
PCWU-3 - Product certification programme / Program certyfikacji wyrobów użytkowych

Legal Scope:

TÜV Rheinland Polska Sp.zo.o.

Business Scope:

P.02 Hardlines

Process Scope:

6.3 Service Delivery : 6.3.3 Certification

1. Objectives

The purpose of this document is to set up uniform rules of conduct during certification processes, in accordance with the certification program offered by the Product Certification Body TÜV Rheinland Poland Sp. z o. o. - Poznan.

The TÜV Rheinland Group is one of the world's leading certification bodies. It has offices and laboratories in more than 60 countries in 6 geographic regions. The origins of our testing and certification services date back to 1872.

In Poland TÜV Rheinland Polska Sp. z o. o. (TRP) has been operating since 1994. It employs several hundred employees in several branches throughout the country and cooperates with many external experts. Specialists from various industries certify management systems, conduct inspections, test the quality and safety of: products, technologies and people's working conditions, i.e. certify products, technologies and personnel, carry out laboratory tests as well as issue opinions and expert opinions.

Many years of experience and continuous improvement of our employees' competences allows us to provide our clients with services of the highest quality. We always perform reliable and objective compliance assessments supporting scientific expertise. Thanks to this, our customers can be sure that their management systems, products and technologies do indeed meet international standards and that the certificate is not just a decoration in the cabinet, but a real certificate of quality. The value of our certificates is demonstrated by the fact that they are recognised worldwide.

TÜV Rheinland Polska Sp. z o.o. employees have knowledge, experience and skills that guarantee professionalism and quality of service. At every stage of the task, they care about the culture and comfort of mutual cooperation and compliance with the principles of impartiality. Thanks to these features our brand is associated worldwide with prestige and reputation in accordance with the TR Group slogan "Precisely Right".

Our motto: "Together we change the world by caring for the quality of life" reflects the main goal that TÜV Rheinland Polska Sp. z o.o. has set itself.

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2. Terms and Abbreviations

Terms/Abbreviations	Description
TRP	TÜV Rheinland Polska Sp. z o. o.
JCW / CU	Product certification body - Poznan
PVCU-3	Products certification program for the mark of conformity according to type 3 program in accordance with PN-EN ISO/IEC 17067
PCA	Polish Centre for Accreditation

3. Scope of Application

TRP conducts certification of utility products in accordance with the requirements of standards or other normative documents. Criteria documents including identification of product groups and standards are presented in annex.

3.1 Basis for development

- PN-EN ISO/IEC 17067 Conformity assessment - Product certification basis and guidelines for product certification programs;
- PN-EN ISO/IEC 17065 Conformity assessment - Requirements for bodies certifying products, processes and services;
- PN-EN ISO/IEC 17030 Conformity assessment - General requirements for third party conformity marking;
- PN-EN ISO/IEC 17020 Conformity assessment - Requirements for performance of various types of bodies performing inspection.

3.2 Programme type

This programme offers conducting the certification process based on type 3 of the certification programme in accordance with PN-EN ISO/IEC 17067.

Conformity assessment functions and activities for the type 3 certification programme	
I	Selection involving planning and preparation activities to gather the necessary data and information for the process
II	Determination of characteristics - testing, evaluation of documentation, inspection
III	Review - expert evaluation of information and evaluation results
IV	Decisions on certification
V	Attestation, authorisation - granting of a certificate, granting of the right to use the certificate, granting of the right to use the conformity mark
VI	Supervision - inspection of factory samples, production assessment

Table 1: Type 3 of the certification programme (according to EN ISO/IEC 17067).

The certificate obtained in the process entitles you to use it for marketing purposes and to mark your products with **the TÜVRheinland Conformity Mark**, containing appropriate keywords depending on the scope and type of assessment.

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The certificate confirms the conformity of the product with the normative requirements specified in the offer. It applies to the entire product series.



3.3 Impartiality, confidentiality

The Product Certification Body (PCU) of TÜV Rheinland Poland Sp. z o.o. (TRP) ensures that its services are performed impartially, objectively and ethically. The principles guaranteeing the impartiality and independence of the TRP have been defined in the Quality Policy.

All customer information obtained at all stages of the certification and surveillance process and testing is treated as confidential and is adequately protected by TRP.

