contravention of applicable requirements of rules of procedures of Certification Body

The official communication by the Certification Body of the withdrawal / cancellation will be either through a registered letter or equivalent means. The Certification Body will publish notification of the withdrawal/cancellation.