



Accreditation Services Quality Manual

GAUK –QM01

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APPROVED BY: DIRECTOR OF GLOBAL ACCREDITATION UK

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WORD / ABBREVIATIONS	DESCRIPTION
Accreditation	Third-party attestation related to a conformity assessment body conveying formal demonstration of its competence to carry out specific conformity assessment tasks
Accreditation body	authoritative body that performs accreditation
Accredited certification Body	a certification body some or all activities of which have been accredited by GAUK and which continues to conform with GAUK accreditation criteria
Accreditation criteria	Accreditation regulations, technical and managerial requirements and other accreditation conditions set by GAUK
Accredited inspection body	an inspection body some or all activities of which have been accredited by GAUK and which continues to conform with GAUK accreditation criteria
Accredited laboratory	a laboratory some or all activities of which have been accredited by GAUK and which continues to conform with GAUK accreditation criteria.
Accredited organisation	an accredited certification body, accredited inspection body or accredited laboratory
Applicant organisation	an organisation which has submitted an application for accreditation to GAUK
Approved inspector	an individual who is an employee of or under contract to an accredited inspection body and has been authorised by the inspection body to perform specific inspections for it and to whom GAUK has given formal approval as a competent person for performing such inspections
Approved signatory	an individual who is an employee of or under contract to an accredited laboratory/inspection body and has been authorised by the accredited laboratory/inspection body to sign reports or certificates issued by the laboratory/inspection body for specific activities and to whom GAUK has given approval for signing endorsed reports or certificates for such activities
Assessor	a person who has the qualifications and experience necessary for examining, evaluating and judging the effectiveness and quality of an activity of a laboratory, certification body, inspection body, proficiency testing provider, or reference material producer has undergone appropriate training for conducting assessments and has been formally appointed by GAUK to perform an assessment.
Authorised representative	the person who has been employed by an accredited organization or applicant organization and is formally nominated by such organization to represent it to deal

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	with any matter relating to an application for accreditation or an accreditation under a GAUK accreditation scheme
Certification system	a name used by GAUK to represent a branch of certification for which GAUK provides accreditation under GAUK guidelines
GAUK	GLOBAL ACCREDITATION UK
Proficiency testing	a method of determining the performance of an organisation by means of comparing the results it obtained for a specific activity from a sample, an instrument or another item with the results for the same activity obtained by other organisations from the same or similar sample, instrument or item. Proficiency testing may be used to determine the performance of laboratories and inspection bodies
Scope of accreditation	the activities for which an organisation has been accredited by GAUK
Surveillance	action taken by GAUK over and above the scheduled reassessments to check an accredited organisation in order to ensure that it continues to comply with the accreditation criteria
Suspension	accreditation held in abeyance by GAUK
Technical expert	a person assigned by GAUK Executive to provide specific knowledge or expertise with respect to the scope of accreditation to be assessed
Termination	withdrawal of accreditation by GAUK

Global Accreditation UK

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Sl. No.	Description
1.0	Introduction to manual
1.1	This manual explains how the various requirements of ISO/IEC 17011 have been integrated in various processes of GAUK and provides a road map on application of accreditation procedure.
1.2	The layout and contents of this manual are based on the structure and requirements of ISO/IEC 17011. The guidelines given in the standard have also been referred.
1.3	References made in this manual are not necessarily qualified by applicable revision number of the referenced documents. Wherever the revision number is not provided, this shall imply that only the latest revision of the document is applicable.
2.0	Introduction to Organization
	Global Accreditation UK (GAUK) is an independent, impartial, distinguished body established to maintain quality service in the certification areas. It was established under the guidance of Pioneers who are related to this field and have vast experience based on their exposure to global environment. Our presence is in more than 30 countries hence considered to be one of the largest Independent Accreditation Body (ICB).
3.0	Scope of services
	Global Accreditation UK (GAUK) provides accreditation to Conformity Assessment Bodies (CAB) which are related to: <ul style="list-style-type: none"> ❖ Management System Certification (ISO 9001, 14001, 18001 ETC.) ❖ Product Certification (RoHS, CE Marking) ❖ Personnel Certification (LA QMS, EMS, OHSAS) ❖ Inspection ❖ Rating
4.0	Vision
	To become a leading light among the Independent Accreditation Bodies of the world, to continual improve the system , environment , skills, Procedures and to make the world a more reliable place.
5.0	Mission
	To Provide Accreditation approval to those who can help us to enhance Socio-economic Environment and Personal well-being.
6.0	Objectives
	<ul style="list-style-type: none"> ❑ Information related to standards and maintenance of quality while serving to end customer. ❑ Any change in the global environment which can impact certification process. ❑ Accreditation of Conformity Assessment Bodies (CAB) so as to improve quality and reliability of the organizations.

