

	QUALITY MANUAL	Section	00
		Issue	01
	Willenskraft Business Services Private Limited	Issue Date	8/11/22
		Revision	01
	PROCESS REQUIREMENTS NCCF –STD-ACR-01/2017	Clause	7.3

7.1 General

7.1.1 The WBSPL operates Product Certification scheme(s) as stated under the scope. WBSPL will manage the process of certification as per the documented ‘Certification Process’ prescribed under the relevant Schemes- The WBSPL will ensure the requirements of the Scheme are met with at any point in time.

7.1.1.1 The WBSPL will maintain records to demonstrate that the certification process is effectively implemented.

7.1.2 The criteria against which the products of a client are evaluated will be those contained in the relevant scheme(s), standards and other normative documents.

7.1.3 The certification body will obtain all the necessary information to complete the certification process in accordance with the certification scheme. The WBSPL will provide publicly available documents, such as guidance, clarifications, and interpretations published by the PEFC Council or a PEFC National Governing Body.

7.2 Application

7.2.1 WBSPL provides brochure on its website to applicants detailing an up-to-date description of the evaluation and certification procedures, appropriate to certification scheme(s) and the documents containing the requirements for certification, the applicant’s rights and duties including fees to be paid by applicants and clients certified services. The Application Format for PEFC Chain of Custody scheme includes the requirements detailed in Clause 7.2.1 to 7.2.3 of PEFC ST2003 2020. The Application Format for PEFC/ NCCF FM scheme includes the requirements mentioned in

7.2.1.1 Applicant will be asked to provide previous reports and/details to other certification/inspection bodies in case of change of certification/inspection bodies. WBSPL will provide previous reports and/details to other certification/inspection bodies in case of its licensee intends to change of certification/inspection bodies.

7.2.2 WBSPL requires application on prescribed format (obtainable from WBSPL correspondence office **Willenskraft Business Services Private Limited, 775,60/A,**

Mahendra Banerjee Road, Parganas South, Kolkata, West Bengal, 700060 for the relevant certification scheme. The information on the following is to be provided by the client:

- the scope of certification & the products(s) to be certified;
- the standards and/or other normative documents for which the client is seeking certification;
- the general features of the client, including its name and the address(es) of its physical location(s), significant aspects of its process and operations and any relevant legal obligations;
- general information, relevant for the field of certification applied for, concerning the client, such as its activities, human and technical resources including laboratories and /or inspection facilities, functions and relationship in a larger corporation, if any;
- information concerning all outsourced processes used by the client that will affect conformity to requirements. If the client has identified a legal entity(ies) for producing the certified products(s) that is different than the client, then the WBSPL can establish appropriate contractual controls over that legal entity(ies). If such contractual controls are needed, they can be established prior to providing formal certification documentation (7.7);

7.2.3 The process of WBSPL Product Certification begins with the receipt of an application in the prescribed application form (see Fig 01) and a completed copy of the initial questionnaire covering the above aspects by the applicant organization, along with a processing fee.

7.2.4 The WBSPL also uses a variety of media and mechanisms to collect this information at various times, including an application form. Such information gathering may be in conjunction with or separate from the completion of the legally binding agreement described in 4.1.2 (certification agreement).

7.3 Application review

7.3.1 WBSPL has a documented procedure (P 13) for conducting the application review, which will clearly describe the process for application review, responsibilities for the same and the competence requirements. The personnel performing the application review will be qualified for their understanding of the certification criteria, regulatory

requirements, evaluation methods and the certification scheme. The WBSPL will conduct a review of the information obtained to ensure that:

- a. activities the information about the client and the service is sufficient for the conduct of the certification process;
- b. any known difference in understanding between WBSPL and the client is resolved including agreement regarding standard or normative document;
- c. the scope of certification sought is defined;
- d. the means to perform all evaluation are available.
- e. documented procedures of the client organisation as defined in the Chain of Custody standard are available
- f. the WBSPL has the competence and capability to perform the certification activity, internally or through suitable external (outsourced/ empanelled resources);

7.3.2 The WBSPL have a process to identify when the request for certification involves:

- a type of service; or
- a normative document; or
- a certification scheme where the WBSPL has no prior experience.

