


CERTIFICATION BODY

CONFORMITY PRODUCTS CERTIFICATION

GENERAL RULES FOR PRODUCT CONFORMITY CERTIFICATION

Cod: RG-CCP

Activity	Name	Position	Signature
Issued by	Gabriel Condruz	Director OCP	
Checked by/ Approved by	Răduț Dumitru	General Manager SC CERTIND SA	

	GENERAL RULES FOR PRODUCT CONFORMITY CERTIFICATION Code: RG-CCP	Edition: 2
		Revision: 0
		Page: 2/11

1. SCOPE AND FIELD OF APPLICATION

The present general rules have the goal to describe the CERTIND's process of product conformity certification for economical agents use interested in evaluation and surveillance activities involved in this process.

These general rules contain besides general information, specific requirements for applicants informing regarding: obtaining certification for conformity of product, maintaining the certification during the surveillance, renewing, extending / reducing or suspending and withdrawing certification.

For each specific case, these general rules are completed by specific technical reglementations, applicable to the products types from the activity area of CERTIND's certification.

2. REFERENCE DOCUMENTS

- SR EN 45011: 2001 – General requirements for bodies that apply for product certification systems (ISO/CEI Ghid 65: 1996),
- IAF GD 5:2006 - Issue 2 - General Requirements for Bodies operating Product Certification Systems,
- SR EN ISO/CEI 17000:2005 – Conformity assessment. Vocabulary and general principles
- SR ISO 10005:1999 – Quality Management. Guide for quality plans.
- ISO 19011: 2003 – Guide for environment and quality management sytems audit
- SR Ghid ISO/CEI 67:2006 – Conformity assessment. Fundamental principles for product certification.
- SR Ghid ISO/CEI 7:2006 – Guidelines for conformity assesment standards elaboration
- SR Ghid ISO/CEI 23:2006 – Methods for indicating the compliance with the third party certification systems standards,
- SR Ghid ISO/CEI 27:2006 – Guidelines for the corrective actions that should be applied by the certification bodies in case of abusive use of the conformity mark
- Law 608/2001 for the product conformity assessment, with its modifications and completions,
- HG 119/2004 regarding the conditions for market introduction of the indutrial machines
- HG 457/2003 regarding security assuring for the low voltage equipment users, with its modifications and completions.
- HG 622/2004 regarding the conditions for market introduction of the construction products, with its modifications and completions.

3. DEFINITIONS AND ABBREVIATIONS

In the procedure frame are aplicabile definitions found out in reference documents presented on Chapter 2. For a good that uses the procedure, we list above the following definitions:

3.1 Supplier. The responsible part which ensures the products met and continuously fulfill the requirements that the certification is based on.


3.2 Technical Specification. Document prescribing the technical conditions that a produs, process or service must fulfill. The Technical specification can be a standard, part of a standard or an independent document by a standard.

The standard can be: international, regional, national, professional, or company standard, basic standard, terminology, testing, product standard, process standard or service standard, or data standard (in this case, the data must be indicated according to SR 10000-1:94).

The independent documents by a standard must fulfill the general requirements for witten documents of SR Guide ISO/ CEI 7 :2006.

In the procedure are being used the following adnotations :

OCP – Product Conformity Certification Body
CCP – Product Conformity Certification.

	GENERAL RULES FOR PRODUCT CONFORMITY CERTIFICATION Code: RG-CCP	Edition: 2
		Revision: 0
		Page: 3/11

4. GENERAL CONDITIONS

4.1. SC CERTIND SA – a private share company, which follows up to be accredited and nominated for product conformity certification activities, it's organized and functioning according to the legal documents of registration, SR EN 45011:2001 and meets the criteria of HG 487/2002 for approval of the Methodological norms for assignation and national notification of the testing laboratories and also for the certification and inspection bodies which perform assessment activities for product conformity within mandatory area as stated in Law 608/2001.

4.2. SC CERTIND SA performs product conformity assessment and certification activities, both for the **voluntary area**, based on the norm documents according to SR Guide ISO/ CEI 7:2006, which are provided to the body by the applicant, and also for the **mandatory area** on the basis of the security requests of the product reglementations, interfacing Law 608/ 2001.

4.3. The product conformity certification activity is performed within an agreement of product conformity assesment. The stipulations of these agreements are agreed by both parties and the price is established according to the tariff prices approved by CERTIND for the certification activities developed for the respective product.

