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Jiangsu Zhongwang Jiamei Certification Center Co., Ltd.

Certification of public documents

(Certification supervision and management part)

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1. Duties, Rights and Obligations of Certified Customers

1. Responsibilities

1) Maintain and improve the consistency of the management system according to the approved certification audit criteria and continuously implement improvements.

2) Ensure that the products covered by the registration management system meet the specified requirements and prevent violations of the certification criteria.

The occurrence of a qualifying event.

3) The registered management system should be notified to ZWJM in a timely manner of any changes, major quality accidents, environmental

Accident and safety incident information, non-conformity information found during inspections by relevant supervisory and inspection agencies, and major customer investments

Vote for information.

2. Rights

1) Have the right to understand ZWJM supervision and audit procedures and related requirements.

2) Have the right to know ZWJM's appeal/complaint procedures and to lodge a complaint/appeal against ZWJM, including cross-level complaints/appeals.

3) Have the right to correctly use and publicize ZWJM certification certificates and

Logo.

4) Have the right to raise objections to the composition of the supervisory audit team.

5) Have the right to require ZWJM to guarantee that it will not disclose technology and business secrets to third parties without consent.

6) Have the right to make necessary confidentiality requests during on-site audits.

7) Have the right to obtain information and materials provided by ZWJM and participate in relevant management meetings and training organized by ZWJM

and seminar activities.

8) Have the right to accept all relevant services provided by ZWJM.

3. Obligations

1) Commit to and always comply with the relevant guidelines and regulations of the certification system.

2) Timely inform ZWJM of any changes in the management system after registration or any changes that may affect the maintenance of its certification status.

The necessary information of the contract, including all the information involved in the terms of responsibility.

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3) Make all necessary arrangements for the conduct of the audit, including arrangements for auditing, monitoring, recertification and resolution.

Prepare documents for review, provide records and prepare relevant personnel for complaints, provide and ensure relevant management bodies

Access to all areas of the system (if necessary, "no-entry" areas must be agreed in advance).

4) Perform the contract and pay the required audit fees on time.

5) Maintain the mutual certification reputation of both parties and provide certification for the on-site audit activities of ZWJM auditors.

Reality.

6) Accept annual supervision and audit by ZWJM on schedule.

7) Use the certification certificates issued by ZWJM correctly according to the quality, environment, occupational health and safety certification system regulations.

Signs, no misleading advertising.

8) When promoting the certification results, the reputation of ZWJM should not be damaged, and only the quality, environment, occupational health and safety of the approved

Promote the scope of safety and energy management systems.

9) Immediately stop using your account upon receiving a notice of suspension, revocation or cancellation/termination of your certification (regardless of the decision).

Stop advertising involving certification content and return all certification documents as required by the certification body.

10) Ensure that certification documents, marks or reports are not used or partially used in a misleading manner.

11) References to certification content in communication media (such as the Internet, brochures or advertisements) should comply with

ZWJM requirements.

12) During the initial audit or re-certification audit of the environmental management system certification, the auditee must provide

A certificate of environmental compliance issued by the local (municipal or prefectural level) Environmental Protection Bureau.

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2. Supervision and audit after management system registration and qualification maintenance

1. Purpose and time of supervisory audit

1) The purpose of the supervisory audit is to verify whether the management system of the ZWJM certified customer is continuously effective after registration.

operation, and whether the audit criteria can be met. Also consider whether changes in the auditee's operations have an impact on

The management system has had an adverse impact.

2) According to the national certification system regulations and relevant accreditation standards, the management system of ZWJM certified customers

Conduct surveillance audits. Regular surveillance audits (including surveillance audits after recertification) shall be conducted at least once a year.

As a minimum, the first surveillance audit should be conducted at least 12 months after the initial certification stage 2 audit.

Thereafter, the interval between each supervisory audit shall not exceed 12 months.

3) When the supervisory audit deadline is reached and there is evidence that the certified organization is not yet qualified to conduct supervisory audits

The supervision and audit period may be appropriately extended when necessary, but the longest interval shall not exceed 15 months.

4) If the supervisory audit is not carried out within the time limit, the certification certificate shall be suspended or revoked in accordance with Article 6.

reason.

5) Based on the completion time of the initial audit of the management system and the operation of the management system of the auditee/audited party

The audit department shall issue the "Supervision and Auditing Agreement Notice" in due course, and the certified enterprises shall

The relevant cooperation work shall be arranged according to the specified supervision and audit time.

2. Requirements for supervision and audit

1) The procedures and methods of supervisory audit are the same as those of initial certification audit.

2) In order to enable on-site audit activities to observe product production or service activities, on-site audits should be arranged

It is carried out during normal operation of product production or service activities covered by the certification scope.

Due to the seasonality of product production, it is difficult to cover all products in each supervision audit.

The supervisory audit during the validity period of the certificate must cover all products within the scope of certification.

3) The management system of the certified enterprise has undergone major changes, such as major adjustments to the organization,

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When there is a change in the authorized personnel, the nature of the enterprise, etc., which may affect the certification basis, ZWJM should promptly

Identify and determine the need for special audits. When necessary, arrange special audits in a timely manner.

