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| **Request - Contract – Statement**  **for certification of management system** |

This document is used as the basis for the making of the offer for management system certification in your company. Please fill in all the sections provided.

**1. Basic data of your company**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Name of the company: | | |  | | | | | |
| Country/City: | |  | | | | | Zip code: |  |
| Address: | | | |  | | | | |
| Tel: |  | | | | Mobile: |  | | |
| e-mail: | | |  | | | | | |
| web page: | | |  | | | | | |

**2. Type of audit / Standard(s)**

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Type of audit / Standard | | | | ISO 9001 | ISO 14001 | ISO  45001 | HACCP  CAC/RCP | ISO 22000 | EN ISO 13485 | ISO 22301 | ISO/IEC  27001 |
| Initial certification | | | |  |  |  |  |  |  |  |  |
| Recertification | | | |  |  |  |  |  |  |  |  |
|  | | Extension of the scope (new standard): | | | | | | | | | |
|  | within the recertification | | |  |  |  |  |  |  |  |  |
|  | within the audit | | |  |  |  |  |  |  |  |  |
|  | separate from audit | | |  |  |  |  |  |  |  |  |
|  | | Extension within the same scope: | | | | | | | | | |
|  | within the recertification | | |  |  |  |  |  |  |  |  |
|  | within the audit | | |  |  |  |  |  |  |  |  |
|  | separate from audit | | |  |  |  |  |  |  |  |  |
| Checking the supplier | | | |  |  |  |  |  |  |  |  |
|  | | Do you already have a certified management system according to some standard? | | | | | | | | | |
|  | No | |  | | | | | | | | |
|  | Yes | | |  |  |  |  |  |  |  |  |
| from (date) | | |  |  |  |  |  |  |  |  |
| certificates issued by (certification body): | | |  |  |  |  |  |  |  |  |

**\*you need to use the latest version of this document, available at: www.kvalitet.co.rs**

**3. Products or services covered by the management system that you want to certify:**

|  |  |
| --- | --- |
| Scope of certification (business activity) |  |
| Example: Production of meat products; Production and sale of beverages and fruit juices; Development of software and information systems... |
| Subcontracted processes |  |
| Example: bookkeeping services; design and development; transport services. |
| Requirements of standards that are not applicable |  |
| Example: 8.3 Design and development of products and services; 8.4 Control of externally provided processes, products and services. |

**4. Data of sites/locations:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Address  (country, city, address) | | Processes that are performed on the site/location | Number of employees | Is it in the scope of certification? | |
|  |  |  |  | Yes | No |
|  |  |  |  | Yes | No |
|  |  |  |  | Yes | No |
|  |  |  |  | Yes | No |
|  |  |  |  | Yes | No |

**5. Data about employees:**

|  |  |
| --- | --- |
| Total number of employees: |  |
| Number of shifts: |  |
| Number of employees in the scope of certification: |  |
| Number of temporarily engaged: |  |

**6. Data on important resources:**

|  |  |
| --- | --- |
| 1. |  |
| 2. |  |
| 3. |  |
| 4. |  |

**7. Consulting services:**

|  |  |  |  |
| --- | --- | --- | --- |
| Have you used consulting services in the last two years in implementing the management system? (implementation, training only for your organization, internal audit) | | Have you used consulting services during the validity of the certificate for management system? (training only for your organization, internal audit) | |
| Yes | No | Yes | No |
| Name of consulting organization: |  | Name of consulting organization: |  |
| Contact person: |  | Contact person: |  |
| Last month/year of using consultancy services: |  | Last month/year of using consultancy services: |  |

**8. Names of responsible persons:**

|  |  |  |  |
| --- | --- | --- | --- |
| Data | Name and surname | Phone | e-mail |
| CEO/President |  |  |  |
| Quality management representative |  |  |  |
| Environmental management representative |  |  |  |
| OHSAS representative |  |  |  |
| Leader of HACCP team |  |  |  |
| ISMS representative |  |  |  |
| BCMS representative |  |  |  |