4.4. CERTIND OCP's own certification system assures full access to all product suppliers from its domain of product certification, without discrimination, in the same financial or kind of conditions and assures its objectivness and impartiality, throughout its organizational and functional structure and throughout its adopted certification procedures.

4.5. If the assessment activities reveal the product conformity with the aplicable normative documents/ standards, CERTIND issues a product conformity certificate which states the conformity of product with the standard/ normative documents/ reglemetation requirements.

4.6 The decision of establishing the granting/ suspending/ withdrawal certificate is took by The General Manager of CERTIND.

4.7 During the period of valability of the certification, the owner of the certificate is under the surveillance and inspection of CERTIND to ensure that the conditions of the certification are fulfilled.

4.8 CERTIND periodically publishes the list of the organisations which have obtained the product certification and also the list of the organisations which are the subject of certificate withdrawal.

4.9. CERTIND guarantees full confidentiality of the information obtained during the product assessment process regarding the suppliers and the product to be assessed.


4.10. The suppliers that have obtained the certification for conformity of product are fully responsible of their actions and activities as well as for all the issued documents and cannot use the certification obtained from SC CERTIND SA to be exonerated by their responsibility.

4.11. The product certification services applied by CERTIND are in accordance with its own list of up to date prices

5. THE CLIENT RESPONSIBILITIES

The organisation which applies for product certification must fulfil the following conditions:

- a. the organisation should have a quality plan for the activities as manufacturing or/and marketing introducing the certifying product or a quality management system in accordance with the requirements of the applicable management system model (certified or not certified by a third party body). The quality management system should be documented, implemented and maintained if these are the requirements of the certification scheme.
- b. the organisation should make available for CERTIND all the documents that demonstrate the conformity of the quality management system/ quality plan with the requirements of the aplicabile standard ;


	GENERAL RULES FOR PRODUCT CONFORMITY CERTIFICATION	Edition: 2
	Code: RG-CCP	Revision: 0
		Page: 4/11

- c. the organisation should constantly fulfil the requirements of the conformity assessment plan
- d. the organisation should make possible the appropriate performing of the assessment, documentation analysis and access to all areas at recordings (including internal audit reports) and to personnel for evaluating purposes (such as testing, inspection, assessment, surveillance, re-assessment) and also for complaints solving.
- e. the organisation should formulate declarations regarding the certification, only for the certified product.
- f. the organisation should properly use the product certification in order not to put in a bad light the certification body. The organisation should not make any declaration regarding the certified product, which could be considered by the certification body as abusive or non-authorized.
- g. after the adjournment/ withdrawal of the certificate, the organisation should immediately lead stop using all advertising materials which may refer to the product certification and should return all the certification documents, as requested by the certification body.
- h. the organisation should use the certification only to indicate that the certified products are in compliance with the mentioned standards.
- i. the organisation should ensure itself that the certificate or any report regarding the certification and the conformity mark are not being abusively used.
- j. if the organisation refers to the product certification throughout communication means such as : documents, brochures, advertising spots, then the references should be made with respect to the certification body 's requests.
- k. the organisation should make available all the documents which refer to the product to be certified, which are requested by the certification body throughout the Folder with informal documents code M-CCP
- l. the organisation should make available for CERTIND the samples of the products to be certified, that have been taken by the body's representatives in compliance with the specific rules, in order to be tested in accredited laboratories
- m. the organisation should be under surveillance during the whole period of verification validity, according to the CERTIND's surveillance plan.
- n. the organisation should use the CERTIND conformity mark only after receiving the official decision of certification.
- o. the organisation should constantly maintain the certification conditions during the whole period of product certification validity
- p. the organisation should maintain records regarding client complaints about the certified products and to make them available to the certification body
- q. the organisation should take all the measures for solving the client complaints and any deficiency that comes out at the certified products ,that could affect the conformity with the requirements of certifying
- r. the organisation should pay the prices assessment activities for conformity of product as stated in the Product conformity assessment contract, based on the invoices issued by CERTIND.
- s. the organisation should inform CERTIND regarding the following aspects :
 - all the changes made in the organisation that could affect the quality management system or the quality plan of the product
 - the modifications regarding the legal status of the organisation
 - the modification performed on base product whose conformity was certified
- t. the organisation should fill the form with the records of using the conformity mark of CERTIND, code F-POP-11-03.

