



1 PURPOSE

1.1 To put a system in place for creating and issuing of TQ Cert offer letters and contracts.

2 SCOPE

2.1 Registration Systems covers under ISO 17065 - 2012 and other applicable schemes. TQ Cert shall confine its certification requirements to those matters specifically related to the scope of certification.

3 RESPONSIBILITY

3.1 Authorized Signatory of Interested Party/TQ Cert shall be responsible to ensure the implementation of this procedure.

4 PROCEDURE: REGISTRATION

4.1 On receipt of enquiry from applicant the Designated Person or his deputy forwards the application form, basing on the requirements of the customer.

4.2 On receipt of filled in form, the Designated Person will review it to see that the information is complete. Designated Person will first determine the scope of application of client's activities and compares that to TQ Cert scope of accreditation. If the client activities do not fall within TQ Cert scope then the Designated Person will notify the Director who will determine if TQ Cert wished to add the relevant scope to TQ Cert scope by submitting the scope extension documents to the accreditation board, if TQ Cert wishes to add new scope then it will approach Accreditation Body/Interested Party for scope extension and to create necessary resources meeting requirement of qualifications and selection of assessors and Technical experts as necessary for scope extension. In such a case the customer may be issued a quotation. Any differences will be resolved with the customer before proceeding to issue the offer letter. The contract review is done as per the format PS/F-02. In case of not taking up the case the client will be informed accordingly stating with the reasons.

4.3 The Designated Person will generate an offer letter and forwards to the customer. The Designated Person will also document the appropriate assessor man-day requirements for the initial inspection/conformance and surveillance assessments. (Based on the guidance on man-days). All quotations are firm for 30 days from the date of issue.

4.4 Manday Calculation table (FSMS/AN-2) functions as the framework to determine the minimum of auditor mandays required to perform the initial inspection/conformance and surveillance/Re-registration.

4.5 Changes to Quotation/Contracts

Any changes to the approved quotations/contracts and its terms will be documented in the client files. All changes in registration program requirements require that existing quotations/contracts will be revised to incorporate those changes.



4.6 The Designated Person of respective scheme will forward welcome pack to the customer containing as applicable for the schemes (QMS/F-16).

4.7 Any changes to the approved offer and application for operational/surveillance assessments will be documented and mutually approved.

4.8 Re-Registration

Quotations will be prepared according to this procedure and as per the mandays applicable.

4.9 Transfer of registration

Quotation for transfer of registration from another register to TQ Cert will be prepared in accordance with this procedure and as per the process described in transfer of registration.

4.10 Records & Forms

- Company Information Sheet. (PS-BHC/F-01, PS-BRC/F-01)
- Contract review Checklist (PS/F-02)
- Letter of Offer (FSMS/F-04) & Contractual Agreement (FSMS/F-05).
- Welcome Pack (QMS/F-16)

5 REVISIONS

5.1 Original Issue