**9. Documents that you submit with the request:**

|  |  |  |
| --- | --- | --- |
| Quality Manual | Yes | No |
| Context of organization | Yes | No |
| Procedure for identifying and evaluating risks and opportunities | Yes | No |
| A record of evaluating significant aspects of QMS, EMS and OHSAS | Yes | No |
| Processes charts and their relationships | Yes | No |
| A list of procedures and other management system documents | Yes | No |
| Written document containing the organizational scheme and provisions on the internal organization (if not provided in the Quality Manual) | Yes | No |
| Copies of the authorizations, licenses, certificates etc. (if any) | Yes | No |
| A list of laws applied to the organization | Yes | No |
| Scope of ISMS | Yes | No |

**10. Proposal of the dates of audit:**

|  |  |  |
| --- | --- | --- |
| Do you have a scheduled dates for audit? | **Yes** | **No** |
| Proposed dates: |  | |

**STATEMENT**

Regarding this Request for audit and certification of the management system, we declare that we have the necessary knowledge, experience, number of people, equipment, repro-materials and premises for performance of the activity, which is the subject of audit and certification, at a defined (necessary) level of quality and that we will adhere to the procedures provided by our documents in our work.

By signing this document, we confirm that we are familiar with the document “Rulebook for the certification of the management system (Z00PR05)” that is available at www.kvalitet.co.rs.

We accept all the conditions described in the „Contract for Auditing And Certification of the Management System”, which is located on pages 5 and 6 of this document. The process of auditing and certification can start after the signing of the „Contract for Auditing And Certification of the Management System” by both parties.

|  |  |  |
| --- | --- | --- |
|  | Seal |  |
| Place, date | Authorized person |