6. RIGHTS FOR SUPPLIERS OF CERTIFIED PRODUCT

The organisations that conformity of product had been certified by CERTIND benefits of the following rights:

- a. to have access, by request file, to informations regarding assesment and certification process that are available for applicants / clients use;
- b. to be published in "List of certified product" edited by CERTIND on www.certind.ro/portofolio;
- c. the componence of the evaluation team could not be accepted on well based reasons;

	GENERAL RULES FOR PRODUCT CONFORMITY CERTIFICATION Code: RG-CCP	Edition: 2
		Revision: 0
		Page: 5/11

- d. to made documented observations at nonconformities identified;
- e. to agree with CERTIND about documents of common interested (conformity evaluation scaduale, audit plan, list of testing laboratories, surveillane scaduale, audit team compoence etc.);
- f. to ask for renewing/extending, reducing/withdrawal certification;
- g. to quit the certification in the conditions stipulated „Folder/paper case with informative documents ”;
- h. to use the mark of certification CERTIND on the products, on the product guide documents, on the package product, advertising in accordance with provisions from „Regulation of using the certification mark ” (code RUM-CCP);
- i. to have the confidentiality from CERTIND’s party kept, concerning the supplied informations during the certification process;
- j. to be informed about the apeared modifications to certification documents refering to the requirements of maintaining the certification or tariffs, that can influence the organisation activity;
- k. to have the posibility to make appeals and /or have recourses at decisions that regard the organisation and that was issued by SC CERTIND SA.

7.ASSESMENT PROCESS OF CONFORMITY

The assesment and certification process of products from SC CERTIND SA flows by unrolling several stages and specific activities, according to the scheme of certification adopted, applicable to the product assesment. Mainly, these stages are:

- starting up the certification,
- Preliminary assesment for conformity of product,
- Suppliers Audit, Sampling the testing samples, Inspection,
- Testing product done,
- Finaly assesment and the decision of granting/or not granting certification,
- The surveillane actions scaduale.

The stages and activities process of assessment and certification products conformity were detailed in the operationale procedures of the bodies adopted sistem and were described in Flow chart activities of evaluation and certification the conformity of product, presented, in its most complex form, in **Annex no. 1**. This is simplifying according to the scheme of certification applicable to the product certifying

7.1. Stage I - Initiating and contracting the conformity of product certification

7.1.1. Activities of initiating and contracting


This stage is including, mainly, the following activities:

- to set at applicants availability all technical information minimum necessary for contracting and unrolling certification process and the Informative Documents Folder/paper case (M-CCP), at CERTIND location, available and on CERTIND site (www.certind.ro).

Informative Documents Folder/paper case incudes:

- ✓ procedure „Generale Regulations to certify the conformity of products” – RG-CCP,
- ✓ Official Request for product certification - F-POP-01-01
- ✓ Questionnaire of autoevaluation regarding certification conformity of product- F-POP-01-02;
- ✓ Tariff Rules – RT-CCP

- receiving from the applicant, the Official Request and the Questionnaire of autoevaluation complied and signed, and also the Technical Folder of product that has a detailed contain at 7.1.2.,

	GENERAL RULES FOR PRODUCT CONFORMITY CERTIFICATION Code: RG-CCP	Edition: 2
		Revision: 0
		Page: 6/11

- drawing up the Assessment Schedule of product conformity,
- drawing up Testing and Estimation Plans that are done for product evaluation conformity,
- drawing up Assessment Contract for conformity of products and recording this in Contracts Evidence of supplying the certification services,
- drawing up contracts for testing services applications,
- establishing the Folder for product certification

7.1.2 Product Technical Folder containing

For conformity of products assessment, the applicants have to make available CERTIND OCP, once with the Certification Official Request and with the Autoevaluation Questionnaire, the Product Technical Documentation, named, the Product Technical Folder, whose content is synthetic in [Annex 2](#).

