



**TQ Cert Services Private Limited**  
*(formerly Food Cert India Private Limited)*

PROCEDURE NO. : RMC-  
**P10**

**QUOTATION FOR SERVICES**

REV.NO. 01

DATE:  
01.03.2019

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**PROCEDURE FOR QUOTATION FOR SERVICES**

REV. NO.	DATE	BRIEF RECORD OF REVISIONS
01	01.03.2019	Procedure Number Renamed
00	30.11.2016	First issue

PREPARED BY : HEAD – QA

APPROVED BY : CHIEF OF CERTIFICATION

SIGNATURE :

SIGNATURE :

NAME : B VENUGOPAL

NAME : SAMPAT SURI



## 1.0 OBJECTIVE

To establish a procedure for preparing and issuing TQ Cert's quotations and contracts for services.

## 2.0 SCOPE

The procedure includes all quotations for contracting audit and certification services.

## 3.0 RESPONSIBILITY

3.1 Contract executive is responsible for ensuring the operation of the quotation process.

3.2 Contract executive is responsible for creating, obtaining approval and issuing all quotations and contracts for service.

## 4.0 PROCEDURE

### 4.1 PROCEDURE

4.1.1 Upon receiving a request for quotation from customer, Contract executive will send a RMC-F01 form for customer information. Multi site information will be sought if applicable.

4.1.2 Contract executive will review whether the information is clear and complete and that TQ Cert has the capability to perform the certification process. Any discrepancies, problems or deficiencies will be resolved with the potential customers prior to proceeding further.

4.1.3 Contract executive shall ensure that the scope is clear and that all proposed exclusions are identified. The scope description must be clearly stated in a way that will not be misleading.

a. Scope of certification: The functions, products, processes and/or services that are included with in the product certification scheme.

The product certification scope statement shall include general descriptions of major activities as applicable

- Sales.
- Design and development
- Manufacturing or delivery (of service)
- Service of product after delivery.

Remote locations performing major activities shall be identified.

4.1.4 TQ Cert certification contracts are typically quoted for a three year term.

4.1.5 Applications for Multi site certifications shall be reviewed as per the requirements in Instructions for certification of multiple sites based on sampling (Annexure-I)



#### **4.2 Product certification**

- 4.2.1 If the customer requests a product certification, contract executive will first determine ICS code.
- 4.2.2 Contract executive will then determine the appropriate on - site auditor day requirements in accordance with this procedure.
- 4.2.3 Stage- 1 audit should be conducted on site. The duration of stage- 1 audit shall be at least one day if the number of effective personnel is less than 175. If the number is beyond 175 the duration shall be at least 2 days. If it is a multi site audit, at least one site has to be covered in stage- 1 audit.
- 4.2.4 Instruction for duration of product certification audits” as per Annexure-III provides guidelines to determine the number of auditor days required to perform the certification and surveillance audits.
- 4.2.5 Actual days quoted will depend on the specifics of the organization and will be determined as per the guidelines (Annexure-III). (Actual days are likely to be at least 70% of table QMS-1). Guidelines for use of computer assisted auditing techniques (CAAT) (Annexure-IV) shall be followed where computer assisted auditing techniques are used.
- 4.2.6 The basis for deviations from table QMS-1 will be documented in the assessor day justification worksheet.
- 4.2.7 Surveillance assessment programs may be established at 6 months frequencies as per RMC-P04.

#### **4.4 Re-certification:**

Contract executive will verify prior audit results through audit history sheet and compare actual number of surveillance audit days. If the required number of surveillance audit days have been performed, Re-certification audit days shall be in accordance with guidelines given in instructions for duration of QMS/ EMS audits (Annexure-III).

#### **4.5 Transfer of quotations:**

Quotations for transfer of certifications from another CB to TQ Cert will be prepared in accordance with the instructions given in Annexure-II.

#### **4.6 Quotation approval:**

- 4.6.1 All quotations must be signed by Contract executive and Director.
- 4.6.2 The contract executive will document deviations.
- 4.6.3 All quotations are firm for 90 days from date of issue.
- 4.6.5 Upon receipt of a customer signed contract, contract executive creates the customer file.
- 4.6.5 Documentation pack is sent to client with

- Contract



**QUOTATION FOR SERVICES**

- TQ Cert contract information.
- Contract Code No.
- Documents to be made available during audit.
- Rights and responsibilities of client

**4.7 Quotation/ Contract changes.**

Any changes to the approved quotation/Contracts (Terms and conditions, fees, surveillance) etc. will be documented. All changes will need a contract review.

**5.0 REFERENCES**

Procedure for Initial Audit	---	RMC-P03
Procedure for Surveillance Audits	---	RMC-P04.

**6.0 RECORDS**

- Justification work sheet
- Client information (RMC-F01)
- Contract
- Quotation.