4. Principles

4.1 STAGES OF THE CERTIFICATION PROCESS

4.1.1 Preparation for conformity assessment

4.1.1.1 Preliminary information for the applicant for certification

A customer interested in certification sends to JCW TRP a completed form "Request for preparation of a quotation for services within a Product Certification Body" (F01 to MS-0007830). The form is available at www.tuv.com, or is sent by a TRP employee to the customer.

It is allowed to submit the application in another form, however it must contain at least: product identification, subject and scope of certification and applicant's data.

4.1.1.2 Overview of the proposal

The CU employee reviews the information contained in the application. It is verified that:

- information about the customer and the product is sufficient for the process,
- the scope of certification has been correctly defined,
- the means to carry out all assessment activities are available,
- the entity has the competence and capacity to carry out the process.

If the application is for a certification where the TRP JCW does not have the competence or capacity to carry out the certification process, the Applicant shall be informed of the refusal to carry out the process.

If the review is positive, the CU employee prepares an offer for the customer.

4.1.1.3 Offer and order

The offer is prepared on the basis of information provided in the application and sent to the client electronically. The offer includes detailed information on the agreed scope and course of certification, sample of the conformity mark to be granted, completion dates and costs. Additional information on the certification process are enclosed to the offer. By accepting the terms of the offer, the customer sends an order to JCW. Moreover, depending on the type and specificity of certification, a customer shall provide JCW with a general agreement and other documents related to the product, necessary for conducting the assessment.

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It is obligatory to sign/possess a general agreement between the parties. The agreement, together with the Certification Regulations and the General Transaction Conditions, defines the requirements for the use of the certificate and JCW TRP's supervision over its use.

4.1.1.4 Confirmation of order

After delivering the order its verification follows, after positive verification the customer receives confirmation of order acceptance, containing order number and information about next steps of evaluation.

4.1.1.5 Preparation for assessment

Submitted documents are verified for completeness, deadlines are set and experts are appointed for the evaluation.

4.1.2 Evaluation

Designated employees of the JCW proceed to the assessment stage, which includes: assessment of technical documentation, product testing and inspection of the production site. These stages may run in parallel or in any order.

4.1.2.1 Documentation evaluation

Inspection of documentation includes, but is not limited to:

- verification of the supervised technical documentation,
- check the operating, assembly and maintenance instructions,
- checking product labels,
- verification of the list of components with their description and the list of raw materials used,
- checking the guidelines on quality criteria for safety-relevant materials (e.g. permissible and impermissible defects in the raw material used, etc.).

4.1.2.2 Inspection

In the process of certification it is necessary to conduct an inspection of the Technical and Organisational Conditions (WTO) at the production plant. The date of visit is established by an employee of JCW TRP with the Applicant. Prior to the inspection, an employee of JCW TRP shall send to Customer the JCW Requirements for WTO, WTO Inspection Plan and confirmation of WTO date.

The aim of the inspection is a random confirmation of compliance of at least one of the products certified in the given program with the pattern presented for testing, documentation and checking the stability of the production process and its repeatability. Detailed scope of inspections is presented in the inspection plan sent earlier to the customer.

4.1.2.3 Laboratory tests

JCW TRP uses laboratories that meet the applicable requirements of PN-EN ISO/IEC 17025 - General requirements for the competence of testing and calibration laboratories. The consent of the applicant is always obtained for the ordered works. TRP bears full responsibility for laboratory tests performed. The selection of the laboratory is made from the list of laboratories approved by the JCW TRP, on the basis of the scope of their accreditation or analysis of competence and technical conditions carried out by the TRP.

Samples for testing, carried out for certification purposes, are delivered by the customer in a manner specified in the received Sampling Instruction and in a quantity specified in the offer. Together with the samples, the customer is obliged to send to JCW TRP the previously received Declaration of Identity. The sample shall be representative for the whole range or group of products, made with the use of elements and subassemblies identical to those used in production, manufactured with tools and methods established for serial production. In special cases, samples may be taken by the CU in accordance with specific requirements defined in standards or other guidelines.