7.2. Etapa a II-a – Product conformity assessment

Product conformity assessment includes, mainly, the following activities

- preliminary assessment of products conformity,
- supplier audit,
- the testing carried out by the subcontracting testing laboratories, according to the procedures of these accredited/evaluated and CERTIND OCP accepted laboratories, the tests following up by the bodies technical experts, especially designated, and obtaining the Testing Report,
- analysis and evaluation the documents from Product Certification Folder, included Product Technical Folder ;
- analysis of evaluation activities results, in order: Report of informing visit, Report of the documentation examining–analysing, Supplier Audit Report, Minute of sampling and of delivery-reception of samples at laboratories, the testing report made by subcontracting testing laboratories, Inspection Report and all the recordings coming before the issuing of these documents;
- drawing up the Report of final assessment the conformity of product,
- made up proposal for granting /not granting the certification, that is done only in the case when no nonconformity is found out in the recordings of all assessment activities.

7.3. Stage III-rd - Decision regarding granting/not granting the certification and issue the certificate of conformity

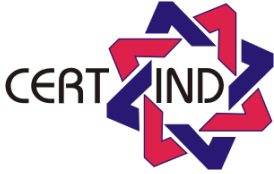
This stage includes next activities:

- the decision of certification is taken by General Manager, behindhand proposals made by the assessment team in Report of final assessment and by the CERTIND OCP Manager, of SC CERTIND SA,
- communication to the client the decision of granting or not granting the certification,
- issuing and sending the certificate of conformity product to the product supplier, together with one piece of Testing Report, one piece of Regulation for using the mark of certify product – RUM-CCP and the CERTIND certification products pattern mark,
- registration in the List of products certified, issuing the Certificate of Conformity Titulars List and public these lists,
- informing the Committee for strategic and politics (CSP), by General Manager, periodically, with data referring at the number of certification done by CERTIND OCP in a defined period and to main problems remarked in certification process.

7.4. Stage IV-rd - Surveillance the certificate of product supplier

During the validity for a product certificate of conformity, CERTIND OCP surveillances that are maintaining all the conditions that stand as base at granting the respective certificate and the using right of body mark.

Surveillance stages are done in this way: first stage of surveillance, in the term of maximum 12 month from the certification granting date and, respectively, the second stage of surveillance, in the term of maximum 12 month

	GENERAL RULES FOR PRODUCT CONFORMITY CERTIFICATION	Edition: 2
	Code: RG-CCP	Revision: 0
		Page: 7/11

from the date of closing the previously evaluation.

For the valability period for the granted certificate issued of 3 years, are scadualed in 2 stages of surveillance. the period of time between 2 stages of surveillance can not surpas 12 month.

Surveillance can be scdualed or not scadueled and is done, mainly, by:

- surveillance audits,
- surveillance audits and products testing, if the scheme of certification anticipate this, or if the conformity assesment for certification, a parameter carry out through testing has been in the admitted limits provision by references, but very close to these, or only one of the limits was respected and, had been appreciated that the respective parameter don't affect the products security and can be corected without essentielle modification of the product and in a related short time, its certification is granted.

The scadual for surveillance stages is made after granting the certificate using the file Scadualing and evidence surveillance audits and is sending to the product suplier certificated in maximum 15 days from the date of the certificate granting.

After surveillance audit, is deciding:

- maintaining the certificate if were not found out nonconformities;
- suspending the certificate till the date of implementing corective actions for dismissal nonconformities found out in manufacturing process of certificate product that affects îndeplinirea the conditions from the initial certification;
- withdrawal the certificate – in the case that nonconformities found out, haven't been solved at the date established with the applicant or surpass the 2 month term from the date that have been found out.

8. CERTIFICATE OF CONFORMITY

The Certificate of conformity for a product proves the supplier technical capability to make the product, the unitary grade of the products made and creates trust to buyers and costumers.

The certificates titular bare the hole responsibility for the activities to complete at product promotion on market and cannot take advantage of accorded certification by CERTIND OCP for being exonerated of responsibility or for sharing responsibility.

Certification of conformity product from the point of view to ensure security in working process, don't replace the functioning authorisation, as operation legislation, to working protection.

The issued Certificate by CERTIND OCP represents a proove of product conformity with normative documents named and has a valability period of 3 years.

In the valability period of product suplier certificate he has the obligation to maintain the conformity of the product with documents normative toward that the certification was issued respecting contract conditions and obligation provided by CERTIND OCP provision documentation.

9. CERTIFICATE AND PRODUCT CONFORMITY MARK UTILISATION

CERTIND OCP has precise regulations of using certificates and its conformity mark and a suitable control according too

RUM-CCP, accomplished according to SR Guide ISO/CEI 23:2006 and SR Guide ISO 27:2006.