4) If the annual normal supervision and audit arrangement cannot be accepted after communication, ZWJM will

Make a decision to suspend the certification qualification (the suspension period is limited to 6 months). After the suspension period expires, the company cannot accept the supervisory review.

When the application is reviewed, ZWJM will make a decision to revoke the registration qualification.

5) The formal members of the supervisory audit team shall be composed of auditors with corresponding qualifications appointed by ZWJM.

The audit team should be objective, fair, and have professional capabilities that meet the requirements.

The audit plan and audit team composition shall be notified to the audited party for confirmation.

3. Content and scope of supervision and audit

1) Quality Management System:

a. The clauses that must be reviewed in each QMS supervisory audit are: 4.1, 4.2, 4.3, 4.4, 5.1, 5.2, 5.3,

6.1, 6.2, 6.3, 7.1.5, 7.5, 8.1, 8.3, 8.4, 8.5.1, 8.6, 8.7, 9.1, 9.2, 9.3,

10

b. Other audit contents shall be determined by the team leader based on the operation status of the certified customer system, system changes, and the last audit results.

The distribution of non-conformities and the continuous improvement requirements of the system are determined to ensure the management of certified customers.

The company conducts a full and effective review of whether the management system continues to meet the requirements.

c. In addition to the production (service provision) sites that must be audited, at least the registered quality management system coverage

Other places that are more than 1/2 of the total area covered. The places that must be inspected are those places that are strongly related to the quality of the finished product.

The operating sites that meet the "multi-site" conditions are in accordance with ZWJM-W01-2019 "Regulations on Multi-site Certification Audit"

Implement sampling audit.

2) Environmental Management System:

a. The elements that are strongly related to maintaining the operation of the environmental management system must be reviewed in each supervisory audit. These elements are:

4.1, 4.2, 4.3, 4.4, 5.1, 5.2, 5.3, 6.1, 6.2, 7.5, 8.1, 8.2, 9.1, 9.2,

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9.3, 10.

b. Other audit contents shall be determined by the team leader based on the operation status of the certified customer system, system changes, and the last audit results.

The distribution of non-conformities and the continuous improvement requirements of the system are determined to ensure the management of certified customers.

The company conducts a full and effective review of whether the management system continues to meet the requirements.

c. In addition to the mandatory operating locations, at least 1/2 of the other operating locations covered by the system shall be audited each time.

The mandatory review sites refer to the operating sites involving important environmental factors.

For sites, sampling audits are carried out in accordance with ZWJM-W01-2019 "Regulations on Multi-site Certification Audits".

3) Occupational Health and Safety Management System:

a. Elements that are strongly related to maintaining the operation of the occupational health and safety management system must be reviewed in each supervisory audit.

The elements are: 4.1, 4, 2, 4.3, 4.4, 5.1, 5.2, 5.3, 6.1, 6.2, 7.5, 8.1, 8.2, 9.1,

9.2, 9.3, 10.

b. Other audit contents shall be determined by the team leader based on the operation status of the certified customer system, system changes, and the last audit results.

The distribution of non-conformities and the continuous improvement requirements of the system are determined to ensure the management of certified customers.

The company conducts a full and effective review of whether the management system continues to meet the requirements.

c. In addition to the mandatory operating locations, at least 1/2 of the other operating locations covered by the system shall be audited each time.

The places that must be reviewed are: operating places involving important hazardous sources.

The sampling audit is carried out in accordance with ZWJM-W01-2019 "Regulations on Multi-site Certification Audit".

4. Conclusion of supervisory audit

1) It is recommended to maintain certification registration status.

2) It is recommended to suspend the certification registration qualification.

3) It is recommended to revoke the certification registration qualification.

5. Rules for determining supervisory audit conclusions

1) Conditions for maintaining certification registration

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When the overall evaluation is satisfactory or good and none of the following suspension conditions occur.

2) Conditions for suspending certification registration qualifications

If one of the following situations (but not limited to) occurs, ZWJM shall suspend the operation within 5 working days after investigation and verification.

Certification qualifications of certified customers:

a. The certified customer fails to conduct surveillance or recertification audits at the required frequency;

b. Failure to conscientiously perform the rights and obligations of the certificate holder after certification, including failure to submit supervision and audit in a timely manner

Fees, etc.

c. The certified customer actively requests suspension, including enterprise relocation, suspension of production, etc.

d. Found any violation of the use of certification certificates and certification marks, publicity of certification qualifications, and updates of registration management systems.

In terms of rectification, compliance with the national certification system and maintaining the reputation of ZWJM, there are violations and have caused certain impacts.

But it does not constitute disqualification.

e The client's certified management system continues to or seriously fails to meet the certification requirements, including

For example, when a certain aspect of the comprehensive evaluation of the management system is unqualified;

f. If the product fails to meet the quality standards during the product inspection, or if the customer lodges a protest complaint against the product quality, the ZWJM

Investigate and confirm that the problem is serious (applicable to QMS);

g. Problems with supervision and inspection by relevant government departments or major occupational health and safety risks to the organization by relevant parties

Filing a protest complaint, which is investigated by ZWJM and confirmed to be a serious problem (OHSMS applies);

h. Serious problems found by relevant government departments during supervision and inspection, unqualified or

Stakeholders lodge protest complaints about the organization's significant environmental impacts. ZWJM investigates and confirms that the problem is serious.

