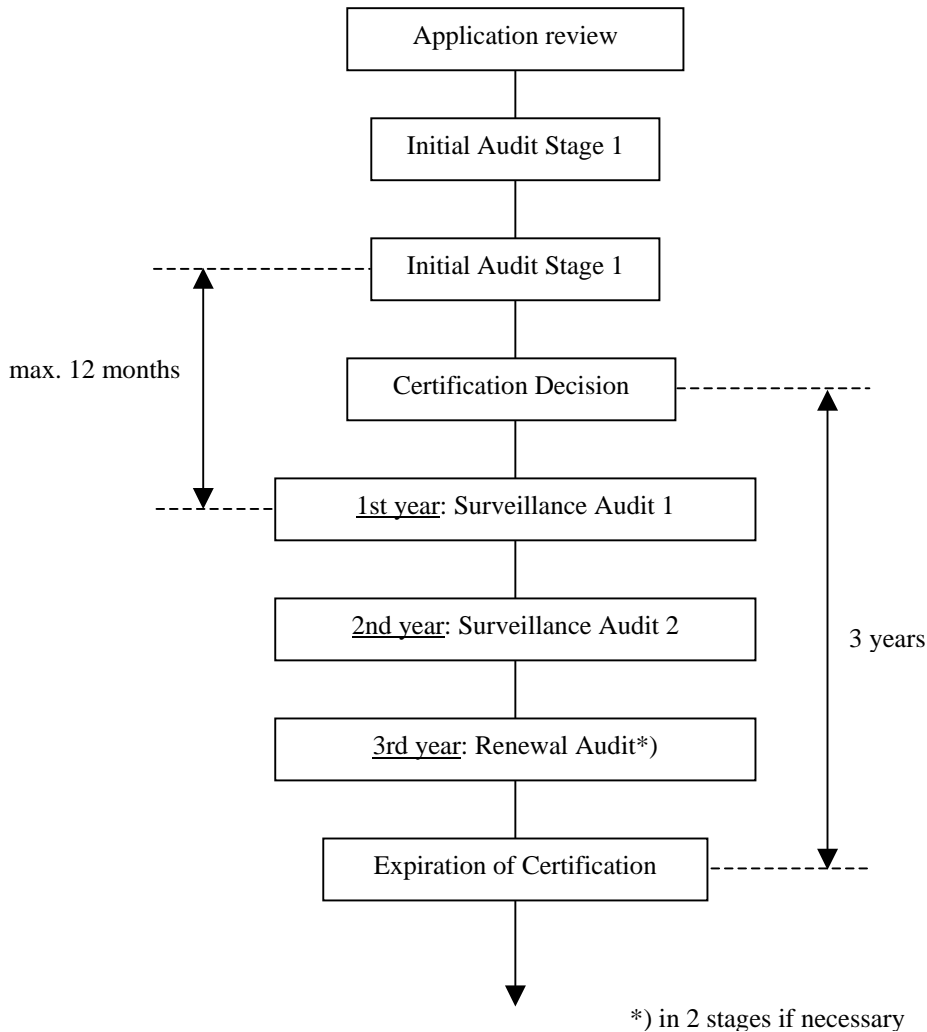


Management system certification

Certification cycle :



Explanations:

- All information necessary to review the application and plan the cycle will be provided through the forms F2-2.1 in addition to F2-2.2 or F2-2.3 as required (available on www.snch.lu).
- The management system shall be in conformity with the standard(s) for, e.g. EN ISO 9001:2000.
- All audits are carried out according to the requirements of standard EN ISO 19011.
- The audit duration will be determined according to guidance document IAF GD 2:2005, issued by the International Accreditation Forum.

- For Stage 1 of the initial audit, the quality manual must be sent to the lead auditor. In some cases, the lead auditor may ask for additional documents from the management system.
- The lead auditor may choose to carry out parts of Stage 1 on the client's premises.
- The client shall carry out his management review and internal audit *before* the initial certification audit.
- Nonconformity system (NC):

No certification will be granted or extended if, during an audit, at the least the following have been found:

1 Major NC
or 3 Minor NC on the same standard clause
ou 5 Minor NC in total

with the following definitions:

NC Ma: total absence of description or application of a requirement.
 Nonconformity preventing the functioning of the management system.

NC Mi: partial absence of description or application of a requirement.
 Nonconformity *not* preventing the functioning of the management system.

- During a surveillance audit, at least the following standard clauses will always audited: 4.2 / 5 / 5.6 / 7.5 / 8.2 / 8.3 / Customer complaints / 8.5 / Review of marks and certificate use.
- Information about issued, suspended or cancelled certificates can be obtained by simple request to SNCH.
- In case a certificate suspension last longer than 6 months, it can not be reinstated without an additional audit.

For further information or a quotation, do not hesitate to contact SNCH at the following address:

Société Nationale de Certification et d'Homologation s.à.r.l.
11, rue de Luxembourg
L-5230 Sandweiler

Tel: 00352 35 72 14 250

Fax: 00352 35 72 14 244

E-Mail: info@snch.lu