JCW TRP accepts laboratory tests provided by the customer at the application stage. Tests shall be accepted if:

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- have been carried out by a laboratory accredited or notified for assessment,
- were performed by a laboratory not accredited but recognized by TRP,
- reports refer to current standards,
- It is recommended that test reports should not be older than 1 year.

4.1.2.4 Evaluation results

All results from assessment activities are documented in reports.

In case of positive results of documentation evaluation, laboratory tests and inspections, the reports are submitted for review.

In case of a negative result at any stage of the assessment, the customer shall be informed by the JCW of the irregularities identified. The customer may take corrective and/or preventive actions within the scope and within the time specified by the JCW and may undergo reassessment or discontinue the certification process, bearing the costs incurred to date.

If the customer does not make a decision regarding the above-mentioned actions, the CU shall set a deadline for making a decision. In case of lack of information from the customer, the process is terminated and the Applicant is charged with costs for previous actions.

4.1.3 Overview

A final review of the evaluation information and results is performed by a CU expert not involved in the evaluation process.

This review consists of checking compliance of the certified product with specified requirements, correctness of results and scope of tests carried out with all documents being the basis for certification and other requirements of JCW established in the offer.

4.1.4 Certification decision

Decision on granting or refusing to grant the certificate is made by an expert of the Certification Body who is not involved in the assessment stage.

In the case of a decision to refuse to grant a certificate, an employee of the JCW TRP shall provide the customer with a reasoned decision.

In case of a positive decision, an employee of JCW prepares a draft certificate and then sends it to the customer for approval. After approval, the original certificate is forwarded to the customer together with a set of documents (if required).

4.1.5 Certificate issue

Certificate is issued for a period of 5 years. The certificate is valid under the condition that the customer obtains a positive result from surveillance, fulfils the obligations laid down in the Rules of Certification of JCW TRP and pays the licence fee.

Certificate content:

- name, customer address and place of production, optional customer logo,
- basis for evaluation,
- the date of issue and validity of the certificate,
- acronym for certification program,
- description of the certified product, optional visualization of the product,
- name, address of the CU and signature of the person authorised to issue the certificate,
- Certificate and countertop number and project and work order number,
- TÜVRheinland mark of conformity, PCA accreditation symbol for JCW TRP (if applicable).

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4.2 ISSUING A CO-LICENSE CERTIFICATE

Co-license certification is intended for entities that wish to use TÜVRheinland's mark of conformity while selling previously certified products under their own brand.

A customer interested in obtaining a co-license certificate shall submit a request on the form received (F04 Request for Co-license to MS-0007830). The request requires that the owner and master certificate number be indicated and that the owner agrees to grant co-license.

The co-license certification process follows sections 4.1.2 to 4.1.5, the evaluation stage depends on the product specification.

In the event of changes to the Master Certificate as specified in Clauses. 4.6 and 4.7 for the co-license certificate the same actions are performed as for the main certificate on the basis of which co-license was granted.

4.3 LIST OF CERTIFIED PRODUCTS

The CU maintains information on certified products and provides information on the validity of issued certificates upon request.

Information on suspended or revoked certificates can be found at www.tuv.com.

In addition, information on issued certificates is posted on the website www.certipedia.com. TRP is responsible for the published data.

4.4 USE OF CERTIFICATES AND CONFORMITY MARK

Products for which a certificate has been issued can be marked with the corresponding TÜVRheinland mark of conformity.

A customer, who obtained the right to mark the product with the TRP mark of conformity and decided to apply the mark on certified products should

- affix this mark directly to the product in a permanent and non-transferable manner,
- where the physical size or nature of the product does not allow the mark to be affixed directly to the product, it may be affixed to the packaging or accompanied by other information.

Other third-party marks of conformity, such as those relating to quality or environmental management systems and services, should not be displayed on the product or on the packaging of the product.

If the reference document is revised, the product may be labelled as before until the end of validity of the certificate.

Reference to the TRP mark of conformity is allowed in documents and promotional materials, only with respect to certified products, provided that the accompanying information is not misleading to potential recipients.

The graphic form of the sign is specified in the appendix - Sign Visualization Book.

If the client wishes to provide copies of the certification documents to others, the documents must be copied in their entirety.