Taking the opportunity of surveying actions, CERTIND OCP exercises its one control to using the marks of conformity.

In the frame of maintaining a proper control for using the mark of conformity, the supplier is obliged to maintain a folder/paper case for evidence using this, according too file F-POP-11-03.

Once with giving the cerificate of conformity are sending to applicanti the pattern mark for certificate product and one piece of Regulation of using mark of certificate product – RUM-CCP.

Titular can use certificate of conformity for a product in all the documentes identified for the respective product (project, technical boock, prospectus, publicity papers, advertising).

Titular can aply the mark of CERTIND OCP on product, on pacage and on additional documents of the product in object (execution project, tehcnical boock, conditions of contract, prospectus/folder).

	GENERAL RULES FOR PRODUCT CONFORMITY CERTIFICATION Code: RG-CCP	Edition: 2
		Revision: 0
		Page: 8/11

The mark of CERTIND OCP is applying lisibile, without possibilities of confusion, correlative with the provisions for product mark of reference standards and/or from SR Guide ISO/CEI 23:2006 „Methods for indicating conformity with standards in sistems certification of third party”.

References inccorect to sistem of certification or using erroneus the certificates or the mark CERTIND OCP, found in publications, catalogues and so on. are treated by CERTIND OCP through suitable actions, according to the provision regulations in Regulation of using the mark of certification product RUM-CCP, can impose measures of suspending or withdrawal and cancelation the certificate and mark of conformity.

10. MAINTAINING CERTIFICATION

Assesment Report after surveillance is analised by CERTIND OCP Manager that makes the proposel of maintain, suspend or redraw the certification, according to the proposal from Assesment Report after surveillance.

The General Manager of SC CERTIND SA decide, to maintain, suspend or withdraw certification; this decision is comunicated in the writing form, to the titular of certificate.

11. SUSPENDING THE CERTIFICATE

CERTIND OCP can suspend the certificate of conformity granted to a product, on a period of maximum 3 month, in the folowing situations:


- when after the surveillance audits (schedule or not schedule) or of testing done with this ocasion, where found out nonconformities according to the initial certification requirements, till the date of implementing corective actions to exclude the nonconformities;
- when after following up the implemion of corective actions, that are developed for verifying eliminating nonconformities, it found out that nonconformities are unsolved or there are solved in an unproper way;
- when the certificate of conformity titular refuses the body surveillance actions, schedule or not schedule,;
- when the certificate of conformity titular madea use inccorect or had used improper the certificate and bodies mark of certification and doesn't intreprise in the right time the proper measures to improve the created problems;
- when the certificate of conformity titular have made modifings that affects in a significant mode the project or the product specification or have made modifying in standards according to the product conformity is certified, or changing regarding to propriety, structure or suplier management, if are relevante or in case of any other information that shows up that the product can not arry out the requirements for the certified sistem and these modifings were not sending for evaluation at CERTIND OCP;
- when the certificate of conformity titular do not aply the modifing operate by CERTIND OCP in regulators of certification ;
- when the certificate of conformity titular delay the payment of certification tariffes, with more than 45 days from the date of issuing the invoices by SC CERTIND SA.

Finding out that the titular of product certificated to be available in situation of suspending certificate of conformity, it's done by CERTIND OCP along the surveillance of conformity product certificate (scadualed/not scadueled).

CERTIND OCP can possible suspend a certificate of conformity, at authorities sesisation of surveillance the market that certifys that the product certificated presents production defects or, ascertain that presents risks for a final using nonanticipeted and that is described unproper in the using manual.

CERTIND OCP verifies this understandings, analises the posibil clauses (the product does not coresponde to the requirements of certification, beeing a constructive type of this certificate or a specimen of nonconformity product, a production control nonadecuat, delivery the product with an other using manual that the one of product certificate and so on.), establishes the nonconformity that have conducted to the delivary the nonconformity product and, till the dissmision of that, suspending the certificate of conformity.

The Decision of suspending the certificate of conformity tooke by the General Manager of SC CERTIND SA, after and in accordance with the Manager of CERTIND OCP proposel, as result of recording outputs in surveillance activity for certificate product and for its production process, according to procedure POP-11

	GENERAL RULES FOR PRODUCT CONFORMITY CERTIFICATION	Edition: 2
	Code: RG-CCP	Revision: 0
		Page: 9/11

„Surveillance for certificate products ”.

