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CERTIFICATION AGREEMENT

Quality requirements for welding
ISO 3834 / EN 15085-2



F101-6-WQMS-RWQMS
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1. INTRODUCTION

1.1 Policies

1.1.1 INTERTEK Italia SpA (hereinafter INTERTEK) is a Certification Body with the necessary independence, impartiality and competence to provide third-party assessment of conformity with the quality requirements for welding (hereinafter WQMS), accredited by ACCREDIA (accreditation No. 00151) to ISO/IEC 17065 for certification to ISO 3834:2021 and EN 15085-2:2020.

1.1.2 INTERTEK is responsible for, and retains authority over, its certification decisions, including the granting, maintaining, renewing, extending, reducing, suspending and withdrawing of certification.

1.1.3 Independence, impartiality, understood as the actual and perceived presence of objectivity, and competence are managed and assured by a Committee for Safeguarding Impartiality representing the interested parties.

1.1.4 INTERTEK does not offer or provide consultancy to organizations on welding matters, but only general information.

1.1.5 INTERTEK procedures are managed with impartiality and without discrimination; in particular:

a) conformity assessment activities are publicly accessible or provided on request;
b) there are no financial or other pressures that could compromise impartiality;
c) certification services are not conditional on the size of the organization, on membership of any association or group, or on the number of organizations already certified;
d) the assessment criteria are the same for all organizations applying for WQMS certification.

1.2 Scope

These Rules are an integral part of the contract.

1.2.1 These Rules define the INTERTEK conditions and procedures for WQMS certification against the following standards, where applicable:

i. ISO 3834 series (latest edition) “Quality requirements for fusion welding of metallic materials” (hereinafter, together with EN 15085-2, referred to as the Standards);
ii. EN 15085-2 (latest edition) “Railway applications – Welding of railway vehicles and components – Part 2: Requirements for welding manufacturer” and related parts.

1.2.2 These Rules also govern the relationship between INTERTEK and the Organizations applying for certification, setting out the respective obligations that the parties accept by signing them.

1.2.3 WQMS certification attests that the Organization has implemented and maintains the quality requirements for welding set out in the applicable Standards, for the defined certification scope (welding processes, material groups, products and sites).

1.2.4 Any breach of these Rules by the certified Organization may lead to the measures set out in Chapter 4.

1.3 Normative references

1.3.1 The list of reference documents for this certification scheme is available on the following websites:

a) www.accredia.it – LS-02 – List of standards and reference documents for the accreditation of Certification Bodies;
b) www.global-aci.org – Global Accreditation Cooperation Incorporated (formerly IAF/ILAC) – Mandatory documents;
c) www.european-accreditation.org – Publications.

Other reference documents are:

d) EA-6/02 M:2022 – EA Guidelines for certification to the ISO 3834 series;
e) ISO/IEC 17065:2012 – Requirements for bodies certifying products, processes and services, for certification to ISO 3834-2 (-3/-4):2021 and EN 15085-2:2020;

f) standards referenced by the ISO 3834 series and the EN 15085 series.

1.4 Definitions

The following terms are used in these Rules:

1.4.1 "Organization": a company, firm or manufacturer applying for certification.

1.4.2 "Certified Organization": a company, firm or manufacturer holding a valid Registration Certificate issued by a Certification Body.

1.4.3 "WQMS": abbreviation used in these Rules to indicate the set of quality requirements for welding implemented by the organization in accordance with the ISO 3834 series and/or EN 15085-2;

1.4.4 "Service/Product": the result (output) of a process, i.e. a set of interrelated or interacting activities that transform inputs into outputs;

1.4.5 "Production site": the site(s) where the organization manufactures the products or delivers the services covered by the certified WQMS;

1.4.6 "Certification Process": all activities carried out by INTERTEK from the signing of the contract and throughout the validity of certification, including the initial audit, surveillance audits and the recertification audit;

1.4.7 "Man-day" (m/d): a standard working day of 8 (eight) hours;

1.4.8 "Evaluation": the set of activities by which the Certification Body establishes that the organization operates in conformity with the applicable Standards; in this document the terms "audit" and "evaluation" are used as synonyms;

1.4.9 "Audit": a systematic, independent and documented process for obtaining audit evidence and evaluating it objectively to determine the extent to which policies, procedures or requirements are fulfilled;