(Applicable to EMS);

i. When a quality, environmental, occupational health and safety accident occurs in the certified client organization, and the accident level is

It is defined as above the major (large) level in the relevant industry regulations/standards, and/or it has attracted the attention of the news media and

Accidents/incidents of public concern;

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j. The product fails to meet the specified qualification rate and user requirements under the specified conditions.

l. There are violations in the consistency of the certified products, which cause certain impacts, but do not constitute revocation of qualifications.

1) According to the Regulations on the Reporting, Investigation and Handling of Production Safety Accidents, State Council Order No. 493:

Causing the death of more than 10 but less than 30 people, or serious injuries to more than 50 but less than 100 people, or 50 million

Major accidents with direct economic losses of more than RMB 100 million but less than RMB 100 million;

Causing the death of more than 3 but less than 10 people, or causing serious injuries to more than 10 but less than 50 people, or RMB 10 million

Major accidents with direct economic losses of RMB 50 million or less;

2) According to the Measures for the Reporting of Information on Sudden Environmental Incidents by the Environmental Protection Administration, HS [2006] 50

No. stipulates:

The following major environmental incidents (Level II) occurred:

(1) Death of more than 10 and less than 30 persons, or poisoning (serious injury) of more than 50 and less than 100 persons;

(2) The regional ecological functions are partially lost or the living environment of endangered species is polluted;

(3) Due to environmental pollution, local economic and social activities have been greatly affected, and more than 10,000 people have been evacuated.

More than 50,000 people but less than 50,000 people;

(4) Category 1 or 2 radioactive sources are lost, stolen or out of control;

(5) Environmental pollution has caused large-scale pollution of major rivers, lakes, reservoirs and coastal waters, or the county

Pollution incidents resulting in interruption of water supply from urban water sources at or above the county level.

Major environmental events (Level III):

(1) More than 3 but less than 10 people died, or more than 10 but less than 50 people were poisoned (severely injured);

(2) Cross-regional disputes caused by environmental pollution have affected local economic and social activities;

(3) Category 3 radioactive sources are lost, stolen or out of control.

3) In accordance with the Measures for Investigation and Handling of Occupational Disease Hazard Accidents:

Acute occupational diseases occur in more than 10 but less than 50 people, or less than 5 people die, or occupational

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Major anthrax incident involving less than 5 people;

4) According to the “Notice on Reporting and Administering Quality Accidents in Housing Construction and Municipal Infrastructure Projects” issued by the Ministry of Housing and Urban-Rural Development,

The Notice on Investigation and Handling of Cases (Jianzhi [2010] No. 111) stipulates:

Causing the death of more than 10 but less than 30 people, or serious injuries to more than 50 but less than 100 people, or 5,000

Major accidents with direct economic losses of more than 10,000 yuan but less than 100 million yuan;

Causing the death of more than 3 but less than 10 people, or serious injuries to more than 10 but less than 50 people, or

A major accident with direct economic losses of more than RMB 100 million but less than RMB 50 million;

k. Violation of national certification and accreditation regulations and ZWJM certification requirements, but not constituting revocation conditions;

m. Failure to assume or perform the responsibilities and obligations agreed in the certification contract;

n. Being ordered to suspend business for rectification by relevant law enforcement and regulatory authorities;

o. The local certification regulatory authorities discover problems with the operation of the system and need to suspend the certificate;

p. If the administrative license, qualification certificate, compulsory certification certificate, etc. held by you have expired, please resubmit it.

The application has been accepted but the certificate has not yet been renewed.

3) Conditions for revoking certification registration

When one of the following situations occurs, ZWJM shall, within 5 working days after obtaining relevant information and conducting investigation and verification,

Revoke its certification:

a. When two or more aspects of the comprehensive evaluation of the management system are unqualified;

b. During the suspension period, if the customer fails to resolve the issue causing the suspension within the time limit specified by ZWJM (including

The administrative license, qualification certificate, compulsory certification certificate, etc. held by the applicant have expired but have not been approved.

If the conditions for supervision and audit are not met during the suspension period or if the

Failure to pay the supervision and audit fees;

c. After the notification of suspension of certification registration qualification is issued, corrective measures are not taken in time to close the non-conformities;

d. Serious problems are found in the environmental supervision and inspection of relevant government departments, and the nature is very bad (EMS is applicable)

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authentication);

e. Serious occupational health and safety issues are found during supervision and inspection by relevant government departments, and the nature of the issues is extremely serious.

(Applicable to OHSMS);

f. Quality, environment, occupational health and safety accidents of certified customers shall be determined in accordance with relevant industry regulations/standards.

The meaning is major (large) level or above, and (or) causes serious social impact, attracting the attention of news media and society.

Accidents/incidents that have received our attention and have been identified as accidents of responsibility by the accident investigation team;

g. Seriously violate laws and regulations, intentionally violate national certification system or damage ZWJM's reputation and cause

Causes serious social impact or adverse regional impact;

h. In advertisements and related promotional materials, make false statements about the certification system, certification certificates and certification marks.

