QUATEST 3 ®

DIRECTORATE FOR STANDARDS, METROLOGY AND QUALITY
QUALITY ASSURANCE AND TESTING CENTER 3

**Head Office**
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**Certification body**
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Website : http://www.quatest3.com.vn

# APPLICATION FOR PRODUCT CERTIFICATION

## A. APPLICANT INFORMATION

1. Name of applicant : .....
2. Applicant's account No: ..... at the bank: .....
3. Tax code: .....
4. Address of applicant: .....

   Tel: ..... Fax: ..... Email : .....
5. Authorized representative: ..... Position: .....
6. Contact person: ..... Position: .....

   Tel: ..... Fax: ..... Email: .....
7. Name and address of manufacturer *(if different from A.1 and A.4)*: .....

   .....

   Tel: ..... Fax: ..... Email: .....

## B. PRODUCT INFORMATION

1. Name of product: .....
2. Type and model: .....

   *Annexes attached with this form (if necessary)*
3. Brand name of product: .....
4. Technical regulation/ standard applied for product: .....
5. Estimated annual output: ..... products per year
6. Granted certificates, if available
   - ☐ ISO 9001; ☐ ISO 14001; ☐ ISO 22000;
   - ☐ ISO 17025; ☐ HACCP; ☐ GMP;
   - ☐ Product certificate; ☐ Other :.....
7. Type of certification:
   - ☐ Initial; ☐ Renewal;
   - ☐ Extension; ☐ Other: .....

## C. COMMITMENT

1. Supply information on the quality assurance system of manufacturer mentioned at page 3 of this application form;
2. We propose Quality Assurance and Testing Centre 3 *(QUATEST 3)* to perform factory-audit and grant certificate of compliance with the applied technical regulation/ standard to the registered products and we commit to follow requirements of " QUATEST 3's Regulation on procedure to certify products in compliance with the applied technical regulation/ standard - QĐKT3 28: 2013".
3. Time for pre-audit *(if required)*: .....
4. Time for official audit: .....

## D. DOCUMENTS ATTACHED WITH THE APPLICATION FORM

We enclose here the following documents:

1. Manufacturing License/ Business License: ☐
2. Certificate of product's brand name property: ☐
3. Certificate on quality management system *(if available)*: ☐
4. Organization chart: ☐
5. Technical documents/ specification of registered products: ☐
6. Production control plan/ procedure(*): ☐
7. Quality control plan/ procedure (*): ☐
8. Instrument calibration control plan (*): ☐
9. Test reports *(if available)*: ☐

Date month year 20__

**Authorized representative**

*(Signature, full name, stamping (**)*

*Note*: *(*) - See appendix 3 of QĐ KT3 28 (http://www.quatest3.com.vn)*
*(**) - Please stamp on the all associated papers of this form.*

# BRIEF CHECKLIST ON QUALITY ASSURANCE SYSTEM OF MANUFACTURER TO REGISTER FOR PRODUCT CERTIFICATION

| TT | REQUIREMENTS<br>*(See appendix 1 in QĐKT3 28 on http://www.quatest3.com.vn)* | CONFIRMATION |
|---|---|---|
| 1 | Has the organization established and applied requirements on document control? | ☐ Yes / ☐ No |
| 2 | Has the organization established and applied requirements on record control? | ☐ Yes / ☐ No |
| 3 | Has the organization established the organization chart and job descriptions for positions in the chart relating with quality of registered products? | ☐ Yes / ☐ No |
| 4 | Has the organization appointed Quality Management Representative *(QMR)* and established job description for QMR? | ☐ Yes / ☐ No |
| 5 | Has the organization established regulations, applied and recorded for training? | ☐ Yes / ☐ No |
| 6 | Has the organization established appropriate infrastructure and environment for manufacturing registered products? | ☐ Yes / ☐ No |
| 7 | Has the organization established requirements on purchasing and incoming products control? | ☐ Yes / ☐ No |
| 8 | Has the organization established regulations to production process control? | ☐ Yes / ☐ No |
| 9 | Has the organization established regulations on products' traceability in the whole production process? | ☐ Yes / ☐ No |
| 10 | Has the organization established regulations on packaging, handling, storage, maintenance and transportation for products? | ☐ Yes / ☐ No |
| 11 | Has the organization established regulations on control of measuring instruments? | ☐ Yes / ☐ No |
| 12 | Has the organization established regulations on inspection, measuring, testing products in the whole production process? | ☐ Yes / ☐ No |
| 13 | Has the organization established regulations and applied for control of non-conforming products? | ☐ Yes / ☐ No |
| 14 | Has the organization established regulations and applied for corrective actions for non-conforming products? | ☐ Yes / ☐ No |

# REGULATION ON PRODUCT CERTIFICATION IN COMPLIANCE WITH STANDARDS/ TECHNICAL REGUALTIONS

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## General condition

The below agreements/ conditions will be applied when customers ( parties ask for product certification) request The Quality Assurance and Testing Center 3 (QUATEST 3) to audit and certify registered products complying with Standards/ Technical Regulations using the certification scheme including elements: initial audit at manufacturing site combined with testing and evaluation samples to issue certificate and periodic surveillance audit at manufacturing site combined with testing and evaluation samples after certification (scheme No 5 of ISO/IEC 17065:2013).

## Article 1: REGULATION ON AUDIT AND CERTIFICATION

1.1 QUATEST 3 is a certification body operates product certification activity in compliance with requirements in ISO/IEC 17065:2012. QUATEST 3 applies product certification scheme No 5 of ISO/IEC 17067:2013.