7.3.2.1 WBSPL considers product to be of the same type when the knowledge of the requirements, characteristics and technology related to one product is sufficient to understand the requirements, characteristics and technology of another product.

7.3.3 WBSPL assesses from its pool of auditors /evaluators if it has available to it all the necessary competence and capability to perform the evaluation, review and attestation activities in respect of the certification scheme and the scope of certification asked for and will ensure that it has the competence and capability for all certification activities it undertakes and maintain a record of the justification for the decision to undertake certification.

7.3.4 The WBSPL will decline to undertake a specific certification if it lacks any competence or capability for the certification activities it must undertake.

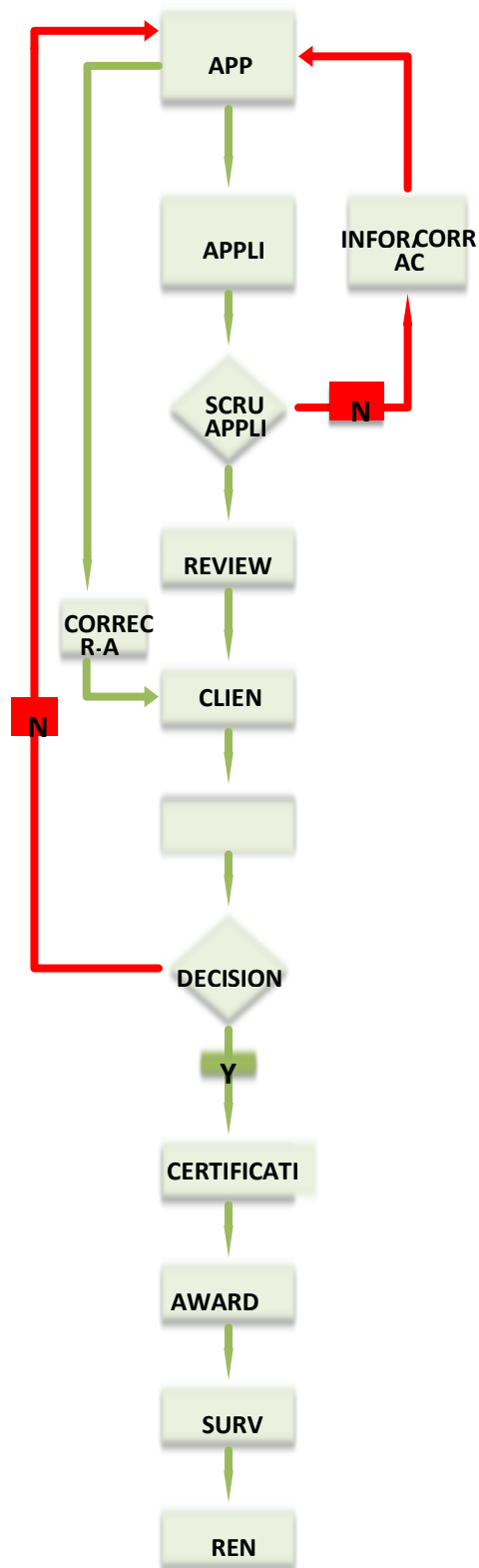
7.3.5 If the WBSPL relies on certifications it has already granted to the client or to other clients to omit any activities, then WBSPL will reference the existing certification(s)

in its records. If requested by the client, WBSPL will provide justification for omission of activities.

REFERENCES

- P 13** Procedure for receipt, review and registration of application
- P 01** Procedure for legally enforceable certification agreement

Fig. 01 Operation of Service Certification System



7.4 Evaluation

7.4.1 The WBSPL has a documented procedure P 14 for various schemes (except for PEFC CoC) for the evaluation activities for which it is responsible to allow for the necessary arrangements to be managed. Procedure P 14 A is for PEFC CoC scheme. WBSPL depending on the characteristics of the certification scheme and the product requirements applicable, including evaluation of the quality management system selects the competent team. The WBSPL will respect Gender equality while constituting audit team

7.4.1.1 The WBSPL has established and implemented a quality system for the operation of product certification system in accordance with ISO/IEC 17065. The process plan is based on Schemes applied under the scope.