Make incorrect publicity or subjective misleading, causing serious adverse effects or consequences, or the certification body has asked it to correct

Positive but not corrected for more than 6 months.

k. The documents proving the legal status have been cancelled or revoked;

l. Refuse to cooperate with the supervision and inspection carried out by the certification regulatory authorities, or make inquiries and investigations on relevant matters.

Provided false materials or information;

m. If a major product or service quality safety accident occurs, the law enforcement and regulatory authorities confirm that the certified organization

caused by a violation;

n. The quality management system is not in operation or the conditions for operation are no longer met.

O. Other reasons why the certification should be revoked.

When the certified organization fails to meet the requirements to maintain the certification, ZWJM will make a decision to "suspend or revoke the certification"

The ZWJM will take measures in accordance with the provisions of the certification scheme, including: issuing a suspension or revocation notice, clarifying the suspension

the suspension period and make all necessary changes to the official certification documents, published information, and authorization to use the logo,

To ensure that there is no information showing that the management system continues to be certified. At the same time, certified customers are required to stop having

Advertising, external certification and related exhibition activities related to certification qualifications and collecting the original and duplicate certificates, including

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The suspension period of the certification certificate shall not exceed 6 months.

The qualification certificate, compulsory certification certificate, etc. have expired and the resubmitted application has been accepted but the certificate has not yet been renewed.

The suspension period for a particular situation may last until the date on which the relevant authority makes a licensing decision.

If the existing non-conformities can be effectively corrected during the suspension period, after verification by ZWJM, ZWJM will

If the decision is made to restore the certification qualification, ZWJM will review the official certification documents, published information, and logo usage.

Authorization, etc. to make necessary changes to ensure that the product remains certified; if the conditions for reinstating certification

The decision to reduce the scope of certification is made. ZWJM will make changes to the official certification documents, published information, and logo usage.

Make necessary changes to the authorization to ensure that the reduced scope of certification is clearly communicated to customers and

If no effective correction is completed during the suspension period, it will constitute

The conditions for revoking certification qualifications shall be evaluated by the ZWJM Technical Department and then reported to the General Manager for approval.

2) After making the decision to "revoke the certification qualification", ZWJM will promptly take back the revoked certification certificate.

Retract and promptly announce or declare the revocation decision in relevant media and websites.

ZWJM shall publish relevant information on its website when suspending or revoking the certification certificate and shall

Required to report to the National Certification and Accreditation Administration.

ZWJM has the obligation and responsibility to take effective measures to prevent all kinds of invalid certification certificates and certification marks from being used again.

Continue to use.

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3. Special audit (expansion and reduction of certification scope)

ZWJM management system certified customers can apply for expansion during the registration management system supervision audit or when necessary.

Scope of management system certification.

1. Conditions for expanding the scope of management system certification

1) When expanding the scope of products covered by the system (including extending the production line of covered products, such as power transformers

The products to be included in the management system shall meet the following conditions:

a. The conditions for normal mass production and supply are met;

b. Has been incorporated into the normal control and management of the management system;

c. Have the ability to ensure that the management system covers the products.

2) When expanding the operation site of the management system, the site to be expanded into the system must meet the following conditions:

a. It has become a normal part of the management system organizational structure;

b. Has been incorporated into the normal control and management of the management system;

c. The corresponding control status of the area covered by the original system has been achieved.

3. Factors that reduce the scope of management system certification

1) The scope of products covered by the system is reduced for the following situations:

a. Products, production processes and equipment that have been explicitly phased out by the state;

b. Products that are banned or have their production restricted;

c. Products that have lost necessary qualifications and are no longer suitable for continued production;

d. Products that the certified customer decides not to produce anymore;

e. The enterprise has separated the products within the system due to restructuring and other reasons.

The above-mentioned situations in clauses abc also constitute the conditions for ZWJM to forcibly narrow the scope of the registration management system.

The registered organization will no longer produce or will exit the coverage of the system.

2) The reduction of the scope of the system coverage is implemented in the following situations:

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a. Sites that have been separated from the registration management system organizational structure;

b. Premises that have been leased or contracted out to external operators;

c. Production and operation activities of products that have been separated from the registered quality, environmental and occupational health and safety management systems

A place of movement;

d. Locations that the certified customer decides not to cover anymore.

The situations in clauses AB above also constitute conditions for ZWJM to forcibly narrow the scope of the registration management system.

The above 1) and 2) also constitute the conditions for ZWJM to narrow the scope of registered products.

The organization should no longer produce or withdraw from product coverage.

b) The reduction of the scope of the management system is implemented in the following situations:

1) Sites that have been separated from the organizational structure of the registered product management system;

2) Locations that have been leased or contracted out to external operators;

3) The premises that have been separated from the production and operation activities of the covered products;

4) The premises that the certified customer decides not to cover anymore;

5)Others.

6. Audits with Short Notice

To investigate complaints, respond to changes, or follow up with suspended certified customers, it may be necessary to

The certified customers will be notified in advance and then reviewed.

The conditions under which the audit will be conducted.