CERTIND OCP makes public the suspending for certificate of conformity for the product in cause and is recording this in its one evidence.

The certificate of conformity titular may dispute the CERTIND OCP decision of suspending the certificate of conformity. The eventual appeal is treated by CERTIND OCP according to itself regulations for calls, reclamations, appeals.

In the period of suspending the certificate of conformity, the product supplier has no right to make any reference to the certificate of conformity and can not use the CERTIND OCP mark of conformity .

The certificate of conformity titular has the obligation to improve the existing deficiency in the period of time as long standing can not be longer than the suspending duration (3 month).

CERTIND OCP verifies the removing of all found out deficiency in the pursuance audits, at the date that supplier announces the solving of these, but not later than the expiration of 3 month suspending.

On the basis of evaluation report to the pursuance audit outputs made up by CERTIND OCP audit and assesment team, the General Manager take the decision, to arise suspending.

In the case when after verifying the corective actions implementations (for the nonconformities that have generate the suspending of certificate) its found out that re-establishement of conformity with the reference document, CERTIND OCP announces the titular certificate of conformity and makes public the suspending arise.

Suspending may be arise before the limit date if the titular certificate of conformity proves the elimination causes that lead to suspending.

Suspending certification don't add to the valability period for the certificate of conformity.

10. WITHDRAWING/CANCELING CERTIFICATION

The certificate granted by CERTIND OCP that certifies the conformity of product with the normative documents / regulations/standards reference, can be withdraw, according to procedure POP-13 „Suspending, withdrawal and cancelation the certificate of conformity”, in the folowing situations:

- the certificate of conformity had been suspended and the certificate titular is not solving causes that had gone to suspending, in the time period established, or the corective actions took come out there are inadequat;
- the certificate of conformity titular don't aply the new requirements send to the certification body;
- the certificate of conformity titular is in abolition, is to fail or don't product anymore the certificate product;
- the certificate of conformity titular don't respect thecontract provisions;
- the certificate of conformity titular don't pay for the surveillance activities;
- the certificate of conformity titular has operate modifiers to the product or in structure, characteristics and/or product manufacturing, that has no announced to CERTIND OCP;
- the contract of certification is nullifying.


The found out that the titular for the certificate of conformity is in the situation of withdrawing the certificate of conformity. This found out is accomplish by CERTIND OCP in conformity surveillance time or during the pursuance audit for implementation the corective actions in order to eliminate causes that lead to suspending the certificate of conformity for the certify product.

The decision of withdrawal the certificate of conformity is taken by General Manager of SC CERTIND SA, as succession to proposels made by CERTIND OCP Manager, based on recording results in surveillance activity of certificate product and its manufacturing process, according to procedure POP-11 „Surveillance of product certified”, or folowing up the rezults of pursuance audit for implementation the corective actions to eliminate nonconformities that lead to suspending certificate.

CERTIND OCP notifiys writing to certificate of conformity titular, about its decision of withdrawal the certificate of conformity, with describing the causes that have lead to this decision.

CERTIND OCP makes public the certificate of conformity withdrawal for the product in case and is recording this in its evidence.

The CERTIND OCP decision of withdrawal the certificate can be appealed by the certificate of conformity

	GENERAL RULES FOR PRODUCT CONFORMITY CERTIFICATION	Edition: 2
	Code: RG-CCP	Revision: 0
		Page: 10/11

titular. The eventual appeal is treated by CERTIND OCP according to itself body procedures.

After withdrawal the certificate of conformity, the product supplier cannot make any reference to the certificate of conformity withdrawing and losing the right of using CERTIND OCP mark of conformity.

At request the withdrawal certificate of conformity titular, for obtaining another certificate of conformity, CERTIND OCP restart the process of assessment the conformity product, according to itself procedures, reconsidering the clauses of initial contract of certificate or redrawing the contract of certification.