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	<ul style="list-style-type: none"> ☒ Monitoring of Conformity Assessment Bodies (CAB) Accredited ☒ Review and discuss any improvement in the meeting of Board of Directors. 												
7.0	References												
	<p>This manual has made frequent references to the undernoted corporate procedures. The revision numbers of the referenced documents have also been mentioned simply because only the latest versions of these documents are to be used/ referred. The master list of corporate documents indicates the applicable revision number of each document:</p>												
	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Document Name</th> <th style="text-align: left;">Reference No.</th> </tr> </thead> <tbody> <tr> <td>Fee Structure</td> <td>GAUK-F1, Issue 02, Rev. 01</td> </tr> <tr> <td>Symbol use</td> <td>GAUK-SY1, Issue 03, Rev. 02</td> </tr> <tr> <td>Accreditation Procedure</td> <td>GAUK-API, Issue 03, Rev. 02</td> </tr> <tr> <td>Application Form</td> <td>GAUK-A1, Issue 02, Rev. 01</td> </tr> <tr> <td>Customer complaint</td> <td>GAUK-CCI, Issue 03, Rev. 02</td> </tr> </tbody> </table>	Document Name	Reference No.	Fee Structure	GAUK-F1, Issue 02, Rev. 01	Symbol use	GAUK-SY1, Issue 03, Rev. 02	Accreditation Procedure	GAUK-API, Issue 03, Rev. 02	Application Form	GAUK-A1, Issue 02, Rev. 01	Customer complaint	GAUK-CCI, Issue 03, Rev. 02
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Customer complaint	GAUK-CCI, Issue 03, Rev. 02												
8.0	Terms and Definitions												
	The same definitions as given in ISO/IEC 17011 apply in this manual also.												
9.0	Organization Structure												
	<p>GAUK is non-discriminatory, in that it will accept applications from bodies operating anywhere in the world. The GAUK Governing Board has placed no geographic limitations on the organization's operations.</p> <p>GAUK accreditation programs/schemes are accessible to all bodies, irrespective of size, location or affiliations, whose operations include activities for which accreditation programs/schemes are currently available. All accreditation criteria and conditions are detailed on the GAUK website. Apart from standards that have to be purchased from the applicants national standards writing body or standard owner, all other accreditation criteria and freely available on request.</p>												
	<p>GAUK has four tier structures which have been given on the website. Here we are mentioning the roles and responsibilities of the committees formed for carrying out accreditation procedure. All committees are headed by the chairman who reports to the Director of the organization:</p>												
9.1	Accreditation Committee												
	<p>Accreditation committee consisting of members who are technical expert and have in-depth knowledge of accreditation procedure. After receipt of application from an organization it is put before the committee. The decision related to accreditation considered to be full and final.</p> <p>Accreditation committee checks the credentials of the interested organization and discuss if there is a need of some more documents for taking a decision on accreditation. In some cases if the committee does not find the documents relevant or insufficient it will be communicated to the interested party to resubmit the</p>												

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	<p>documents and the application was put on hold as long as there is receipt of complete set of documents from the interested organization.</p> <p>Accreditation also checks any complaint received and forwarded by complains committee to them. It may suggest for cancellation of accreditation of any organization if found substantial evidence of non-conformity.</p> <p>GAUK shall have the right to withdraw accreditation or reduce the scope of accreditation of an accredited organisation. Official notification of such withdrawal or reduction will be given in writing by GAUK to the authorised representative of the accredited organisation.</p> <p>The objective of this committee is:</p> <ul style="list-style-type: none"> • Performance of assessment and accreditation • Formulation of policy matters relating to the operation of GAUK • Decisions on accreditation • Suggest for cancellation/accreditation of organization
9.2	Technical committee
	<p>Technical committee is a team of experts having long experience in the business and corporates matter related to organization. The members of this committee have technical background. This committee made and defines rules of procedure for dealing in accreditation procedure. All kinds of legal and procedural related matter resolved by this committee.</p> <p>Technical committee also provides an in-house and external training to the employees and new joiners. Technical committee prepares list of organization given accreditation during the quarter and pending application. The report made by this committee discussed every week and reasons were also given for the reason of rejections and pending applications.</p> <p>GAUK believes that man-hour lost is equivalent to money wasted hence the moment we receive application along with documents and fees, Technical committee comes into picture. It checks the application and forwards it to accreditation committee for further necessary action. Any mistake found in the application communicated to the interested parties at the earliest.</p> <p>Technical committee also makes some changes if required in the procedure, forms and updates all the relevant documents. Further after receiving of approval of accreditation it has been communicated by the technical committee to the interested organization.</p> <p>The objective of this committee is:</p> <ul style="list-style-type: none"> • Up-dating and documentation of the documents • Thoroughly checking of the application • After checking forwarding the application to accreditation • Intimation of rejection/revision and approval of accreditation