1.2 QUATEST 3 is a designated product certification body to audit and certify products in controlled lists (group II products) under control of Ministries.

1.3 QUATEST 3 proceeds audit and certification process for products manufactured by customers based on agreements in the certification contract signed by both parties.

## Article 2: RESPONSIBILITY OF APPLICANT/ CUSTOMER

2.1 When customers use certificate and certification mark, below requirements must be assured:

a. Inform QUATEST 3 way to display certification mark on the certified products or packages before put in use.

b. Neither use certificate and certification mark in any way which can lead to harm the QUATEST 3's prestige nor have any statement relating certified products that can be considered as abuse or tricking clients.

c. Do not use certificate and certification mark in any way which can cause confusing use.

d. Do not transfer certificate and certification mark to another legal entity.

2.2 Do not use certification mark in the following cases:

a. On the uncertified products or on products out of scope of certification.

b. On non-conforming products.

c. On the products out of effectiveness of certification or on suspended products.

2.3 Documented Inform QUATEST 3 in case of changes:

a. Production process of products.

b. Material, critical components to manufacture products.

c. Design of products.

d. Name, address of manufacturer.

e. Quality Management Representative or person in charge of quality.

f. Other changes affect conformity of products with applied Standards/ Technical Regulations.

2.4 Resolve complaints of end-users and take legal accountability when there is real evidence on non-conformity of products with applied Standards/ Technical Regulations.

2.5 Pay certification and surveillance fee with QUATEST 3 as contract signed between both parties.

## Article 3: AUTHORITY OF CUSTOMER

3.1 Advertise certified products on public means of communication.

3.2 Use product certification mark on certified products, products' packages, introduction documents of products.

3.3 Use certificate in technical files for bidding purpose.

3.4 Use product certification results to declare products complying with applied Standards/ Technical Regulations as current regulation of authorities.

3.5 Certified products to be considered to apply exemption or reduction inspection in case the products in the list of controlled goods under quality inspection.

3.6 Products to be declared in the list of certified products and other means of communication.

## Article 4: RESPONSIBILITY OF QUATEST3

4.1 Carry out product certification comply with procedure " Regulation on product certification in compliance with Standard/ Technical regulation " issued by QUATEST3.

4.2 Keep confidential all information, documents of applicant/customer during certification

4.3 process. Inform customers any changes at clause 4.1 as well as any other relating matters.

## Article 5: SURVEILLANCE AFTER CERTIFICATION

5.1 During effective period of certificate, QUATEST3 will carry out scheduled or unscheduled (if necessary) surveillance on requirements of certified products and quality assurance system of manufacturer. Surveillance comprises of audit at manufacturing site and take samples from manufacturer or on the market for testing.

5.2 After completion the last surveillance audit in the certification cycle, QUATEST3 will inform customers to prepare procedure for re-certification.

## Article 6: SUSPENSION OR WITHDRAWAL CERTIFICATION

6.1 Suspension certification

QUATEST3 will suspend but not later than 6 months on use of certificate and certification mark in the following cases:

a. The Standard/ Technical regulation used for certification is altereded or amended.

b. Cerified products don't continue to meet with applied standard/ technical regulation or any other violation to this regulation.

c. Customers use certificate or/and certification mark in a wrong purpose.

d. Any other relating reasons.

Customers shall apply recommendations of QUATEST3 during suspension period and report to QUATEST3 their actions. QUATEST3 will decide on maintenance the validity of certificate and certification mark.

6.2 Withdrawal certification

QUATEST3 will repeal validity of certificate and certification mark in the following cases:

a. Surveillance results show non-conformities of certified products with applied standard/technical regulation or quality assurance system of manufacture violates seriously current regulation.

b. Customers refuse to apply surveillance after certification by QUATEST3.

c. Customers don't meet required certification requirements.

d. Manufacturers stop producing certified products more then 6 months.

e. Customers send official letter to QUATEST3 to stop surveillance after certification.

When certificate and certification mark is out of validity, customer shall:

a. Stop using certification mark on all products or packages which are produced from the effective date of withdrawal decision.

b. Stop using certificate and certification mark to advertise for product.

c. Implement necessary actions to remove certification mark on products or packages in stock or on the market.

d. Return QUATEST 3 certificate under withdrawal.

## Article 7: CHANGES ON CERTIFICATION REQUIREMENTS

7.1 In case of changes on applied standards/ technical regulations or certification procedure, QUATEST3 shall inform applicants/customers changes and determine a appropriate period for customers to adjust their processes, procedures to comply with changed requirements.

7.2 In case customers can't meet changes, QUATEST3 can request applicants/customers stop using certificate and certification mark until all changes are continue to satisfy.

## Article 8: EXTENSION CERTIFICATION SCOPE

When customers want to be certified for products of different type/ model which are produced in the same production line and same applied standard/ technical regulation with certified products, they send official request to QUATEST3. Depend on the case, QUATEST3 can decide to carry out or not site-audit, just taking samples for testing to evaluate conformity of products with applied standard/ technical regulation before issuing extension certificate.

## Article 9: APPEAL

In case of any appeal on any decision by QUATEST3, within 2 weeks since the issuing date of decision, applicants/customers send official appeal to QUATEST3. Within 2 weeks since the date receiving appeal, QUATES3 shall have responsibility to review, handle and inform applicant/customer documented reply. In case customers don't agree with QUATEST3 handling and QUATEST3 keep reply unchanged, applicant/customer can ask Directorate for Standard – Metrology – Quality for final decision.

## Article 10: CERTIFICATION FEE

Customers shall pay certification and surveillance fee as required following the signed contract with QUATEST3.