

Department Operation	R M X CONCRETE SOLUTIONS LLP	No.	QP/03
		Rev. No.	01
		Date	01-05-2024

1.0 Purpose

The purpose of this procedure is to describe a process for granting, for maintaining, for extending or reducing the scope of, for suspending, for withdrawing or for refusing certification.

2.0 Scope

This procedure applies to all types of certification scheme operated by **R M X**.

3.0 Responsibility

3.1 **Certification Manager** is responsible for issue of Certificate of Conformity to Certified RMCPCS, review and approval of Certificate. He is authorized to send Suspension or Withdrawal Letters / E-Mails to the Client for the Certified RMCPCS. He is supported by the Certification personnel (Management System Auditor and Technical Evaluators) for all routine activities, such as Granting, Maintaining list of Certified RMC, Recertifying the Product, Extending or Reducing the scope of Certification as well as Suspending or Withdrawing or refusing the RMCPCS Certification.

3.2 **Certification Committee** is responsible for Approval / Authorization of Certificate of RMCPCS.

3.3 **Management Representative** is responsible to ensure that the list of Certified RMC is maintained up to date by Certification Manager based on the Certificate issued to the Client.

4.0 Description of Activity

4.1 Receipt and Review of evaluation report

4.1.1 Evaluation team (team involved in the Certification of Product at Client place) submits the evaluation Documents / Reports to the Certification Manager upon completion of evaluation. This includes the checklists for the Certification as well as the Inspection Reports and Test Reports, if any received from outside Accredited Agencies based on the Certification Scheme.

4.1.2 All such documents are reviewed by Certification Manager for the completeness of the documents as well as signature of the evaluation team.

4.1.3 Certification Manager reviews the filled evaluation Checklist / Records and supportive documents (such as Drawings, Inspection Reports, Test Reports, Sketches, Specifications etc.) submitted by Evaluators (evaluation Personnel).

4.1.4 If required, he may consult Concern Management System Auditor and Technical Evaluator for such review.

4.1.5 Based on review of evaluation Records, decision for the Issue of Certificate for the RMCPCS is taken subject to closure of the non-conformities / observations issued during the evaluation.

4.2 Granting of Certificate for the Product

4.2.1 Upon receipt of Corrective Actions from the Client against the non-conformities / observations, the same is reviewed by Certification Manager. Based on the recommendation of the evaluation team, non-conformities / observations are closed. The evaluation report along with the Corrective Actions and recommendation of evaluation is put

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in the Certification Committee for its Review and Approval.

- 4.2.2 Meeting of Certification Committee is held at every 15 days. During the meeting all the evaluation records are verified and upon successful Verification the Certification Committee decides for Granting the Certificate for the identified RMC.
- 4.2.3 Based on the decision on granting of certificate by Certification Committee, Certification Manager prepares Certificate of Conformity with all the relevant information related to the RMC.
- 4.2.4 Upon completion of the Certificate of Conformity the same is given to the Managing Director for the Approval.
- 4.2.5 Certificate of Conformity (All the content as mentioned in clause no. 7.7 of Quality Manual) is issued to the Client after approval from the Certification Committee

4.3 Maintaining Certificate of Conformity for the RMPCCS

- 4.3.1 For maintaining the Certification for the Product, the periodic Surveillance Audit is conducted for the periodic evaluation. The periodic evaluation is conducted **atleast once in 6 months**. During the periodic evaluation the same method is followed and defined checklist is followed for the periodic evaluation of the Product Certification.
- 4.3.2 Based on the successful periodic evaluation, the Product Certification is recommended till the next periodic evaluation.