7.4.1.2 The WBSPL has documented a procedure (P 15) for determining time required for on site evaluation. The on site evaluation time determined with justification for the determination, will be recorded. In determining the on site evaluation time, the WBSPL will consider, among other things, the complexity of operations and the number of products offered for certification. In no case the evaluation duration to carry out evaluation will be less than one man-day, even for surveillance or extension of scope.

7.4.1.3 Depending upon the requirement of the relevant scheme, the evaluation process may be carried in two stages. Stage 1 is termed as Pre-Assessment and stage 2 is termed as main evaluation. For the FM scheme NCCF –STD-ACR-01/2017 the requirements as stated in the Scheme document from clause 10.1.6 to 10. 1.8 will be followed.

7.4.2 The WBSPL will constitute a team of Auditors /evaluators (WBSPL Auditors /evaluators employed and empanelled to perform each evaluation task for which it is responsible. WBSPL does not outsource Inspection activity. A Technical expert will be a part of every Evaluation Team where the process have been identified as highly technical, for ensuring the competence of the evaluation team..

7.4.3 The WBSPL ensures all needed information and/or documentation including a preliminary visit report is made available for performing the factory evaluation tasks. The evaluation tasks can include activities such as design and documentation review, sampling, testing, inspection, Audit /Evaluation, etc.

7.4.4 The WBSPL carries out the evaluation activities which it undertakes and manage outsourced resources, (6.2.2) in accordance with the evaluation plan (7.4.1). WBSPL

will evaluate the products against the requirements covered by the scope defined in its application including requirements specified in the certification scheme. A representative sample is taken by the Audit /Evaluation team during the evaluation and sent for independent test in a NABL approved laboratory.

7.4.5 The WBSPL relies on other evaluation results related to certification completed prior to the application for certification where it takes responsibility for the results and satisfy itself that the body that performed the evaluation fulfils the requirements contained in 6.2.2 and those specified by the certification scheme.

- 7.4.6** A report of the evaluation will be prepared and provided to the client identifying all nonconformities. The client is requested to indicate time within which action on nonconformities would be completed.
- 7.4.7** If one or more nonconformities have arisen, and if the client expresses interest in continuing the certification process, WBSPL will provide information regarding the additional evaluation tasks needed to verify that nonconformities have been corrected.
- 7.4.8** If the client requests completion of the additional evaluation tasks, the evaluation process in this sub clause will be repeated to complete the additional evaluation tasks.
- 7.4.9** The results of all evaluation activities will be completed and documented prior to review. This documentation can provide opinion whether product requirements have been fulfilled.

REFERENCES

- P 14A** Procedure for evaluation –
P 14 B Evaluation – PEFC CoC scheme

7.5 Review-

- 7.5.1** Technical Head may assign a competent person in the field to review all information and results related to the evaluation. The review will be carried out by personnel who have not been involved in the evaluation activities.
- 7.5.2** Recommendations for a certification decision based on the review will be documented.

7.6 Certification decision-

- 7.6.1** The WBSPL is responsible for and will retain authority for its decisions relating to certification.
- 7.6.2** The WBSPL keeps in mind that an individual or a committee which has not been involved in the evaluation process (7.4) that takes the decision on granting, maintaining, renewing, extending, reducing, suspending or withdrawing certification does understand the applicable standard and certification requirements, and does have demonstrated competence to evaluate the processes and related recommendations of the evaluation team. The WBSPL MD takes final decision on the recommendation of committee based on all information related to the evaluation, its review, and any other relevant information.
- 7.6.3** The person(s) (excluding members of committees-see 5.1.4) assigned to make a certification decision will be only:
- employed or under contract (6.1) or
 - within its organizational control (7.6.4).

- 7.6.4** WBSPL does not have any other legal entity and is responsible on certification decisions.
- 7.6.5** The persons employed by or under contract with WBSPL do fulfil the requirements of ISO 17065.
- 7.6.6** The WBSPL will notify the client of a decision not to grant certification identifying the reasons for the decision. In case the applicant is interested to get the certificate, the process of evaluation will be undertaken.