In case of improper reference to the certification program or misleading use of certificates or conformity marks, TRP may take appropriate legal action or suspend the certificate. The rules for the use of the mark of conformity are laid down in the appendix General and common conditions for the use of all variants of the TÜV Rheinland mark.

4.5 SURVEILLANCE OF THE ISSUED CERTIFICATE

During the validity period of the certificate JCW exercises supervision over the issued certificate in order to make sure that certified products meet the requirements of reference documents being the basis for certification and that the certificate and the mark of conformity are properly used. Principles of surveillance

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are defined in the offer accepted by the customer. Information on results of surveillance is submitted by JCW after its completion.

4.5.1 Basic functions and activities for certificate oversight**4.5.1.1 Inspection**

Once every 12 months (+/- 3 months), during the validity period of the certificates, an inspection of the production site is carried out, during which, in addition to the assessment of the stability of the production process, a random inspection of the product or its documentation is performed. During at least one of the surveillance inspections it is necessary to carry out random control of at least one of the products certified in the given program.

In case when production of certified product model has been stopped or suspended and the product is not present in the finished products warehouse, the inspection is carried out for similar product manufactured on the same production line as the product covered by the certificate.

The scope of WTO surveillance inspections will be detailed in the inspection plan. It should include, but not be limited to:

- verification of compliance with the client's obligations as set out in the Certification Regulations,
- verification of keeping records by the customer of complaints of certified products,
- control of corrective actions to non-conformities and observations identified during the previous inspection,
- verification of changes in product documentation.

4.5.1.2 Additional full or partial tests

The CU may order additional testing of the product during surveillance in the event of:

- design changes submitted by the customer,
- findings of non-conformity of products during WTO inspections,
- notifications from consumers or state authorities.

The necessity and scope of testing shall be decided by JCW and the customer shall be informed thereof.

4.5.1.3 Additional verification

- verification of the WTO inspection report,
- evaluation of the dossier if there have been any changes.

4.5.2 Finding of non-conformity or deviation from the terms of the general contract

If nonconformities are found in any area related to certification, the CU may conduct an unscheduled WTO inspection to inspect the detected nonconformities, suspend or revoke the certificate, or limit the scope of certification - in accordance with the concluded agreement.

CAB decisions to conduct an off-schedule inspection, additional examination, suspension, revocation, or limitation of the scope of the certificate may be preceded by a request for an explanation by the licensee of the circumstances.

An employee of the CU shall inform the customer in writing about the actions taken in relation to the identified non-compliances, together with the reasons for the decision.

4.6 CHANGES AFFECTING CERTIFICATION**4.6.1 Change to specified requirements**

JCW TRP certifies compliance with current requirements, therefore it constantly monitors standardisation works and other normative documents, which are the basis for certification, and in case of their change or update, it analyses those changes. Based on the results of the analysis the conditions for maintaining the

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certificate and the date for adjusting the products and documentation to new requirements are determined and the customer is informed.

The process of evaluation of these activities may include: documentation assessment, WTO inspection, full or partial laboratory testing. The above-mentioned activities may be carried out during the surveillance (verification of the production site, product documentation) and involve additional costs. In case of positive result of assessment JCW will issue a new certification document.

If the product is not adjusted to the new requirements within the time specified by JCW, the certificate will be suspended.

4.6.2 Certificate continuation (renewal)

The basis for extending the validity of the certificate is submission by the customer of a new application and delivery of required documents. JCW may reassess certified products or accept assessment reports presented during initial certification. A new offer is prepared for the customer. Continuation of certification is conditioned by positive result of review, previous positive results of certificate surveillance and fulfillment of all financial obligations.

4.6.3 Extension of the scope of the certificate

The holder of the certificate, wishing to extend it by additional types or models of products, with the same specified requirements, coming from the same manufacturer, when the differences in the construction of the product and its use in relation to the product for which the certificate has already been issued are very small and do not deteriorate the quality of the product and the safety of its use, submits an application for certification, enclosing only a description of the differences in relation to the product holding the certificate together with the technical documentation showing the essence of the differences.

Based on the analysis of the application, a decision is made on the possibility of extending the certificate and a cost calculation of the process is made.