4.4 Extending Certificate of Conformity for the RMPCCS

- 4.4.1 The Certificate of Conformity may be extended in the following circumstances;
- evaluation is already done in time, but due to heavy workload, it is not possible to review evaluation documents by Certification Committee,
 - Certification Committee may not be available for approval of the Certificate of Conformity,
 - Due some other unavoidable circumstances.
- 4.4.2 Based on any of the above situations, the decision for the extending the Certificate of Conformity is taken by Certification Manager, extension letter is prepared and is issued to the Customer with the reference to the Certificate of Conformity Number.
- 4.4.3 All such extension is given for the period of three months from the expiry date of the Certificate of Conformity.

4.5 Suspension, and Withdrawal or Cancellation of Certificate of Conformity

- 4.5.1 This instruction covers Suspension Procedures through withdrawal or Cancellation of the Certificate of Conformity and revision of the directory of Certified Clients for the identified Products.
- Grounds for action are brought to the attention of the Certification Manager, who reviews the information and decides whether to proceed.
 - If the Certification Manager decides to proceed, the Certified Client must reply to **R M X** within fifteen days of receipt of letter.
 - If the Certification Manager determines that the action or position contained in the Certified Client reply is satisfactory, he issues a letter stating this, and mails it to the

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Certified Client via registered mail.

- If actions are required, due dates must be set and Certification Manager must review the actions at those times to ensure that they are effectively completed in order to prevent Suspension or Cancellation.
- If the Certified Client does not reply in 15 days, or if the reply is not satisfactory, or if the actions required are not effectively completed in the allowed time, then the Certification Manager determines whether to Suspend or Cancel Certification.
- If the decision is made to cancel Certification, then the CEO is responsible for suspending the Certified Client or canceling the Certified Client from the Directory of Certified Client, advising the Certified Client by registered mail / courier, and publicizing the Cancellation, if necessary.

4.5.2 The following reasons are considered grounds for Suspension or Cancellation:

- Major Non-Conformance(s) or effective Corrective Action not implemented within a specified time period during Assessment including Surveillance Assessment,
- Major Non-Conformities observed, which can lead to failure to the defined requirements of relevant Standard during the Periodic Assessment including Surveillance Assessment,
- Improper use of the Certificate of Conformity, Symbol, or Marks not remedied to the satisfaction of **R M X**
- Certified Client ceases to supply services of the Certified Quality for an extended period of time.
- Certified Client's has persistently fails to meet any of the requirements for Certification including requirements for the effectiveness.
- Certified Client fails to meet financial obligations to **R M X**
- Certified Client makes a formal request to withdraw Certification.
- Infringement by the Certified Client of any contractual conditions between the Certified Client and **R M X**
- Certified Client is unable or unwilling to ensure Conformance to revisions of Standards.
- Existence of a serious Complaint, or a large number of second or third party Complaints, which indicate that the system is not being maintained.
- Certified Client does not allow periodic evaluation to be conducted at the required frequency

4.5.3 Once the decision on the Suspension is taken on the Client due to non-fulfillment of specified requirements, the decision on Suspension will be communicated to client by e-mail or by letter and Suspension of maximum period of 6 months will be imposed on Client and Client will be informed for not to use the Certificate of Conformity or Mark.

4.5.4 The Name of Client will be updated on the Suspended Client category on the Web Site. The Client may approach to the Global, after completion of 3 months' Suspension for the revoke based on Corrective Actions taken. Minimum Suspension of 3 months will be imposed.

4.5.5 Client may appeal against the decision on the Suspension only one time. The Appeal will

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be treated as per the procedure for Complaints and Appeal. If the decision of Appeal is also kept to continue the Suspension, then no further Appeal can be done by Client.