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9.3	Innovation Committee
	<p>GAUK believes that without changes and adaption to global environment no one can survive and thrive for a long term. With this vision we have formed an innovation committee. Any systematic change in the global environment captured by this committee and circulated to the organization. This committee closely monitors ISO systems and the international organizations views related to it. This committee also publishes news and views of the experts which may affect the global environment. This committee also takes feedback from the clients for improvement.</p> <p>The objective of this committee is:</p> <ul style="list-style-type: none"> • Publishing relevant news and views of experts • feedback from the clients • may suggest changes in procedures to technical committee
9.4	Appeals committee
	<p>As the name suggests appeals committee invites suggestion and complaints from the clients certified by our accredited bodies. Online complaint form is available on our website consisting of the reason of grievance against the organization. Complaint procedure has been defined in procedure <i>Customer complaint GAUK-CCI, Issue 03, Rev. 02</i> available on our website. The griever may read the instructions and fill up the online form available and send to us.</p> <p>The objective of this committee is:</p> <ul style="list-style-type: none"> • sort out the complaints received and forward it to accreditation committee • to ensure time resolution of grievances • strict action against those found to be guilty or non-conformance • ask the documents related to complaint as a proof • suggest the griever about the mode of complaint
10.0	Authority and administration
	<p>GAUK will keep confidential all information provided by an organisation in relation to preliminary enquiries or to an application for accreditation and all information obtained in connection with an assessment of an organisation, such that only personnel who require the information for the assessment will be given access to such information. Such personnel will include GAUK Executive and staff, assessors involved in the assessment and members of various committees. Without written consent of the organisation, GAUK will not disclose confidential information of an applicant or accredited organisation outside of GAUK except as allowed in this document. However, an organisation shall note that it may be necessary for GAUK to pass GAUK's files, including any information in relation to it to persons responsible for evaluating the performance of GAUK under a mutual recognition arrangement/agreement GAUK has concluded or intended to conclude</p>

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	<p>with other accreditation bodies.</p> <p>GAUK may perform an on-site reassessment of an accredited organisation at any time earlier than the scheduled reassessment or conduct an on-site surveillance visit to it without giving prior notice to the organisation.</p> <p>GAUK shall set fees and charges for any service provided by GAUK. An applicant organisation or an accredited organisation can obtain a list of such fees and charges from GAUK. Fees or charges paid by an applicant or accredited organisation are neither refundable nor negotiable.</p>
11.0	Accreditation procedure
	<p>Accreditation procedure is clearly defined in <i>Accreditation procedure document no. GAUK-API, Issue 03, Rev. 0</i>. all applicants are requested to go through it apply accordingly. For any kind doubt or clarification a mail can be sent to GAUK in this regard. Any kind of change will be intimated through mail and revised procedure will be uploaded over the website. There will be no leniency on our part for accreditation process irrespective of the applicant. Hence be sure the procedure is followed in all respects.</p>
12.0	Accredited bodies
	<p>As defined in <i>procedure for Symbol use GAUK-SY1, Issue 03, Rev. 02</i> every organization which receives accreditation from GAUK receives a specific code which is unique and different from any other bodies. Whoever wants to know the details of the accredited body and the scope of certification may put that code into search option available over our website and find out the complete details of the certification body. We also provide the details for those certification bodies whose accreditation has been cancelled or put on hold for some reasons.</p>
13.0	The obligations of Accredited Organization
13.1	represent honestly and truthfully to any person concerned that it is only accredited for activities stated in its scope of accreditation;
13.2	pay the fees and charges as determined by GAUK
13.3	endeavour to ensure that the accreditation granted by GAUK is not used in a misleading manner
13.4	conform with the accreditation criteria, including accreditation regulations specified in this document, technical and non-technical requirements and other conditions as specified by GAUK under its terms of accreditation
13.5	An accredited organisation which performs an accredited activity for any of its customers shall maintain for such activity a quality standard which is in conformity with the accreditation criteria as set by GAUK. The same standard shall be maintained at all times, no matter whether or not the GAUK accreditation symbol will be used in the report or certificate covering the result of such activity.
13.6	Upon termination of accreditation for all activities of an organisation as specified in a certificate of accreditation, the organisation shall return such Certificate of accreditation to GAUK forthwith.

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	Upon suspension or termination of the accreditation of any activities carried out by an organisation, whether or not voluntarily made, the organisation shall discontinue making reference to the accreditation in any report, certificate, letterhead, brochure, advertising material, stationery, and Internet websites, etc., immediately.
13.7	An accredited or applicant organisation shall cooperate with GAUK and its assessment teams and provide them with full support during an on-site assessment and in any other situation such as to provide all necessary information for assessment of the organisation's competence and its conformity with the accreditation criteria. Upon the request of GAUK, such organisation shall provide GAUK with a copy of the documentary standard for which it seeks GAUK accreditation for use during the assessment.
13.8	An accredited organisation shall have a policy and procedure in writing for handling and resolving complaints, disputes and appeals made to it by its customers or other parties. Records of all such complaints, disputes and appeals and actions taken shall be kept by the accredited organisation for a minimum of 3 years and shall be made available to GAUK for inspection upon request.