



## CLIENT GUIDELINES FOR MANAGEMENT SYSTEM CERTIFICATION

### **1.0 PURPOSE**

This document describes the requirements of the management systems certification process offered by TUV USA . It describes the procedures and rules by which TUV USA manages certification, granting a certificate, and the continuation of certification, as well as your company's responsibilities for maintaining certification.

### **2.0 DEFINITIONS**

Organization – Your company  
Certification body – TUV-USA

### **3.0 REFERENCE DOCUMENTATION**

ISO 17021  
ISO 19011

### **4.0 PURPOSE**

The TUV USA certification program is based on the above ISO documents. Within these documents are sections that detail specific requirements that your company must meet in order to be and to remain certified by TUV-USA.

This document has been developed to communicate these requirements to you and your organization.

### **5.0 PROCEDURE**

5.1 Your organization needs to inform the certification body, without delay, of matters that may affect the capability of your management system to continue to fulfill the requirements of the standard used for certification. These include, but are not limited to, changes relating to:

- the legal, commercial, organizational status or ownership,
- organization and management (e.g. key managerial, decision-making or technical staff),
- contact address and sites,
- scope of operations under the certified management system, and
- major changes to the management system and processes.



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5.2 When making reference to your certification status in communication media such as the internet, brochures or advertising, or other documents, your organization must be sure to avoid the following:

- making any misleading statement regarding your certification,
- use or permitting the use of a certification document (certificate, report, e.g.) or any part thereof in a misleading manner,
- For what ever reason, if your TUV-USA certificate is no longer valid, your company must discontinue its use, including in all advertising matter.
- Your management system certification cannot be used in such a way as to imply that TUV-USA has certified a product (including service) or process,
- implying that the certification applies to activities that are outside the scope of for which the certificate was issued
- use of the certification in such a manner that would bring TUV-USA and/or the management system certification process into disrepute and lose public trust.

### 5.3 Logo Use

There shall be no ambiguity, in the logo or accompanying text, as to what has been certified and which certification body has granted the certification. This logo shall not be used on a product or product packaging seen by the consumer or in any other way that may be interpreted as denoting product conformity.

Logos cannot be applied to laboratory test, calibration or inspection reports, as such reports are deemed to be products in this context.

Use of ISO or accreditation agency logos is governed by separate regulations that may be found on their respective websites.

TGA: <http://www.tga-gmbh.de/index.php?id=0011>

ANAB: <http://www.anab.org/>

IAF: <http://iaf.nu/>

ISO: <http://www.iso.org>



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### 5.4 Additional Requirements

In order to obtain and maintain certification, your company must comply with TUV-USA certification requirements, including performance of audits and implementation of corrective action, as appropriate.

Your company must make necessary arrangements for the conduct of the audits, including providing requested documentation and access to your processes and areas, records and personnel for the purposes of certification, surveillance, recertification as well as for resolution of complaints.

With prior agreement, your company needs to accommodate the presence of observers during the audits. This may apply to auditor trainees of TUV-USA, as well as witness auditors as appropriate.

In the unlikely event your company's certification is suspended or withdrawn, your company must cease reference to your certification and abide by the requirements of TUV-USA document P-008, "Certificate Suspension and Withdrawal" which will be provided to you at the time of suspension or withdrawal..

### 5.5 Publicly Available Information

All TUV-USA employees and auditing staff are bound by the TUV-USA's and your company's confidentiality requirements. TUV-USA will provide information on your company's certification status on request to any interested party, and may place your company's general information in a publicly available directory. Beyond this, TUV-USA will only provide additional information to internal TUV and accreditation agency personnel without written permission from your company.