1.4.10 "Surveillance": the set of activities by which the Certification Body verifies that conformity with the requirements of the certified WQMS is maintained;

1.4.11 "Audit team": Certification Body personnel performing audits to assess the conformity (or its maintenance) of the WQMS;

1.4.12 "Team Leader": the person responsible for the audit team;

1.4.13 "Corrective Action Request (CAR)": a request by the audit team for action to be taken to resolve a nonconformity raised in the WQMS;

1.4.14 "Nonconformity": non-fulfilment of a specified requirement;

1.4.15 "Audit results": the content of the audit report, including the NCs raised and their classification;

1.4.16 "Certification Package": the set of documents from the application to the audit documentation;

1.4.17 "Certification Requirements": INTERTEK procedures, reference standards (ISO 3834 series, EN 15085-2:2020), ACCREDIA requirements and applicable documents of EA and of the Global Accreditation Cooperation (formerly IAF/ILAC);

1.4.18 "Initial audit": audit carried out at the organization's premises to assess the conformity of the WQMS with the ISO 3834 series and/or EN 15085-2:2020 for initial certification;

1.4.19 "Corrective action plan": a plan including:

- correction of the nonconformity
- root cause analysis
- the proposed corrective action, which shall eliminate the cause of the nonconformity
- the means of verifying the effectiveness of the proposed corrective action
- the timescale for implementation and verification of effectiveness

1.5 General criteria

1.5.1 Organizations applying for initial certification or for maintenance of certification shall:

a) establish a documented WQMS including the procedures and records required by the Standards;
b) for EN 15085-2:2020 certification, ensure that the process defined by the Organization meets the requirements of the EN 15085 series and, in particular, all requirements of EN 15085-2:2020;
c) for EN 15085-2:2020 certification, apply the requirements of the ISO 3834 series to the extent referenced by EN 15085-2:2020;
d) demonstrate implementation of the WQMS, in accordance with its documentation and the Standards, for the requested scope, for at least 3 months before the date of the application for certification (see §3.1); INTERTEK in any case reserves the right to confirm, during the initial audit (see §3.5), the exclusions declared by the organization;
e) have the knowledge, competence and ability to keep up to date with the legal requirements applicable to its processes, products and/or services; the organization is solely responsible for compliance with the laws applicable to itself and to its products and/or services, excluding any liability or warranty obligation on the part of INTERTEK;
f) keep available to INTERTEK a controlled and constantly updated copy of the WQMS documentation and make available details of changes made to the WQMS since the date of the initial audit;
g) keep a record of customer complaints, which the INTERTEK auditor assesses to verify the resolution of the complaint and the effectiveness of the corrective actions taken;
h) allow the INTERTEK auditor and, if requested and with prior notice, ACCREDIA assessors to carry out their duties, including unplanned special audits arising from complaints from customers or other external parties, ensuring access to premises and information in compliance with access conditions, safety and proper data management (see §3.7.1); failure to grant the Accreditation Body assessors the right of access to its premises (together with the INTERTEK auditor) may result in accredited certification not being issued or being suspended;
i) accept and comply with the latest edition of these Certification Rules; in the event of a new issue, the organization shall comply within the deadlines set by INTERTEK;
j) submit to INTERTEK an Application for Certification, signed by an authorized representative, containing all information and documentation necessary for the assessment (see §3.1);
k) pay in full the INTERTEK fees and related expenses for initial certification, scheduled and extraordinary surveillance and renewal, regardless of the decision to grant or maintain certification.

1.5.2 INTERTEK assumes no responsibility for a positive audit outcome and therefore for the issue of the certificate.

1.5.3 Consultants may, with INTERTEK approval, attend the audit, but only as observers.

1.5.4 The certified Organization shall hold INTERTEK harmless from any damage that may occur during the performance of this Contract.

1.5.5 INTERTEK and its appointees are expressly released by the certified Organization from any liability if they are unable to complete their assignment, in whole or in part, due to force majeure or unforeseeable circumstances.

1.5.6 INTERTEK verifies that the Organization's WQMS is capable of managing conformity with the legal requirements applicable to the products supplied and/or services delivered, without assuming any direct responsibility for the adequacy of the technical choices made by the Organization, which remain its own responsibility, or for verifying compliance with legal requirements.

