

**INDEPENDENT EUROPEAN CERTIFICATION GROUP
APPLICATION FOR CERTIFICATION
ISO 9001, ISO 14001, OHSAS 18001, ISO 22000**



For Office Use	EA Code		Contract Number
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1. Please complete this questionnaire in detail and attach any relevant supporting information, describing the Company's scope of operation, e.g. Company brochures or publicity material.
2. On receipt of the completed questionnaire, Independent European Certification (M) Sdn. Bhd. and Independent European Certification Limited will prepare and submit a proposal detailing assessment costs and timescales.

Please return the completed form to:	Certification Team Independent European Certification (M) Sdn. Bhd. (IECM) D12-7-1, Block 12, Dana 1, Jalan PJU 1A/46, 47301 Petaling Jaya, Selangor, Malaysia	Telephone:	+6 03 78426968
	Certification Team IECM & IECL (IECL) 42A Knight Street Pinchbeck Spalding Lincolnshire PE11 3RB United Kingdom	Fax:	+6 03 78426944
		E-mail:	info@iecmalaysia.com.my

Which Standard(s) do you wish to apply for? (Please select all that apply)

ISO 9001:2015 <input type="checkbox"/>	ISO 14001:2015 <input type="checkbox"/>	OHSAS 18001:2007 <input type="checkbox"/>	ISO 22000 <input type="checkbox"/>
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Contact Name	Name:	Contact Name <small>(if different from previous answer)</small>	Name:
Chief Executive	Name:	Number of Sites Requiring Certification	Note: For more than 1 site please provide addresses on a separate sheet of paper
Company Name			
1 st Line of Address			
2 nd Line of Address			
Town / City		Telephone	
County / Province		Fax	
Postcode / Zip Code		e-mail / web site	/
Country		Business Language of Site(s)	

For Integrated Systems Only

Declared Level of Integration	Yes	No
1 – Integrated documentation including as applicable manual, procedures and work instructions etc.	<input type="checkbox"/>	<input type="checkbox"/>
2 – Management reviews that consider the overall business strategy and plan	<input type="checkbox"/>	<input type="checkbox"/>
3 – An integrated approach to internal audits	<input type="checkbox"/>	<input type="checkbox"/>
4 – An integrated approach to policy and objectives	<input type="checkbox"/>	<input type="checkbox"/>
5 – An integrated approach to systems processes	<input type="checkbox"/>	<input type="checkbox"/>
6 – An integrated approach to improvement mechanisms (Corrective and preventive action, measurement and continual improvement)	<input type="checkbox"/>	<input type="checkbox"/>
7 – Integrated management support and responsibilities	<input type="checkbox"/>	<input type="checkbox"/>
This information is used to provide a quotation and assessment plan and may be subject to adjustment on the basis of confirming the level of integration at the stage one and subsequent audits.		

ISO 9001, ISO 14001, OHSAS 18001, ISO 22000:

Please describe a brief summary of the processes, products, and/or service provided by your company, The information provided will be used to define your scope of registration and will appear on your final certificate once successfully registered including the boundaries identified within your scope:

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Information about your company (Please tick / complete as appropriate)

Design & Manufacturer	<input type="checkbox"/>	Manufacturer	<input type="checkbox"/>	Stockist	<input type="checkbox"/>
Service Industry	<input type="checkbox"/>	Other	<input type="checkbox"/>	If Other (please provide additional details)	
Total number of employees:		Total No of employees in shift patterns:			Number of shifts:
No of General Production Operators	No:	Service / Installation (if applicable)		No:	
Design / Development (if applicable)	No:	Testing (if applicable)		No:	
Quality Assurance / Control	No:	Sales Persons (if applicable)		No:	
Administration / Technical	No:	Seasonal, Temporary, Contracted, Part Time (at present)		No:	

Please list the main processes within your company and for ISO 22000 how many HACCP's that you have:

Please list any applicable legal regulations / licences or specifications that apply to your company:

Please list outsourced processes/services (e.g. manufacture, design) that apply to your company:

ONLY FOR CLIENTS TRANSFERRING FROM ANOTHER ACCREDITED CERTIFICATION BODY

Is your company currently certificated by another Certification Body?		Yes <input type="checkbox"/>	No <input type="checkbox"/>
If Yes, please state the name of the Certification Body:		What is the Expiry Date of your certificate:	
What is your reason for seeking a transfer certification?	Recommendation <input type="checkbox"/>	Services offered <input type="checkbox"/>	Price <input type="checkbox"/>
			Other <input type="checkbox"/> Please specify
Has your company been declined certification by another Certification Body prior to this application? If so, what is the reason? Please submit details separately.		Yes <input type="checkbox"/>	No <input type="checkbox"/>
Do you currently have any outstanding complaints? If so please submit details separately.		Yes <input type="checkbox"/>	No <input type="checkbox"/>
Do you have any outstanding current engagements with regulatory bodies in respect of legal compliance? If so, please submit details separately.		Yes <input type="checkbox"/>	No <input type="checkbox"/>

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Please describe the extent of your documented information that has been developed to meet the normative standard requirements e.g. ISO 9001 etc.

Please indicate if you have any objection to the use of IECM & IECL Approved Sub-Contract Assessment Personnel			Yes <input type="checkbox"/>	No <input type="checkbox"/>
Does your company use / or are planning to use a consultant or consultancy company in respect to this application?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	If Yes Please provide the name of the individual or company used:	
The Contact/Chief Executive named earlier agrees on behalf of the company, to “the description of rights and duties” (pages 3 & 4 of this form) of IECM & IECL registered organisations, and accepts the conditions as defined in the accompanying rights and duties which represent the contract between the parties as the legally enforceable agreement				
Details confirmed by IECM & IECL		Signed		Date

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Appendix to the Application Form

Description of Rights and Duties of Applicants & of IECM & IECL Registered Organisations

All applicants and IECM & IECL registered organisations have the following rights as part of the senior management commitment:

1. The right from the senior management commitment of IECM & IECL that it understands the importance of impartiality in carrying out management/product system certification activities and provides for an effective management of the conflict of interest and ensures the objectivity of its management/product certification activities.
2. The right to receive unbiased assessment, surveillance and reassessment audits.
3. The right to be serviced in a professional manner.
4. The right to IECM & IECL services for a reasonable price in line with the written quotation.
5. The right to expect that IECM & IECL have the appropriate personnel for registration services.
6. The right to expect that IECM & IECL shall operate its business in a fair, unbiased, business-like manner.
7. The right to expect fast and focused service.
8. The right to expect that IECM & IECL shall only ask questions that is the requirements of the standard to which the applicant or organisation has applied.
9. The right to have the pass-fail criteria as well, as all audit findings Mandatory Improvement Action Report (major non-conformance) and Recommended Improvement Action Report (minor non-conformances), explained to the organisation at each audit. This is done at the closing meeting. Each auditor will explain the findings in detail and answer any questions relating to it at that time at the closing meeting. No consultancy by IECM & IECL auditors shall take place during discussions or questions/answer period.
10. The right to appeal/dispute the results of any audit findings in writing to the Certification Manager.
11. The right to an appeals and disputes process that protects their interests.
12. The right to have any questions explained to them, which also includes, the application of the standard they have applied for in regards to their company, management system, processes and products.
13. The right to expect that IECM & IECL will operate its own quality system will full compliance to all UKAS/SM/ACCREDIA and international requirements that may apply to the scope of IECM & IECL operation and their management system.
14. The right to expect that IECM & IECL will maintain its requirements for accreditation.
15. The right to continuing certification activities such as at least annual surveillances and tri-annual reassessments and to be advised by IECM & IECL of any changes to the certification activity in writing as any updates become necessary
16. The right to complain in writing to the Certification Manager on any complaint or appeal and be informed of the procedure and outcome of any such appeal/complaint

All applicants and IECM & IECL registered organisations have the following duties:

1. The duty to give access to IECM & IECL and UKAS/SM/ACCREDIA auditors for all legal purposes including assessment & post assessment reviews.
2. The duty to clearly and accurately inform IECM & IECL of the company's facilities, products/services, processes and aspects of its operations and management system and any changes including changes in ownership/processes, products/services and processes etc..
3. The duty to assist IECM & IECL & UKAS/SM/ACCREDIA auditors in the performance of their audits.
4. The duty to make available all documents required to support audits as requested by the IECM & IECL & UKAS/SM/ACCREDIA auditors.
5. The duty to correct any non-conformances as found by IECM & IECL auditors in a timely and effective manner.
6. The duty to sustain and execute the agreed upon contract and all of its requirements and agreements.
7. The duty to pay IECM & IECL for all agreed to charges for services rendered as agreed upon.
8. The duty to inform IECM & IECL in writing of cancelling your assessment / surveillance visit no less than 10 days prior to your assessment / surveillance. Cancellations within 10 days' notice are charged at a minimum of 50% of the assessment/surveillance cost.
9. The duty to use the IECM & IECL logo and any accreditation marks or logos only as specified in the document "use of IECM & IECL logo" QA21.
10. The duty to claim certification with respect to only the scope of activities for which the organisation has been granted certification.
11. The duty to use the accredited registration marks (IECM & IECL & UKAS/SM/ACCREDIA) in such a manner when making reference to its certification status in communication media such as the internet, brochures or advertising, or other documents as to not to bring IECM & IECL & UKAS/SM/ACCREDIA into disrepute and not to make any statement regarding its registration which IECM & IECL & UKAS/SM/ACCREDIA may consider misleading or unauthorised: Such that our certified clients -
 - a. conforms to the requirements of the IECM & IECL conditions when making reference to its certification status in communication media such as the internet, brochures or advertising, or other documents;
 - b. does not make or permit any misleading statement regarding its certification;
 - c. does not use or permit the use of a certification document or any part thereof in a misleading manner;
 - d. upon withdrawal of its certification, discontinues its use of all advertising matter that contains a reference to certification, as directed by the IECM & IECL;
 - e. amends all advertising matter when the scope of certification has been reduced;
 - f. does not allow reference to our management system certification to be used in such a way as to imply that the Independent European Certification certifies a product (including service) or process;
 - g. does not imply that the certification applies to activities and sites that are outside the scope of certification;

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- h. does not use our certification in such a manner that would bring Independent European Certification and/or certification system into disrepute and lose public trust;
- i. amend all advertising material when the scope of certification has been reduced;
- j. does not use the reference to certification or apply marks on a product or product packaging or in any way that can be interpreted as denoting product conformity e.g. test reports, calibration certificates and test/inspection certificates

The duty to not imply or state that the company's registration has any connection of approvals of products.

- 12. The duty to operate their management system in accordance with all requirements from the standard to which they have applied or fall under. This not only includes the operation, but the ability to prove that their management system is effective and meets the requirements of their own policies and objectives.
- 13. The duty to give right of access to records of complaints to the organisation to IECM & IECL & UKAS/SM/SINCERT auditors on pre-assessment, assessments, and surveillance audits as well as reassessment audits.
- 14. The duty and requirement to have a documented information in accordance to the management/product system standard.
- 15. The duty and responsibility to have a complete internal audit and management review at least once prior to each IECM & IECL assessment/surveillance/reassessment audit.
- 16. The duty to refer to the registration as "Certificated to ISO 9001/14001, 22000 & OHSAS 18001" and not "Accredited to ISO 9001/14001 22000 & OHSAS 18001".
- 17. IECM & IECL requires that for each type of audit, the following be audited for;
 - a. Customer complaints, and the companies response,
 - b. The company's internal audits and management review results and actions,
 - c. The progress made towards the company's continuous improvement targets, Use of the IECM & IECL logo and marks of accreditation.
- 18. To pay all fees requested for certification, surveillance and verification audits prior to the work (audit) taking place,
- 19. To return all copies of certificates of registration upon resignation/cancellation of certification.
- 20. Certification/registration shall not be granted until there is sufficient evidence to demonstrate that the arrangements for management review and internal audit have been implemented, are effective and are being maintained.
- 21. IECM & IECL takes has considered its requirement as to confidentiality and it extends to includes anyone who might gain access to information (employees, UKAS/SM/ACCREDIA and outsourced staff) and is maintained as confidential and not disclosed unless agree in writing by the client.
- 22. IECM & IECL's conditions state that the clients details in terms of their name, normative document (e.g. ISO 9001, ISO 14001), scope and geographic location and its validity and in the event of suspension and withdrawal, that suspension of certification/registration is published by IECM & IECL on its web site and any requested copy of registered clients
- 23. The right to transfer the certification to IECM & IECL from another body (only if member of IAF), by IECM & IECL's procedures, conducting surveillance or recertification audit as appropriate to the existing certification cycle