4.6 Conditions for Suspension or Cancellation of Certified Client

4.6.1 Subject to actions by the Certified Client, the following steps will be taken leading to possible Suspension or Cancellation of the Certified Client's RMCPSC Certification:

- Unless a reply is received to the letter accompanying notification within 15 days, Certification will be suspended and a notification of Suspension may be published at the discretion of **R M X**
- The Certified Client's response to the accompanying letter will be reviewed and the proceedings may be put on hold while clarification is sought.
- Where mutually agreed-upon Corrective Action is to be implemented, a time period for implementation will be specified and a review of the Corrective Action undertaken at the appointed time. This may be the subject of a special Surveillance visit or of review of submitted objective evidence, at the discretion of **R M X** should the Corrective Action not be considered adequate or not be completed by the appointed time, Certification will be automatically suspended.
- In the case of serious circumstances, **R M X** may invoke Suspension during the period pending the implementation of Corrective Action.
- Where Suspension has been invoked, unless otherwise specified, the Certified Client must advise **R M X** every 15 days of the current situation of Corrective Action. Failure to meet this requirement will result in Cancellation of the Certified Client's Certification.
- Where Suspension has been invoked due to failure to conduct periodic evaluation, the Certified Client shall give justification for failure and offer suitable date. An additional day shall be added to routine periodic days. The date shall not be later than 12 months from last evaluation. Failure to offer for evaluation within 12 months shall result in Cancellation of Certification.
- When Corrective Action to resolve the problem(s) taken by the Certified Client has been verified, Certification will be resumed. The Period of Certification will not be revised to cover the Period of Suspension.
- Cancellation of Certification will be invoked where; following Suspension of Certification, the Certified Client fails to respond to **R M X** communications within the 15 days grace period or fails to implement Corrective Action within the appointed time period.
- In extreme circumstances **R M X** may invoke the Cancellation of Certification with immediate effect without recourse to Initial Certification Suspension.
- Cancellation of Certification will require the Certified Client to assume the status of Non-Approval and return all Certification documentation to **R M X**
- Use of Certification documents, Symbols, or Marks by the Certified Client following Certification Cancellation may result in legal action being taken against the Certified Client.
- Re-approval after Certification Cancellation will be on the same basis, and follow the same process, as that of Initial Application for a New Certified Client. This will require a full assessment, with optional document review at the discretion of **R M X**

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- The Re-Certification will be published as a separate list and will be available at the **R M X** office and made available upon request.
- The Certified Client has the right to appeal any decisions of **R M X** and a copy of the appeals Procedures will be made available upon request.
- Certification Manager shall remove the companies where the Certificate of Conformity has been cancelled. During Suspension, Suspension remark shall be placed in the registered of Certified Client.
- The Certified Client files for all cancelled cases shall be archived for a period of 3 months and then destroyed.

4.7 Refusing Certification

4.7.1 Refusal of the Certification is done in the following circumstances;

- Client fails to submit the Corrective Actions within 30 days' time frame from the date of evaluation,
- Corrective Actions submitted by the Client are not satisfactory considering the non-conformities / observations,
- Client fails to pay the required fees in the given time frame,
- Client does not want to have Certificate of Conformity after completion of the Assessment,
- Objective evidence submitted during the evaluation found fake.

4.7.2 All the above reason will lead to refusal of RMCPCS Certification even after completion of the evaluation. Certification Manager will take decision on the refusal of Certificate of Conformity based on the above circumstances.

4.7.3 Details of refusal of the Certificate of Conformity are given to the Client in the writing and Show Cause Notice is submitted to the Client for such incidence.

4.7.4 Client is requested to reply in writing against the Show Cause Notice.

4.7.5 The details of refusal of Certificate of Conformity are maintained in the Client file and then file is closed.

4.7.6 Certification Manager maintains the list of refusal of the Certificate of Conformity.

5.0 Reference

5.1 ISO/EC 17065 Conformity assessment – Requirements for bodies certifying RMC, processes and services

6.0 Enclosure Nil

7.0 Formats / Exhibits

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|-----|-------------|-----------------------|
| 7.1 | F/OPN/01 | evaluation plan |
| 7.2 | F/OPN/02 | Evaluation report |
| 7.3 | F/OPN/03 | Non-conformity report |
| 7.4 | F/OPN/04/XX | Evaluation checklists |

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