The Certification Body may decide not to carry out an inspection or to require only the assessment of those additional types or models of products in order to determine their conformity with the standard or other normative document. In other cases those fragments of certification procedure are applied which result from new circumstances in relation to the product for which the certificate was already issued. Those circumstances are analysed and assessed by JCW TRP employee. The result of this assessment is the basis for taking decision on certification.

4.7 LIMITATION, SUSPENSION, REVOCATION AND TERMINATION OF THE CERTIFICATE

In what cases a certificate may be restricted, suspended, revoked or terminated is described in detail in the Rules of Certification of CUs.

4.7.1 Limitation

In case of limitation of the scope of the certificate the Ordering Party shall send back the original certificate to JCW TRP. He is also obliged to cease referring to the certificate or mark of conformity in relation to products no longer within the scope of certification. Then, after paying a fee for issuing a new certificate, a certificate with a changed scope is sent to the Principal.

The decision to limit the certificate is taken by the JCW informing the customer in writing.

4.7.2 Suspension

The decision to suspend a certificate shall be taken by the JCW, specifying the date on which the decision takes effect. Additionally, its duration and conditions for reinstatement of the certificate shall be given.

If it is found that the product may cause a risk to life or health, the JCW shall suspend the certificate with immediate effect.

The period of suspension of the certificate shall be included in the period of its validity.

Conditions for certificate reinstatement:

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- presentation of corrective and preventive actions in relation to the identified non-conformities.
- presentation to the JCW of evidence confirming compliance of modified products with the requirements of standards which are the basis of certification.

4.7.3 Revocation

In case of certificate revocation, the Ordering Party shall send back the original certificate to JCW TRP. Decision on certificate revocation is taken by JCW. The decision shall include information on the necessity to remove the mark of conformity from products and marketing materials, for which the certificate was withdrawn (it applies to products in stock and on the market), as well as any information referring to the withdrawn certificate and ceasing to use copies of the certificate.

The certificate holder has the right to lodge an appeal with the CU within 30 days of receiving the decision to revoke the certificate.

4.7.4 Completion

The Principal requesting termination of certification should return the original certificate to JCW TRP, immediately cease using copies of the certificate and conduct all advertising, sales and marketing activities related to the terminated certification, as well as all information recalling the revoked certificates and cease using copies of the certificates.

In case of termination (on customer's request), suspension, limitation or withdrawal of certification, the certification body informs the customer in writing and makes necessary changes to the certification status in certification documents and public information.

4.8 RIGHTS AND OBLIGATIONS OF THE CUSTOMER, RIGHTS AND OBLIGATIONS OF JCW TRP

Detailed information is contained in the Terms and Conditions of Certification of JCW and in the General Terms and Conditions of Transaction, which are attached to the General Agreement, which the customer receives together with the offer for certification. The Certification Regulations and General Terms and Conditions are also available on the website www.tuv.pl.

4.9 COMPLAINTS AND APPEALS

The customer has the right to lodge a complaint against the actions of the Body and the right to appeal against the certification decision. Information on the manner of processing complaints and appeals is available at www.tuv.com in the "About Us" tab.

4.10 PRICE LIST

Fees are set on the basis of the current price list, available on request at the JCW TRP. After reviewing the Request for Proposal received, JCW sends the customer a proposal with a cost calculation.

The fee for the certification process depends on the number of certified products and their complexity and is calculated according to the estimated working time of JCW employees carrying out particular stages of certification, travel and accommodation costs. The costs of the certification process, irrespective of its outcome, are borne by the customer.

In case of interruption of the certification process, the settlement covers activities performed in this process up to the moment of its interruption.

The client who has obtained the certificate, in the following year and in subsequent years, shall bear supervisory and licence fees, which is one of the conditions for maintaining the validity of the certificate.

4.11 REQUIREMENTS

The certification body shall retain all documentation supplied and prepared in accordance with the programme for a period of 10 years from the date of issue of the certificate.

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5. Roles & Responsibilities

Roles are defined in Procedure MS-0007880 Appointment and supervision of personnel qualifications.
Responsibilities are defined in Annex Z04 of Procedure MS-0007830 Certification of Utility Products.

6. Specifications

N/A

7. Attachments

- Criteria documents
- Book of logo visualization
- General and common conditions of use for all variants of the TÜV Rheinland mark

8. Related Documents

N/A

9. External Reference Documents

N/A