2. INFORMATION REQUIREMENTS

2.1 Publicly accessible information

2.1.1 INTERTEK makes publicly accessible, or provides on request, information on certifications granted, suspended or withdrawn.
2.1.2 On request from any party, INTERTEK provides relevant information on the validity of a given certification.
2.1.3 In exceptional cases (e.g. for security reasons), access to certain information may be restricted at the client's request.
2.1.4 INTERTEK notifies ACCREDIA monthly of the list of certified organizations, current suspensions and withdrawals and the related reasons.

2.2 Registration Certificate

2.2.1 Following the activities described in §3.5 and §3.6, INTERTEK issues the Registration Certificate to the certified organization.
2.2.2 The Registration Certificate is issued, confirmed or renewed only after payment of the invoices for the activities performed.
2.2.3 The Registration Certificate shall state the organization's legal name and the address(es) where the audit was performed, together with the other required information; where these addresses do not appear in the organization's registration documents (Chamber of Commerce registration), INTERTEK may request corrective action.
2.2.4 For multi-site organizations (branches or local units), the Registration Certificate states the addresses of all sites (see Chapter 6).
2.2.5 Granting of certification gives the Organization the right to use the Certification Mark and the Certificate. Use of the mark and certificate is strictly controlled and subject to the validity of certification.
2.2.6 The conditions governing use of the Mark and Certificate are defined in F105 "Rules for the use of the mark and certificate", latest edition.
2.2.7 The Certificate remains the property of INTERTEK and shall be returned in the event of withdrawal or amendment.
2.2.8 The certificate is valid for three (3) years from the date of the certification decision, regardless of the date of the initial audit. In the case of recertification, if the renewal audit (see §3.10) and the related decision are completed before the expiry date, the new expiry date is set at three (3) years from the previous expiry date.
2.2.9 Validity of the certificate is subject to surveillance audits being performed at the defined frequency with a positive outcome (see §3.9).
2.2.10 Validity of the certificate is subject to the renewal audit being performed before the certificate expires.
2.2.11 Renewal of the certificate is subject to a positive outcome of the renewal audit (see §3.10).
2.2.12 No extensions of certificate expiry dates are granted.
2.2.13 Validity of the certificate is subject to fulfilment of every clause of these Rules.

2.3 Confidentiality

2.3.1 On receipt of the Contract (see §3.1), INTERTEK sends the Confidentiality and Privacy Notice, by which it guarantees the strict confidentiality of all information, documents and data that it acquires or holds in the course of its activities.

2.4 Exchange of information between INTERTEK and the Organization

2.4.1 INTERTEK undertakes to inform the organization of any changes to the reference standards, ACCREDIA accreditation requirements, INTERTEK procedures and/or rules that require substantial adjustments or additions to these Rules.

2.4.2 INTERTEK, giving immediate notice to certified Organizations and to those with an application or certification process in progress, sets the date from which the changes become effective and binding, allowing the Organization the time needed to implement them.

2.4.3 Failure by the certified Organization to implement the required corrective actions within the timescales set out in §3.3 may result in suspension or withdrawal of certification (see Chapter 4).

2.4.4 Any change to the reference standards may require additional audits to verify conformity, the costs of which are borne by the certified Organization.

2.4.5 The certified organization undertakes to promptly notify INTERTEK of all nonconformities raised by regulatory authorities, as well as any suspension or withdrawal of licences, concessions, etc. relating to the production/supply of products/services within the certification scope.

2.4.6 The certified organization undertakes to immediately inform INTERTEK of any ongoing legal and/or administrative proceedings relevant to the subject of certification, within the limits imposed by law.

2.4.7 The certified organization undertakes to keep INTERTEK informed of developments in such proceedings.

2.4.8 The certified organization undertakes to inform INTERTEK of any changes to or new welding processes, material groups, products/services, welding coordinators, documentation, company structure, addresses and/or sites, and of any situation that may affect the ability of the WQMS to meet the requirements of the Standards.

2.4.9 In relation to the above (§2.4.5–§2.4.8), and in any case, INTERTEK may carry out additional audits at its sole discretion (see §3.7) and, depending on the impact of the situation on the certified organization's WQMS, may suspend and/or withdraw certification (see Chapter 4).

