

REGULATIONS FOR QUALITY MANAGEMENT SYSTEM CERTIFICATION

ARTICLE 1 APPLICABILITY OF THE REGULATIONS

These regulations form part of the contractual relationship between the corporation or organisation ordering a Certification of its management system to be conducted by NVT-QC. They shall be effective, insofar as applicable, during the stages preceding the Certification Audit, while the Certification Audit is in progress and in the period thereafter, until the time when the Certification Agreement is terminated.

ARTICLE 2 DEFINITIONS

These regulations use the definitions given in ISO 9000-2005; furthermore, the following definitions are employed :

NVT-QC/NVT	:	NVT Quality Certification Pvt. Ltd., in Bangalore, India
Standard	:	the applicable standard 9001 or equivalent standards / AS 9100, AS 9110, AS 9120.
Management system	:	the organizational structure, responsibilities, procedures, processes and resources for implementing quality management
Quality Manual	:	the document describing the management system
Audit	:	the actual audit from which it is concluded whether and to what extent a management system is in conformance with the standard and whether and to what extent this management system is in fact duly implemented by the corporation or organisation maintaining it
Stage-I Audit	:	the stage I audit - is mandatory in case of AS 9100/ AS 9110/AS 9120 - as per NVT-QC norms / client's request in case of QMS the objective of stage I audit is to basically review the documented management system and to assess the readiness of the organization for the phase-II audit.
Stage- II Audit	:	the procedure made up of the drafting of audit plan, the performance of the audit and the stage of reporting of the audit results
Client / Supplier / Organisation	:	the corporation or organisation that possesses a management Organization system and has ordered NVT-QC to conduct either a phase-I audit or a Certification audit
Certificate	:	the document that NVT-QC provides to its client in evidence of its justified confidence that the Client's management system is in compliance with the standard and that the management system is duly implemented by the Client
Certification Agreement	:	the agreement by right of which the Client is entitled to hold a Certificate and which specifies the Client's rights and obligations resulting therefrom
Certificate Holder	:	the Client to whom a Certificate has been granted and with whom a Certification Agreement has been concluded in consequence thereof
Surveillance Audit	:	an audit which is limited both in nature and in scope and is intended to check whether during the validity of the Certificate the management system continues to comply with the Standard and duly implemented

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Certification System	:	general system of specifications and procedures for certification management and performance
Renewal Audit	:	an audit which in nature and in scope is directed in establishing whether a new Certificate can be issued under the terms of the current Certification Agreement
Certification	:	activities on the basis of which an independent body expresses its justified confidence that a clearly defined certification subject is in compliance with a specific Standard, or with a different type of normative document

ARTICLE 3 CERTIFICATION STAGE I AUDIT

During the Certification stage I Audit, NVT-QC will review **YOUR COMPANY** management system documents to the standard. NVT-QC will also review the impact of any classified material, export control requirements, security and/or access restrictions on the ability of NVT-QC to carryout audit effectively covering the agreed scope of certification. NVT-QC will then work with **YOUR COMPANY** to develop a process based Audit Program. The Audit Program is used to map-out the process audits over the entire registration period. The primary focus of the Certification stage I Audit is for NVT-QC to develop an understanding of **YOUR COMPANY** that will add value to the entire registration process.

ARTICLE 4 CERTIFICATION STAGE II AUDIT

Using the Audit Program that was developed during the Certification Stage I Audit, NVT-QC will select a representative sample of management system processes to audit. Each process audit will take approximately 2 hours to complete

ARTICLE 5 CERTIFICATION RECOMMENDED

After completion of the Certification Stage II Audit and closure of any nonconformances, the NVT-QC auditor will recommend certification. NVT-QC then performs a final review of all reports and relevant client data. Once approved for certification, NVT-QC will issue a certificate stating registration to the standard which is accredited by the AB's. In addition NVT-QC will advertise **YOUR COMPANY** achievement with appropriate publication databases.

This certificate will be maintained by NVT-QC for a duration of the 3 year contract period subject to the completion of yearly audit requirements and associated fees as outline here and in the General Terms and Conditions for Management System Certification.

ARTICLE 6 SURVEILLANCE AUDITS

Once certification has been achieved, the surveillance phase will begin. NVT-QC will visit **YOUR COMPANY** as outlined on the quotation. During the surveillance audit, processes from the audit program will be audited.

ARTICLE 7 REPORTING

YOUR COMPANY will receive an audit report approximately 14 days following audit activities. The report documents the processes audited as well as any findings and observations.

ARTICLE 8 CORRECTIVE ACTION VISITS

NVT-QC may need to spend additional time in order to close non-conformances and remarks. In the event that this occurs, **YOUR COMPANY** will receive an addendum to quote for such activities.

REPORTING

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ARTICLE 9 CANCELLATION FEES

Cancellation or schedule changes made by the client shall incur charges for changes to travel arrangements as well as cancellation fees per the chart below:

> 45 days prior to scheduled audit date	No Fee
31 – 45 days prior to scheduled audit date	25% of Audit Fee
15 – 30 days prior to scheduled audit date	50% of Audit Fee
1 – 14 days prior to scheduled audit date	100% of Audit Fee

ARTICLE 10 PER AUDIT EXPENSES

NVT-QC endeavors to minimize the expenses incurred associated with your audit. We do this by advanced planning of flight arrangements, and when possible, consulting our customers on the most cost effective accommodations.

ARTICLE 11 INVOICING

NVT QC will invoice **COMPANY NAME**, for Audit Fees before the audit and for related travel and subsistence expenses at the conclusion of each scheduled audit event. Certificate fees will be invoiced separately. Travel and subsistence expenses will be billed at cost. These charges will be outlined in the invoice. NVT QC does not supply receipts for these costs unless specifically requested by **COMPANY NAME**. Company shall ensure payment of audit fee before or on the last date of audit.

ARTICLE 12 OASIS DATABASE (For companies certified to aerospace standard)

Entry into the Online Aerospace Supplier Information System (OASIS) run by the International Aerospace Quality Group (IAQG) is now mandated by the Requirements for Certification/Registration of Aerospace Quality Systems. NVT QC **creates a CB set up, auditors are required to enter the results of each audit** into the OASIS database. There is an initial fee for the entry and maintenance of your company's profile on this database which is outlined in the quotation.

ARTICLE 13 SUB CONTRACTING STATEMENT

NVT QC is required by the ANAB/NABCB to obtain consent of its applicants and/or clients to use subcontracted auditors, including other registrars and persons. All subcontracted auditors used by NVT QC are contracted and work for NVT QC. They are technically qualified, certified by national bodies and trained in NVT QC auditing systems and methods. By your signature on this form you indicate your consent to the above.

ARTICLE 14 LABOUR CONDITIONS

The Client shall ensure that labour conditions in his company are such that there are no hazards to the safety and health of NVT-QC employees during the performance of their activities. If necessary, the Client shall provide protective gear with pertaining instructions for use.