11. CONFORMITY RE-ASSESSMENT

the re-assessment of conformity and renewing the certificate of conformity for a product its done at the titular request of certificate of conformity, in case that this asks for:

- renewing and prolongation the valability of initial certificate, at the expiration valability term of this,
- extending certification for product conformity and according to other requirements, provision in other reference normative document, but other than that in accordance with initial certificate conformity of product, in period of valability to certificate of conformity (example: initial certificate referes only to normative documents from voluntary area and they want recertification product and according to security requirements regulations),
- reducing the scope of certification for conformity of product to less requirements than those provision in reference normative documents than that those that was the base of initial, certification in the period of certificates of conformity valability.
- when involving some changees that affects in a significant way the project or products specification, or changees in the standards according to the conformity product have been certify, or changees regarding the suppliers propriety, structure or management, if are relevant or in the case of any information that shows that the product can not carry out the initial certification requirements.

In all cases, the assesment process for conformity of product is restarting in accordance with the applied certification scheme, according to the CERTIND OCP regulations adopted, evaluating the measure in that product satisfies the initial certification requirements, extending or restricting.

In all cases, the decision of renewable certification conformity of product is took by General Manager of SC CERTIND SA, to proposal of the OCP Manager, haveing at base the Report of final assesment and all the recordings made during evaluation process.

After the body decision of granting the recertification, is issued a new certificate of conformity.

12. MODIFIES TO CERTIFICATION REQUIREMENTS

CERTIND OCP operates with great attention, any modification that is intending to make in its certification requirements, the modifying decision is taken by the Comity of strategie and politics where, is taken into consideration all the opinions expressed and of all interested parts represented in its structure, before deciding the exactly form and effective date of modification.

CERTIND OCP makes publical the modifying requirements, writing anounees, all product certified suppliers and asks them to aplie corective actions, in the case its necessary, to adopte their one quality sistem /quality plan, to meet the new requirements of the body,.

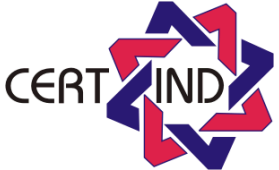
The maximum period for application corective actions is 6 month from the modifying communication date.

The corective actions aplie by titular are verified, according to situation, at the first audit of surveillance scadaled or at an unscadaled audit.

13. RECLAMATIONS AT SUPLIERS

CERTIND OCP asks titulars of certified products:

- to keep records to all receivable reclamations, in connection with the product conformity with the requirements of relevant standards and to put at disposal of CERTIND OCP, this recordings at its request,
- to make the coresponding actions, upon these reclamations and to any deficiency apeared at the certified products that might affect the conformity with certification requirements,

	GENERAL RULES FOR PRODUCT CONFORMITY CERTIFICATION Code: RG-CCP	Edition: 2
		Revision: 0
		Page: 11/11

- to document the applied actions.

14. CALLS, RECLAMATIONS AND APPEALS

The appeals, reclamations and calls received from customers, regarding the performed services by certification personnel of CERTIND OCP, in the assessment activity for conformity of their products and correcting actions to the nonconformities, if the reclamations regarding the products that are object to certification, are proving to be correctly, are solved to the body regulations itselfs

Any party interested in certification for conformity of products, represented by persons or by legal entity, romanien or foreign, can make reclamations refering to assesment activity and certification made by CERTIND OCP, accessing the body web page (www.certind.ro).

The body is answering to any claimer and solves any reclamation that proves to be justify.

CERTIND OCP keeps recordings refering to reclamations, appeals and calls received, recordings to corective actions carry out and their efficiency according to adopted regulations in the above maintioned documents.

15. RECORDINGS

The generate recordings as result of present procedure aplication are treated according provision of controll procedure of arecordings are archivare in Certification folder of product, in conditions of confidentiality and of security and are kept at least a period of 10 years from last registration.

Imposed recordings of present procedure are:

- Official request of product certification - F-POP-01-01,
- Autoevaluation questionnaire in the view of certifying the conformity of product - F-POP-01-02,
- Evidence Records for using the CERTIND OCP mark- F-POP-11-03.

16. ANNEX

- Annex 1 – flow chart for assessment activities and certification for conformity of product,
- Annex 2 - Technical folder/paper case content

17. FORMULATIONS

- Evidence Recording of using CERTIND OCP mark- F-POP-11-03.

Revision Evidences

Edition no.	Rev. no.	Review Pages	Scope of revision	Date
1	0	-	Initial Edition (SR EN 45011: 2001)	01.09.2005
2	0	-	The second Edition	01.03.2007