**CONTRACT FOR AUDITING AND CERTIFICATION**

**OF THE MANAGEMENT SYSTEM**

1. This contract regulates the rights and obligations of the applicant - users of services (hereinafter: the client) and the certification body - "Kvalitet" a.d. Niš (hereinafter: Kvalitet) in the process of audit and certification of the management system.
2. Kvalitet is obliged to professionally and impartially perform the audit and certification of the management system, according to defined and prescribed procedure.
3. Kvalitet is obliged, on the basis of the data provided by the client and valid IAF-MD5 document, to engage appropriate number of auditors/technical experts. This will be done in accordance with the calculated time of the audit indicated in the internal Kvalitet document “O00PA03 Determining the time of the audit” and the information about the number of auditors/technical experts will be delivered to the client together with this contract.
4. The client is obliged to pay the performed service to Kvalitet, according to the valid Kvalitet pricelist, within the time specified in the pro forma invoice. The user is obliged to pay out the performed service to Kvalitet regardless of whether the requested document is issued to him or not, due to the failure to fulfill the conditions for its issuance.   
   Upon execution of the service, a final invoice will be issued to the client. If the service is not paid, according to the calculation, the client is obliged to pay the performed service within the deadline indicated on the account, which can not be longer than 60 days. If otherwise agreed, the contracting parties undertake to make annex of this contract.  
   In the name and on behalf of the beneficiary, the service may also be paid by a third party, in accordance with Article 453 of the Serbian Law on Obligations. Kvalitet may require payment of a service under this contract prior to the beginning of the certification process and certification of the management system.
5. In the process of fulfilling this contract, employees of Kvalitet, as well as other engaged participants (including the Commission for Management System Certification and external auditors and experts) in its implementation, shall be obliged to consider confidential any information received in connection with certification, in accordance with Kvalitet’s documents “Z00PR05 Rulebook for the certification of the management systems” and “Z00PR02 Rulebook on the keeping of confidential information”. Kvalitet will disclose only the information required by the law representatives, about which it will notified by the client, unless otherwise regulated by law. Documents “Z00PR05 Rulebook for the certification of the management systems” and “Z00PR02 Rulebook on the keeping of confidential information” are available on the Kvalitet’s web site www.kvalitet.co.rs. By signing of this contract, client confirms that is familiar with them and agrees with their content.
6. If client is dissatisfied with the performed service, it may appeal in writing within 15 days after the appearing the cause for the appeal. Processing and making decision on appeal is done according to the Kvalitet’s document “Z00PR06 - Rulebook on complaints and appeals of clients of Kvalitet services”.
7. In the process of audit and certification of the management system, client will make available, free of charge for Kvalitet: the allocated workspace, means of communication (telephone, fax), the services of duplication of work documents, transport to remote locations (if any). Client will collaborate with the audit team during the duration of the audit in terms of submitting the insight of all the needed/requested information and documents, allow access to all workspaces for the purpose of evaluation and allow the presence of necessary observers (e.g. assessors of the accreditation body or the auditor on training).
8. After the issuing of the certificate, client shall use the certification and the conformity marking according to “S02PA01 Instructions for use of the sign of conformity for a certified management system”, which will Kvalitet deliver with the certificate. Any use of the certification and the sign of conformity contrary to the aforementioned instructions constitutes an abuse and could be the basis for withdrawal of certification.
9. After the issuing of the certificate, client shall comply with the Kvalitet’s requirements for certification when referring to the certification status in the communication media (internet, brochures, advertisements).
10. After the issuing of the certificate, client shall not give any information about certification in such a way that a confusion may occur.
11. After the issuing of the certificate, client must not allow the reference to his certification of the management system to be used in such a way that it can be indicated that Kvalitet certified the products (including the services).
12. After the issuing of the certificate, client must not suggests that the certification applies to the sites that are outside of the scope of ​​certification.
13. After the issuing of the certificate, client is obliged to adhere to the established organizations, their own rules and procedures that served as the basis for obtaining certification.
14. After the issuing of the certificate, client is obliged to instruct all of his business partners that if they have any remarks on client’s work related to a certified management system, they can refer to Kvalitet.
15. Client that is certified according to standard SRPS EN ISO 13485 accepts that the information contained in the audit report can be submitted to regulatory bodies that accept this standard.
16. After the issuing of the certificate, client is obliged to enable Kvalitet to perform regular surveillance, once a year during the validity of the certification. Kvalitet is entitled to perform additional surveillance in justified cases. If Kvalitet is prevented from performing out surveillance, the certification may be withdrawn. For the purpose of performing supervision according to this Article, client is obliged to pay the fee to Kvalitet, according to the valid Kvalitet’s Price List.
17. After the issuing of the certificate, client is obliged to notify Kvalitet in a timely manner about any intended changes in the management system. This includes changes: in legal, commercial, organizational status; in organization and management; contact addresses; scope of work within a certified management system; major changes in the management system and processes. Kvalitet shall be obliged to inform the holder of the certification in writing whether the certification remains in force or additional audits are necessary in order to extend the certification or the issuance of a new certificate. Kvalitet is obliged to inform the holder of the certification in writing about any change in its certification requirements and to verify that the client is in compliance with the new requirements.
18. Client may not use the certification and the conformity mark after the expiration of the validity period.
19. On clients written request, Kvalitet is obliged issue a decision and perform the withdrawal of certification.
20. Kvalitet will withdraw its certification, temporarily or permanently, if determines, at the time of audit, that client no longer meets the certification requirements. Client’s appeal to a decision on withdrawal of the certification shall not delay the execution of the decision on withdrawal.
21. Upon withdrawal of his certification, client is obliged to cease using the advertising material containing the information about certification.
22. Client is obliged to modify all promotional materials if the scope of ​​certification is for any reason reduced.
23. Client must not use his certification in such a way as to bring Kvalitet into a situation of losing the reputation or public confidence in the services it provides.
24. Client can cancel this contract if submits to the Kvalitet a written statement. If the user has made payment of the service prior to the start of the procedure of audit and certification of the management system, Kvalitet will calculate the costs incurred from the date of the conclusion of the contract until the date of receipt of the written statement of cancelation and return to the client the eventual difference to the custodian within 30 (thirty) days. If the client did not pay the services prior to the start of the audit and certification of the management system and renounced in accordance with paragraph 1 of this Article, he is obliged to pay a deduction in the amount of the incurred costs within 30 (thirty) days.
25. For all that is not foreseen by this contract, the provisions of the Serbian Law on Obligations shall apply.
26. In the event of any dispute, the parties shall try to settle the dispute by mutual consent, and then by the Commercial Court of Niš.
27. This contract is made in 2 (two) identical copies, one copy for each party.

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| Client |  | “KVALITET“ a.d. Niš |
|  |  |  |
|  |  | M.Sc.E.E. Vladimir Vukašinović  general manager |
| Place, date |  | Place, date |