

QCS ASESMENT & CERTIFICATION POLICY & REGULATIONS

Purpose of this document is to inform all auditors, TE, contractors, subcontractors & clients of QCS about the mandatory guidelines they should carefully study/ follow prior to any certification process for continual improvement of our services, assessment /certification process. Please also note with immediate effect QCS cannot issue any certificate if any one of the following conditions are not met with or fulfilled; Some of the conditions mentioned in this document are new which has not been previously communicated. With the issue of this current policy document, all our previous documents on the same subject stands to be nullified and this is the only document to be referred/ followed / consulted for any future settlement of disputes and redress of grievances between QCS and its partners, auditors, business consultants , clients and any interested parties (external & internal).

1. As per governing council directives Full Payments must be paid within the stipulated deadline against Proforma invoices, before issue of any new certificate or receive continuation of surveillance audit.
2. As per governing council directives it is our constant endeavour to host Each certificate on QCS web simultaneously within maximum twelve hours from the time of its issue date.
3. As per governing council directives Full & satisfactory Audit report must be submitted as per QCS's report format before issue of certificate
4. QCS reserves its right to suspend/ cancel / withdraw any certificate as per its discretion & choice without any notice to the client and or its associate in the following conditions;
 - If full payments including the last outstanding are not received satisfactorily by our H.O.
 - Non conduction of any audit within specified due dates as mentioned on certificate template (surveillance & Recertification)
 - Also as per other conditions as stated in the certification agreement (annexure 13) signed before initial certification of the client.
5. QCS" liability will only be limited to any evidence of damages caused to the client because of any direct neglect of the management & staff under direct payroll of QCS head office & only critical centre in India. The amount of damage if any will only be limited to the last fees received by QCS H.O. within the last one year on account of the client.
6. QCS will not be responsible for any damages caused by any unethical ' dishonest activities of its agents & business associates amongst the circle of their clients which are being referred to QCS by them. Though QCS takes all necessary steps to scrutinize the credential of their agents but in spite of all our efforts there are some residual risks which cannot be predicted or foresighted.
7. If any evidence of such illegal activities are being brought to our notice by the client organization or any other interested parties, and charges are proved to be right then QCS will not hesitate to terminate their agency rights with immediate effect and initiate appropriate legal action as per the law of India.
8. Therefore the clients are being advised to verify the credentials and take appropriate steps to minimize & control the risks of unethical & dishonest business practices from any quarters including the agents of QCS approved or otherwise.
9. Clients are being hereby advised to please verify the credentials of their certificates from QCS website @ www.qcspl.com or calling QCS directly @ +91 8697724963/8902447427

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immediately on their issue failing which QCS will not take any liability of any fabricated certificate which has not been issued from our only critical location in India.

10. Audit plan with details of audit team must be issued from QCS H.O. & sent to client prior to any audit.
11. Each new auditor must be recruited, selected & witnessed by QCS approved witness auditor against valid documentation (performance evaluation sheet) prior to his assignment in any audit team. Thereafter the witness process must be followed once in three years for all the regular auditor.
12. Complete documentation of each new auditor including his CV, LA cert, Graduation cert , log sheet of minimum 20 man-days of audit experience must reflect in IRCA format which should be signed by the concerned CAB , clients and team leader of the audit process undertaken by the auditor
13. It will be the responsibility of the Business associate to organize the services of technical experts to fulfill the collective competence of the audit team in case the auditor's nace code do not match with the relevant IAF code.
14. The regular auditors of QCS must confirm their iaf codes from QCS H.O. in case of any doubt.
15. Scheme specific IAF codes will be allotted on the basis of subjective analysis of education, training exp(LA) , work experience, audit experience and consultancy experience as demonstrated by the auditor during the course of his career and reflected on his CV, auditors agrrement and education and work experience certificates. The auditor must have demonstrable competency in the specific industry sector in order to qualify for a specific code. Though the auditors are free to apply for the codes in the agreement document where each criteria to demonstrate competency in relevant field is being specifically asked for but the decision of QCS H.O. will be final in this respect.
16. Office locations must be ready to conduct office witness audit by QCS , and expenses such as auditor's TA , boarding & lodging to be borne by him failing which the office location status will be terminated without any notice. Accordingly the address of office location will be erased from QCS & JAS-ANZ site. All certificates to be issued within the given scope of QCS as per QCS accreditation schedule or else certificates issued previously will be called back from clients and the certificate details will be removed from QCS site.
17. QCS cannot issue any certificate in any unapproved location without prior location approval of QCS for doing the same.
18. As per governing council directives QCS symbol should not be used by any associate along with their own symbol in their publicity materials.(brochures . websites etc).
19. QCS will not transfer any SUSPENDED certificate .
20. QCS will not transfer any OHSAS certificate which has issued with different accreditation mark apart from JASANZ .

*Disclaimer: *Please note as it is not always possible for QCS management to communicate the above information's individually to all our Internal & external stakeholders including our clients , so we are hosting this Policy guidelines in our company website for the ease of public communication to all our interested parties. They are hereby being advised to carefully study the above guidelines, understand its content and agree to abide by it under all circumstances. In case of any appeal & complaints the interested parties are being hereby requested to contact our H.O first and then contact the accreditation board if they are not happy with our solution of their problem within a stipulated time frame.*