REFERENCES

- P 14A** Procedure for evaluation –
P 14 B Evaluation – PEFC CoC scheme
P 06 Procedure for Certification Committee
P 17 Procedure for grant of certification

7.7 Certification documentation

- 7.7.1** The WBSPL provides to the client formal certification documentation that clearly conveys, or permits identification of:
- a. the name and address of WBSPL ;
 - b. the date certification is granted; the date will not precede the date the certification decision was completed;
 - c. the name, geographic location and address of the client, and in the case of PEFC Chain of Custody-the type of certificate (individual, multi-site or producer group) ;
 - d. the scope of certification. In the case of PEFC certification the requirements detailed in clause 7.7.2 to 7.7.7 will be added in the scope;
 - e. the PEFC logo with the WBSPL’s PEFC trademarks licence number;
 - f. accreditation mark of the accreditation body (including accreditation number where applicable)

NOTE *Where the standards or other normative document(s) to which conformity is being certified includes reference to other standards or normative documents, these are not included in the formal certification documentation.*

- g. The certificate is granted for a period of years as provided in the relevant scheme document. The term or expiration date of certification if certification expires after an established period; and
- h. any other information required by the certification scheme.

7.7.1.1 In addition certification document(s) will also identify the following: [2.14.3](#)

- a. a unique identification code;
- b. the certification mark and other marks (e.g. accreditation symbol) may be used provided they are not misleading or ambiguous;;
- c. the certification criteria document, including issue number and/or revision, used for evaluation of the certified client and the products ;

- d. in the event of issuing any revised certification documents, a means to distinguish the revised documents from any prior obsolete documents.

7.7.2 The formal certification documentation includes the signature of the MD on behalf of the WBSPL who have been assigned this responsibility.

7.7.3 Formal certification documentation will only be issued after or concurrent with:

- a. the decision to grant or extend the scope of certification has been made;
- b. certification requirements being fulfilled; and
- c. the certification agreement has been completed/signed.

7.8 Directory of certified products

7.8.1 The WBSPL maintains information on certified services which contains at least:

- a. identification of the service;
- b. the standard(s) and other normative documents to which conformity has been certified;
- c. identification of the client.

7.8.2 Which parts of this information have to be published or made available on request (through publications, electronic media or other means) in a directory are stipulated by the relevant scheme(s). As a minimum, WBSPL will inform on request about the validity of a given certification.

REFERENCES

P 05 Procedure for publicly available information

7.9 Surveillance [10.2.1 of NCCF –STD-ACR-01/2017](#)

- 7.9.1** When continuing use of a certification mark is authorized for placement on a service WBSPL has established surveillance and will include periodic surveillance of marked services to assure ongoing validity of the demonstration of fulfilment of service requirements. The criteria and process for surveillance activities are evaluation
- 7.9.2** When continuing use of a certification mark is authorized for service, surveillance will be established and will include periodic surveillance at least once a year or prescribed in relevant scheme, of activities to assure ongoing validity of the demonstration of fulfilment of service requirements. The criteria and process for surveillance activities are defined by each certification scheme.
- 7.9.3** If surveillance is required as described in sub-clauses 7.9.1 or 7.9.2 or by the certification scheme, WBSPL initiate surveillance of the service(s) covered by the certification decision in accordance with the certification scheme.
- 7.9.4** When surveillance utilizes evaluation, review or certification decision, the requirements in 7.4, 7.5 and 7.6 will be fulfilled.

REFERENCES

P 18 Procedure for surveillance

7.10 Changes affecting certification

- 7.10.1** When the certification scheme introduces new or revised requirements, WBSPL ensures these changes are communicated to all clients. WBSPL verifies the implementation of the changes by its clients and will take such action as the scheme will specify and as agreed upon in the certification agreement. Clients will be informed the date by which changes will come effective.
- 7.10.2** WBSPL will consider other changes affecting certification including changes initiated by the client and will decide if the changes entail verification visit.
- 7.10.3** If needed: evaluation; review; decision; issuance of revised formal certification documentation to extend or reduce the scope of certification; and/or issuance of certification documentation of revised surveillance activities will be completed in accordance with applicable parts of sub clauses 7.4, 7.5, 7.6, 7.7 and 7.8. Records (7.12) will include the rationale for excluding any of the above activities (e.g., when a certification requirement that is not a service requirement changes and no evaluation, review or decision activities are necessary).

REFERENCES

P 19 Procedure for managing changes affecting certification

7.11 Termination, reduction, suspension or withdrawal of certification

7.11.1 WBSPL will consider and decide on reduction, suspension and/or withdrawal of certification upon substantiating nonconformity with any certification requirement.