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IV. Cancellation/termination of registration management system certification qualification

1. Nature of cancellation/termination of certification

The cancellation/termination of the registration management system certification qualification is the initiative of the certified customer and is not the responsibility of the certification body.

The scope of mandatory treatment for certified customers. However, the implementation process should still follow the necessary procedures in a standardized manner.

2. Background conditions for cancellation/termination of certification

In one of the following situations, the holder of the certification certificate should consider applying for cancellation/termination of the registration management system:

Accreditations:

1) When the standards or certification requirements on which the management system certification is based change, the certified customer is unwilling or unable to

When ensuring compliance with new requirements.

2) The certified customer believes that it is no longer necessary to maintain quality, environment, and occupational health due to changes in internal and external conditions.

Safety management system certification.

3)Others.

3. Procedures for cancellation/termination of certification

1) The certified customer submits a written application for cancellation/termination of registration and certification qualifications, which is directly submitted to ZWJM for review

department.

2) ZWJM will make a written decision to cancel/terminate its certification within 15 days after receiving the cancellation application.

And issue a notice of cancellation of certification qualifications.

3) ZWJM will take back the certification documents along with the notification of cancellation/termination of registration certification qualification.

4. Special instructions

When the ZWJM registered management system certified customer is already in the status of 2 (1) and does not apply for cancellation of certification status

If the certification is not up to standard, ZWJM may revoke its certification qualification through supervisory audit.

If the certification is terminated at the request of the customer, after approval by ZWJM, measures will be taken in accordance with the provisions of the certification scheme.

and make all necessary changes to official certification documents, published information, and authorizations for use of the logo to ensure

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There is no information to indicate that the management system continues to be certified.

According to the national accreditation regulations, the organization whose registered management system certification qualification has been revoked,

You may not re-apply for certification registration from any certification body for at least 12 months.

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V. Information notification requirements after management system certification

1. Scope of information that certified customers report to ZWJM

1) Changes in contact address and location, including organization name, address, website, telephone, fax, zip code

Waiting for changes to occur.

2) Changes in legal status, operating conditions, organizational status, or ownership.

3) Changes in organization and management (such as changes in management representatives, additions and deletions of organizational units, qualifications,

changes; changes in the legal representative and the top management).

4) Significant changes to the management system, product and service processes, changes in the scope of operations, and related management system

Renewal of certification related manuals and management system procedure documents.

5) The results of supervision and inspection of the management system and sampling inspection of products by government authorities.

6) Adverse information regarding the validity/conformity of the management system certification:

a. Covered product failure. Including: products produced under specified conditions but fail to meet the specified standards.

The product does not meet the product declaration, certificate, delivery note, packing list, nameplate, label, product

The product packaging shall indicate the adopted product standards; if the product fails to meet the national or higher-level product quality supervision and inspection,

or exposure in the news media;

b. Customer satisfaction with covered products declines and complaints occur;

c. The management system maintenance and improvement mechanism is out of control. Including: internal audit and management review cannot be carried out according to regulations.

Give;

d. A major safety accident resulting in casualties occurs;

e. An environmental liability accident occurs;

f. Product quality liability accidents occur;

g. The public reflects that the certification certificates and certification marks are used incorrectly.

2. Requirements for certified customers to report information to ZWJM

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1) Notification method: Report to the Audit Department in written form.

General information can be reported verbally or using communication tools and recorded and registered by the ZWJM Audit Department.

Information notification ledger.

2) Time limit for reporting. Information within the specified scope should be reported to ZWJM within one week after occurrence/discovery.

Notice.

3) The true and objective circumstances of the incident should be reported truthfully.

4) The certified customer shall be responsible for the timeliness, authenticity and completeness of the information reported;

If the certification is invalid, ZWJM will suspend or revoke its certification qualification and take back the certification certificate according to the specific circumstances.

5) Establish management procedures to ensure that necessary and up-to-date information is provided to ZWJM.

6) Organizations with level one environmental and occupational health and safety risks shall submit relevant information to ZWJM every quarter.

3. ZWJM's handling of information reported by certified customers

1) The Audit Department is responsible for accepting the information reported by certified customers and setting up a registration account for the reported information to ensure

No registration is missed and all are processed.

2) The notification information falling within the notification information scope 1, 1) and 2) shall be directly handled by the Audit Department and jointly with the General Affairs Department.

The documentation of the registration management system must be handled accordingly, and the information registration ledger must be closed item by item.

3) The notification information that falls within the scope of notification information 1-3) is generally handled directly by the Audit Department and a written response is given.

If necessary, please ask professional managers to jointly discuss preliminary opinions, which will be approved by the chief engineer or deputy chief engineer.

The Audit Department will implement the processing and, together with the General Affairs Department, will deal with the registration management system documents and materials accordingly.

The information registration ledger needs to be closed item by item.

4) For information falling within the scope of information notification 1 to 5), the Audit Department shall make preliminary handling opinions and

The Deputy General Manager approved the following disposal:

a. Require the formulation and submission of corrective measures, which will be followed up by the Audit Department;

b. Conduct on-site investigation and take action;

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c. Add or conduct a supervisory audit or review in advance;

5) The Audit Department shall ensure that each notification information is handled from beginning to end, and the resulting data and records are properly kept.