3. CERTIFICATION PROCESS

3.1 Application

3.1.1 To start the certification process, the organization shall submit an explicit request to INTERTEK by completing, through an authorized representative, the Application for Certification (Client Information Form F101-1-WQMS-RWQMS) and providing all the information requested, in particular:

a) the requested certification scope, which shall include all welding processes classified in accordance with ISO 4063, material groups in accordance with ISO 15608 and, for EN 15085-2, the requested certification level and weld performance classes;
b) any exclusions of requirements of the Standards, where applicable, with justification;
c) number and location of the production units where activities/processes related to the certification scope are carried out;
d) number of personnel involved in welding activities relevant to the certification scope, including outsourced processes;
e) any other information (e.g. number and type of construction sites) needed by INTERTEK to determine the number of man-days.

3.1.2 On receipt of the Application for Certification and after checking that the information is complete, INTERTEK prepares the Certification Offer.

3.1.3 The duration of the initial audit and any portion of time performed off-site (see §3.4) are defined in the Certification Offer.

3.1.4 The number of man-days for initial certification, surveillance and renewal is determined on the basis of the information referred to in §3.1.1 and of ACCREDIA requirements and applicable documents of EA and the Global Accreditation Cooperation.

3.1.5 If changes to the information referred to in §3.1.1 arise during the certification process, INTERTEK reserves the right to revise the number of man-days defined in the offer, informing the organization accordingly.

3.1.6 If the Offer is accepted, the Organization returns it countersigned by its legal representative or a delegate; the certification order is thereby deemed signed and these Rules accepted.

3.1.7 On receipt and positive evaluation of the Certification Order, INTERTEK sends the Order Confirmation to the Organization.

3.1.8 Following the renewal audit and the resulting issue of the certificate, INTERTEK sends the commercial proposal for maintaining certification for the following three-year cycle; if the organization does not confirm it by the due date of the first surveillance audit after renewal, INTERTEK withdraws the certificate.

3.2 Planning of certification activities

3.2.1 The initial certification process provides, for both Standards, for an initial audit carried out at the organization's premises (see §3.5).

3.2.2 INTERTEK plans the certification activities within 4 weeks of receipt of the Contract, unless otherwise agreed, agreeing the period of the initial audit and appointing the Audit Team and the Team Leader.

3.2.3 At least 15 days before the audit, unless otherwise agreed, INTERTEK formally notifies the Organization of the Audit Team members, who are deemed accepted unless objected to in writing within five (5) days of notification.

3.2.4 The Organization may object to one or more members of the proposed Audit Team without giving reasons. If the second proposed Audit Team is objected to, INTERTEK requests written justification, which is submitted to INTERTEK Technical Management.

3.2.5 If INTERTEK proposes an auditor or expert who has been involved in any way, in the two years preceding the audit, with the Organization's products/services, or has had any kind of relationship with it, the Organization shall inform INTERTEK immediately.

3.2.6 The organization shall not, directly or indirectly, assign to any member of the Audit Team consultancy activities relating to the certification scope during the two years following certification. Otherwise, INTERTEK evaluates whether to repeat the most recent audit activities.

3.3 Classification and resolution of corrective action requests

Nonconformities may be raised during all types of audit; for each of them the Audit Team issues a Corrective Action Request. NCs are classified as follows:

3.3.1 **Major nonconformity (grade I):**

a) failure to fulfil one or more requirements of the Standards, supported by objective evidence;
b) evidence of a complete lack of implementation of most of the requirements of the Standards;
c) evidence of deficiencies closely related to welding activities that may seriously compromise product quality or conformity with the legal requirements applicable to the product;
d) failure to comply with the requirements of F105-ENG-IT "Rules for the use of the mark and certificate", latest edition;
e) declared exclusion of requirements of the Standards that, during the audit, are found to be essential to the WQMS.

3.3.2 **Minor nonconformity (grade II):**

a situation, supported by objective evidence, that raises doubts about the ability of the WQMS to ensure conformity with the requirements of the Standards.

In other words, a finding is classified as a grade II NC when there is evidence of failure to fulfil part of a requirement of the Standards or of an internal procedure which, while requiring correction and corrective action, does not compromise the conformity of the WQMS as a whole with the Standards.