7.11.2 Review and decisions to continue, reduce the scope (lowering down rating)of , suspend or withdraw certification based on substantiated nonconformities with service requirements that arise outside surveillance activities will be made in accordance with 7.5 and 7.6 on the basis of all information available regarding the substantiated nonconformity. In addition, personnel making these reviews and decisions will not have been assigned nor performed any evaluation (7.4) tasks related to substantiating the nonconformity.

7.11.3 If certification is terminated (by request of the client), suspended or withdrawn, WBSPL will take actions specified by the certification scheme and will make all needed modifications to formal certification documents, public information, authorizations for use of marks, etc. to ensure it provides no indication that the service continues to be certified. If a scope of certification is reduced WBSPL will take actions specified by the certification scheme and will make all needed modifications to formal certification documents, public information, authorizations for use of marks, etc. to ensure the reduced scope of certification is clearly communicated to the client and clearly described in certification documentation and public information.

7.11.4 If certification is suspended, WBSPL will assign one or more persons to formulate and communicate to the client:

- actions needed to end suspension and restore certification for the service(s) in accordance with the certification scheme; and
- any other actions required by the certification scheme.

7.11.4.1 These persons will be competent in their knowledge and understanding of all aspects of the handling of suspended certifications (6.1).

7.11.5 Any evaluations, reviews or decisions needed to resolve the suspension or that is required by the certification scheme will be completed in accordance with the applicable parts of sub clauses 7.4, 7.5, 7.6, 7.7.3 , 7.9 and 7.11.3

7.11.6 If certification is reinstated after suspension, WBSPL will make all needed modifications to formal certification documents, public information, authorizations for use of marks, etc. to ensure all appropriate indications exist that the service continues to be certified. If a decision to reduce the scope of certification is made as a condition of reinstatement, WBSPL will make all needed modifications to formal certification documents, public information, authorizations for use of marks, etc. to ensure the reduced scope of certification is clearly communicated to the client and clearly described in certification documentation and public information.

REFERENCES

P 20 Procedure for termination, reduction, Suspension and withdrawal of certificatio

7.12 Records

7.12.1 WBSPL retains records to demonstrate that all certification process requirements (in this International Standard and those of the certification scheme) have been effectively fulfilled.

7.12.2 WBSPL keeps records confidential. Records will be transported, transmitted and transferred in a way that ensures confidentiality is maintained.

7.12.3 If the certification scheme involves complete re-evaluation of the service(s) within a determined cycle, records will be retained at least for the current and the previous cycle. Otherwise, records will be retained for a period defined by the certification body. In defining retention times, legal circumstances and recognition arrangements have been considered.

REFERENCES

P 21 Procedure for control of service certification records.

7.13 Complaints and appeals

7.13.1 WBSPL have a documented process to receive, evaluate and make decisions on complaints and appeals. WBSPL will record and track complaints and appeals and actions undertaken to resolve them.

7.13.2 Upon receipt of a complaint or appeal, WBSPL will confirm whether the complaint or appeal relates to certification activities for which it is responsible, and if so, will deal with it.

7.13.3 WBSPL will acknowledge receipt of a formal complaint or appeal.

7.13.4 The WBSPL will gather and verify all necessary information (as far as possible) to progress the complaint or appeal to a decision.

7.13.5 The decision resolving the complaint or appeal will be made by, or reviewed and approved by, person(s) not involved in the certification activities related to the complaint or appeal.

7.13.6 To ensure that there is no conflict of interest, personnel who have provided consultancy for, or been employed by a client, including those acting in a managerial capacity, will not be used by WBSPL to review or approve the resolution of a complaint or appeal for that client within two years following the end of the consultancy or employment.

7.13.7 Whenever possible, WBSPL gives formal notice of the outcome and end of the complaint process to the complainant.

7.13.8 WBSPL gives formal notice of the outcome and end of the appeal process to the appellant

7.13.9 WBSPL takes any needed subsequent action to resolve the complaint or appeal.

REFERENCES

P 22 Procedure for complaint and Appeal handling

ISO 10002:2004 Quality management - Customer satisfaction - Guidelines for complaints handling in organizations