Save and archive as required.

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VI. Use of management system certification certificates and certification marks and publicity of certification qualifications

1. Nature and function of certification certificates and certification marks

1) The certification certificates issued by ZWJM shall comply with the requirements of CNAS-GC01-2006 “Certificate Management Guidelines”.

The certification mark of ZWJM shall comply with Article 26 of the Regulations of the People’s Republic of China on Certification and Accreditation.

Regulation.

2) The certification certificate issued by ZWJM is a certificate that the management system of the organization approved for certification complies with the prescribed management system.

Documentation supporting the standard/certification scheme.

3) ZWJM issues a certification certificate based on the certified management system.

If there is more than one certification certificate, the validity period of the certification certificate is 3 years.

4) ZWJM certification requires one copy each of Chinese and English versions.

5) Certification documents issued by ZWJM include:

The quality management system, environmental management system and occupational health and safety management system of the certification certificate are respectively in blue,

The green and yellow markings (on the left side of the cover) and the English words "ISO9001" are the international standards for certification.

National standard number to distinguish different management system certifications.

ZWJM gives the certification mark to the audited organization to determine whether its management system meets the certification requirements.

The logo is shown below:





6) The role of the logo:

a. The ZWJM certification mark indicates that the organization's certified management system is certified by Jiangsu Zhongwang Jiamei Certification Center.

It was implemented by Xin Co., Ltd.

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b. The CNAS accreditation mark indicates that the institution is accredited by the China National Accreditation Service for Certification Bodies.

Third-party certification bodies;

c. "International Accreditation Forum Quality Management System Multilateral Recognition Agreement Members Recognition" logo indicates that China

The China National Accreditation Service (CNAS) is a multilateral accreditation organization that has participated in and signed the International Accreditation Forum (IAF).

Certification bodies accredited by CNAS are members of the International Association of Laymen (MLA) and are recognized by the IAF as a group.

7) How to use the logo

Certified customers cannot use internationally recognized logos. When using national accreditation marks, ZWJM should also be used.

Certification mark, both are indispensable.

Our company has not yet been recognized by the relevant organizations and cannot use the logos of the relevant recognized organizations.

2. Requirements for the use of certification

1) Certified customers should use the certification correctly according to the ZWJM requirements for the use of certification certificates and certification marks.

The certificate clearly states the standards and scope on which the certification is based and does not mislead customers in any way.

2) ZWJM certified customers can use the certificate for display, publicity and to provide copies to customers and relevant parties.

This proves that the corresponding management system has passed the certification registration.

3) ZWJM management system certification shall not be used as a proof of product qualification or to imply that the product or service

Approved by the certification body.

4) Certification certificates shall not be used fraudulently for products and corresponding scopes not covered by the certification registration.

5) The right to use the certification certificate is not allowed to be transferred.

3. Requirements for the use of certification marks

1) The use of certification marks shall comply with relevant national and ZWJM regulations.

2) The certification result is different from the inspection and laboratory accreditation result. The certification mark shall not be used on the inspection result.

Test report and instrument and equipment verification and calibration report.

3) ZWJM certified customers can only use products or production and manufacturing covered by their management system or products with written authorization.

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Certification organizations shall not use the CNAS accreditation mark on products or consumer goods.

on product packaging visible to consumers, or in any other manner that could be interpreted as indicating product compliance.

4) Before using the certification mark, you must fill in the attached "Certification Mark Usage Preparation" in writing.

The application form must be submitted to the ZWJM Audit Department and can only be used after approval and written authorization.

4. Promotion of certification qualifications

ZWJM certified customers use the following media (such as brochures, advertisements, company profiles, product manuals or the Internet)

When citing certification status in documents such as the website or other documents, the following requirements shall be met:

1) When citing certification status in communication media (such as the Internet, brochures or advertisements) or other documents,

Comply with the requirements of the certification body; do not make or allow misleading statements about its certification qualifications; do not use or

The use of the certification document or any part thereof in a misleading manner is not permitted;

2) Certified clients should not mislead relevant parties into believing that CNAS is responsible for obtaining certification when using the accreditation mark.

The characteristic management system has been approved.

3) Do not use any part of the certification documents, marks and reports in a misleading manner;

4) The national accreditation mark and international mutual recognition mark can only be displayed through the certification certificate prepared by ZWJM.

use the logo in any other manner;

5) When the certification qualification is suspended or revoked, all reference certifications must be stopped immediately according to the instructions of ZWJM.

Advertising materials for qualifications;

6) Revise all advertising materials when the scope of certification is reduced;

7) When citing management system certification qualifications, it is not allowed to imply that the certification body has any authority over the product (including services) or process.

The program was certified;

8) Customers with certified management systems are not allowed to use the CNAS accreditation mark on products produced by their organization or on products without

Under the condition of making a declaration, it can be used on the product packaging.

The approval mark is used on the packaging of products produced by the organization (which will not reach the end user of the product, such as for transportation

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on the product's bulk packaging), or in any other manner that could be construed as indicating product compliance;

9) Customers with certified products can use the CNAS accreditation mark on certified products or individual packages.