3.3.3 **Observations or opportunities for improvement:**

Situations are classified as observations when they represent:

a) potential nonconformities, not supported by objective evidence of either nonconformity or conformity;
b) situations requiring action to demonstrate the full effectiveness of the process concerned.

3.3.4 All corrective action plans, including evidence of correction, shall be submitted by the organization within 30 calendar days of the last day of the audit, unless the certificate expires earlier, in which case the plan shall be submitted before the certificate expires. Corrections and corrective actions are handled as specified below, unless otherwise defined[1]:

a) Major nonconformity: corrective action plans are reviewed by the Team Leader for approval; the Team Leader may request a new correction and/or corrective action or refer the matter to INTERTEK Technical Management, which decides on it (see also §3.8 and/or §4.1).
b) Objective evidence of corrections and corrective actions is always required.
c) For major nonconformities, correction, corrective actions and their verification shall be completed within 60 calendar days of the last day of the audit and, in any case, before the certificate expires, if earlier. The Team Leader and/or Technical Management may require a Follow-up Audit (see §3.8) or a documentary closure for verification; any Follow-up Audit shall be carried out within the same timescale.
d) Closure of major NCs is a necessary condition for granting, maintaining or renewing certification.
e) Minor nonconformity: the corrective action plan is reviewed by the Team Leader for approval; if it is not approved, the Team Leader may request a new correction and/or corrective action or refer the matter to INTERTEK Technical Management (see also §3.8 and/or §4.1). Corrections and corrective actions shall be implemented within 90 calendar days of the last day of the audit; their effectiveness is verified at the next audit. Objective evidence is always required.
f) Acceptance of the corrective action plan for minor NCs is a necessary condition for granting, maintaining or renewing certification.
g) Observations and opportunities for improvement: the organization defines the actions it considers appropriate, to be implemented before the next audit.

[1] For renewal verification, refer to §3.10.6 only for the different timescales: all other details are unchanged; refer to §3.3.4

3.3.5 At subsequent audits, the effectiveness of the actions taken in response to actual or potential nonconformities is verified.

3.3.6 If, at subsequent audits, CARs and/or observations are found not to have been effectively addressed, the Team Leader raises their grade; for unresolved grade I NCs INTERTEK applies the measures set out in Chapter 4.

3.4 Audit preparation, planning and reporting

3.4.1 For both Standards, the WQMS documentation is reviewed by the Audit Team at the organization's premises, as part of the initial audit and subsequent audits.

3.4.2 A portion of the audit time defined in the Certification Offer may be performed off-site and is allocated to audit preparation and planning and to drafting the audit report.

3.4.3 Documentation deficiencies identified during the audit are handled as nonconformities in accordance with §3.3.

3.5 Initial audit

3.5.1 The Team Leader plans the initial audit by sending the Audit Plan to the organization in advance (by e-mail or through the INTERTEK IT system), containing all the information needed to carry out the audit.

3.5.2 The purpose of the initial audit is to assess the implementation and effectiveness of the WQMS and its conformity with the applicable Standards for the requested certification scope.

3.5.3 The initial audit is carried out at the organization's site(s) and includes verification of at least:

a) evidence of conformity with all applicable requirements of the Standards;
b) welding processes, material groups and products within the requested scope, by sampling ongoing or completed production;
c) consistency between WPS, WPQR, welder/operator qualifications and sampled production;
d) welding coordination (tasks, responsibilities and competence of the coordinator(s)), personnel, filler materials and their storage, heat treatment, inspection and testing, and anything else required by the ISO 3834 series and/or EN 15085-2:2020.

3.5.4 At the end of the initial audit, at the closing meeting, the Team Leader presents the audit results to the organization in the form of:

a) a report summarizing the audit results;
b) any Corrective Action Requests, whose classification and handling are described in §3.3.
c) The audit results (see §1.4.15) are not final: they are subject to confirmation by INTERTEK within fifteen (15) days of the closing meeting or the date of closure of the NCs, and to review by the Decision Committee (see §3.6) for the issue of the certificate.

3.6 Certification decision and issue of the certificate

3.6.1 On completion of all audits, the certification package (see §1.4.16) is submitted for review by the Decision Committee at its first available meeting.

3.6.2 The Decision Committee is appointed by INTERTEK Technical Management and consists of persons with technical competence in the certification scheme, who were not involved in the evaluation.