10) It shall not imply that the certification is applicable to activities outside the scope of the certification;

11) When using certification qualifications, the certification body and (or) the certification system shall not be damaged in reputation or lose its public

Public trust.

12) When the certification is suspended or revoked, immediately stop using all references to the certification in accordance with the instructions of the certification body

Qualification advertising materials and return all certification documents as required by the certification body.

5. Handling of Violations

1) ZWJM mainly supervises and checks whether ZWJM certified customers are

Carry out certification promotion correctly and use certification certificates and certification marks correctly.

2) If it is found that a ZWJM certified customer misuses the certification certificate and certification mark, ZWJM will take the following measures depending on the severity of the case:

The following treatment measures:

a. Give a warning;

b. Request correction or take corrective measures to prevent recurrence;

c. Suspend or revoke its certification qualification;

d. resort to law;

e. Publication of Infringing Activities.

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VII. Recertification of management system certification when the certification certificate expires

The purpose of recertification is to verify the overall continuing effectiveness/conformity of the organization as a whole.

1. The validity period of the management system certificate starts from the date when ZWJM makes the certification decision and is valid for 3 years.

2. Three months before the expiration of the certification, the General Affairs Department will issue a re-certification notice to the certified customer.

If you are willing to maintain the certification of the registered management system in ZWJM, you should

Before the certificate expires, the applicant shall submit a re-certification application to ZWJM, which will be received and processed by the General Affairs Department of ZWJM.

3. The certified customer shall sign a new round of certification (re-certification) contract with ZWJM and collect the initial

2/3 of the certification fee.

4. The re-certification audit of the management system certification is basically the same as the initial certification audit procedure, and the audit man-days

In terms of time arrangement, both parties should strive to ensure that the new certificate can be valid for the same period as the original certificate.

Connection.

5. If the certified customer no longer accepts re-certification or accepts re-certification after the certificate expires, it is confirmed through prior communication.

The audit time will be after the original certificate expires. ZWJM will conduct the audit as usual before the expiration of the certificate.

Schedule a surveillance audit.

6. If an enterprise applies for re-certification after the original certification certificate expires, it will generally be subject to the certification project for the initial application.

reason.

7. When there are significant changes to the management system, the certified client or the operating environment of the management system (e.g. changes in legislation)

When changing, the re-certification audit activity may require a first stage audit.

8. The re-certification audit shall also include an on-site audit focusing on the following aspects:

a) the effectiveness of the overall management system or conformity of the product in light of internal and external changes, and

the continued relevance and suitability of the scope of certification;

b) Proven contribution to maintaining the effectiveness of the management system or product consistency and to continual improvement to improve overall

Commitment to performance;

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c) whether the operation of the certified management system in production and manufacturing promotes the achievement of the organization's policies and objectives.

9 When non-conformity or lack of evidence of conformity is found during the re-certification audit, the certification body shall specify

Time limit for implementing corrections and corrective actions before termination of the certificate

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8. Handling of Disputes, Complaints and Appeals

The principles of ZWJM in handling disputes, complaints and appeals are: seeking truth from facts, adhering to the principles, maintaining fairness, Strive for speed, promise confidentiality, and satisfy certified customers.

1. Dispute refers to a written statement of disagreement between the organization and ZWJM regarding the certification procedures and certification technology during the certification process. Discussions on purely theoretical and technical issues are not within the scope of the dispute. The technical department is responsible for handling disputes.

Dispute resolution:

1) Disputes raised during the certification audit process are generally resolved by the audit team leader and the auditee/audited party based on the certification If no consensus can be reached after consultation, the audit team leader has the right to make a decision first.

The nuclear team leader reports the dispute to the technical department, which then makes recommendations on how to handle the issue.

2) Any disputes raised during the audit should be submitted to ZWJM in written form.

Relevant personnel will conduct research, and the Technical Department will record the research results and notify the person who raised the dispute.

3) If the person raising the dispute is not satisfied with the outcome, he or she may take further measures (including filing a complaint).

2. Complaint refers to any organization or individual expressing to ZWJM, different from appeal and hoping to get a response. Written statement of ZWJM audit activities.

The general manager is responsible for handling complaints. The general manager authorizes a qualified person who is not related to the complaint to handle the complaint.

The ZWJM has the right to require the complainant to provide relevant information and necessary corroborative written materials. Obliged to make a decision on the complaint within 45 working days of receiving it and ensure that the decision is made

The complainant will be notified in writing within 5 days after the complaint is handled. ZWJM personnel involved in the complaint handling promise to keep confidentiality.

If the information is true and constitutes a non-conformity, ZWJM shall determine the cause of the non-conformity including any potential (tendency) factors and take corrective action when appropriate.

3. Appeal refers to the auditee's appeal against the unfavorable decision made by ZWJM related to its desired certification status. A written request for reconsideration.

ZWJM handles the relevant complaints according to the procedures of ZWJM104.

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The Grievance Handling Working Group will submit a security deposit to cover any costs that may be incurred in connection with the complaint.

Immediately after receiving the deposit, the investigation will be started; if the working group has not received the complaint documents within 10 working days,

If the deposit is not received, the appeal will not be considered. If necessary, the appellant is obliged to provide more detailed information within 5 days.

The time limit for handling the appeal is 6 months from the time ZWJM receives the appeal document.

If the information reported is true and constitutes non-conformity, ZWJM shall determine the cause of non-conformity including any potential (tendency)

If the complainant wins the case, ZWJM will return the entire deposit.

4. Upon receiving a complaint or appeal, ZWJM shall inform the party making the complaint or appeal that it has received a formal complaint or appeal and

Determine whether the complaint or appeal is related to the certification activities for which they are responsible and, if so, address it.

The decision to file a complaint or appeal should be made, reviewed, and approved by personnel who are not related to the certification activities involved in the complaint or appeal.

This includes persons who have consulted with or been employed by the Client (including those who have assumed management responsibilities),

Personnel who are within 2 years of the end of the consulting or employment relationship.

5. If the complaint or appeal is related to the certification activities that ZWJM is responsible for, ZWJM will report the handling results of the complaint or appeal to the relevant departments and

The termination of the process is formally notified to the party making the appeal or complaint.

The company's complaint/appeal telephone number: 0512-66552695

If the parties concerned cannot accept the decision of ZWJM on the handling of disputes, complaints or appeals, they can

The CNAS Secretariat communication information is as follows:

Address: Zhongren Building, No. 10 Chaowai Street, Chaoyang District, Beijing

Zip code: 100020 Tel: 010-65994612

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IX. Review of customer complaint records of certified clients

1. Contents of certified customer complaint records

1) A formal statement of dissatisfaction with the certified client - the organization and the products/services provided by the organization.

Physical evidence, such as letters, faxes, documents, articles, telephone records, interview records, etc.

2) Confirmation of issues involved in complaints from certified customers and information on reasons for non-conformity;

3) Records of the process and results of handling complaints from certified customers and the complainant's response to the handling results;

4) Relevant information on corrective and preventive measures taken by certified customers.

2. ZWJM's control over access to customer complaint records of certified customers

1) Purpose: It is necessary to assess and confirm the management system certification qualifications of the certified customer, but it shall not be used in any way.

Other excuses for free reading;

2) Based on: CNAS-CC01:2007 standard requirements.

3) Timing: During the supervision, review, and recertification of the registration management system, as well as based on the certified customer

When the information reported by the customer or obtained by ZWJM leads to complaints from certified customers that must be paid attention to;

4) Method: Review on-site at the certified customer and/or request the certified customer to send it to ZWJM for review;

5) Requirements: Certified customers should provide unconditional support and cooperation; ZWJM certification personnel must

Conduct reviews and evaluations impartially, objectively and realistically, and strictly abide by confidentiality rules.

3. Review the implementation procedures

1) During the on-site audit period of the supervision, review and re-certification of registration quality/environment/occupational health and safety

During the period, the audit team leader will directly implement it after obtaining the support of the auditee/audited party's management representative.

2) Review the complaint records of certified customers during non-audit periods, which shall be submitted by the Audit Department and approved by the Chief Engineer

It can only be implemented by personnel designated by the Audit Department.

3) During the non-audit period, ZWJM will send personnel to the certified customer site to review the complaint records.

Authorized credential documents and fulfill the management procedures specified by the certified customer.

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4. Procedures for handling the results of the inquiry

1) During the relevant on-site audit, review the complaint records of certified customers, and focus on making audit records and evaluations.

In addition, according to the relevant audit procedures, the audit report is passed and included in the audit assessment. When necessary, a special report can be made.

tell.

2) The follow-up procedures for reviewing the complaint records of certified customers during the non-audit period are as follows:

a. The executive personnel shall make a review record and submit a special report;

b. The Chief Engineer shall designate the Audit Department or other departments to review and propose a solution, which shall be approved by the General Manager;

c. The decision on handling shall be executed by the Audit Department.

3) The audit team or audit department collects relevant records. This is included in the supervisory audit, review and re-certification process.

Audit files and other special-related inquiries will be filed separately by the General Affairs Department.

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10. Certification Responsibilities

ZWJM is responsible for evaluating sufficient objective evidence and making certification decisions based on this.

Responsible for the audit sampling samples and corresponding audit conclusions.

ZWJM is able to maintain the stability of its financial resources and has the resources necessary for operation and sufficient reserve funds.

and have participated in relevant insurance, have sufficient capacity and made adequate arrangements to bear the responsibilities arising from operations.

appoint.

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11. Announcement of approved certification and list of certified customers

ZWJM can provide at any time a list of certified organizations that have been approved for management system certification registration and maintain qualifications, including

The scope of the approved certification. A list of certified companies valid at that time can be provided along with this public document.

Note: This public document will be revised in due course. Users can contact the ZWJM General Department to confirm relevant information when necessary.

interest.

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Annex 1

Certification Mark Use Registration Form

Name of certified customer				Registration Time			
Registration Number		Intended use time					
Covered Products							
Certification promotion and use of certification mark text and images (can be attached on a separate page)							
For other purposes (list the main application areas below)				For product packaging (list product name in the column below)			
Filing Person		Filing date		Date of Assignee		Reviewer Date	