3.6.3 After reviewing the file, the Decision Committee has the responsibility and authority to:

a) approve certification and the related certificate (see §2.2), including the certification scope and the Audit Team's recommendations;
b) reduce the certification scope;
c) reclassify CARs, including observations;
d) require the organization to satisfy requests formally submitted by the Decision Committee;
e) require an additional audit (see §3.7) if the objective evidence collected is not sufficient to demonstrate fulfilment of the certification requirements (see §1.4.17); the additional audit is formally notified to the Organization, agreed and planned with it, and is at its expense.
f) The organization may appeal against the decisions of the Decision Committee within the timescales defined in §5.2.

3.7 Special audit (short-notice audit)

3.7.1 An additional audit, other than those provided for contractually or by the surveillance programme, may be required of the certified Organization by the Decision Committee and/or Technical Management in the following cases:

a) INTERTEK receives significant reports or complaints from customers, interested parties and/or the accreditation body;
b) the evidence collected in previous audits does not fully support the Team Leader's recommendation;
c) the results of the surveillance activities referred to in §3.9.1 are negative;
d) the conditions referred to in §2.4.5–§2.4.8 are not met;
e) certification has been suspended (see §4.1).

3.7.2 Where any of the cases in points a)–e) occurs, INTERTEK notifies the organization in advance of the reasons for the audit, the date and the Audit Team, which cannot be objected to by the organization.

3.7.3 The audit shall be carried out within fifteen (15) working days of the occurrence of one or more of the events referred to in §3.7.1 a)–e).

3.7.4 The purpose of the audit is to verify to what extent the conditions in points a)–e) affect the continued conformity of the WQMS with the Standards.

3.7.5 At the end of the audit, at the closing meeting, the Team Leader presents the audit results to the certified Organization in the form of:

a) a report, countersigned by the certified Organization, recording the audit findings and the conclusions regarding the recommendation to maintain certification;
b) any Corrective Action Requests, whose classification and handling are described in §3.3.

3.7.6 If the certified Organization does not allow the additional audit to be carried out (see also §1.5.1 h)), INTERTEK reserves the right to apply the measures set out in Chapter 4.

3.8 Follow-up audit

3.8.1 Where Major Nonconformities are raised (see §3.3.1), a follow-up audit is normally required to verify the effectiveness of the actions taken and the elimination of the causes of the NCs raised.

3.8.2 A follow-up audit may also be required when the number and extent of minor nonconformities do not support full conformity of the WQMS, including its effectiveness and level of implementation.

3.8.3 The follow-up audit is normally carried out by the same Audit Team, unless otherwise agreed.

3.8.4 The follow-up audit shall be carried out within 60 days of the last day of the audit (see §3.3.4 c); otherwise the measures set out in Chapter 4 or repetition of the entire certification process apply.

3.8.5 A negative outcome of the follow-up audit results, for initial certification, in the certificate not being issued and the certification process being repeated; in other cases, in the measures set out in Chapter 4.

3.9 Surveillance audit

3.9.1 The surveillance audit is part of the monitoring activities that INTERTEK carries out throughout the validity of the certificate. These activities may include:

a) requests to the certified Organization for information (e.g. questionnaires) on aspects related to certification;
b) review of the certified Organization's statements about its activities (e.g. promotional material, website);
c) requests to the Organization for documents and/or records (paper or electronic);
d) other means of monitoring the certified Organization's performance.

3.9.2 Maintenance of certification is subject to a positive outcome of the activities referred to in §3.9.1 and of the contractually scheduled surveillance audits, and to payment of the fees due.

3.9.3 Surveillance audits are carried out at the intervals defined in the contract (six-monthly or annual).

3.9.4 Surveillance audit due dates are calculated from the date of the certification decision.

3.9.5 Surveillance audits are carried out at least annually, i.e. at least once per calendar year, except in recertification years. The first surveillance audit after initial certification shall be carried out within 12 months of the date of the certification decision.

3.9.6 Surveillance audits verify at least:

a) use of the certificate and mark;
b) complaint handling;
c) continued conformity of the WQMS, including in the light of changes within the certified organization;
d) control of welding processes, with sample verification of consistency between WPS, WPQR, welder/operator qualifications and ongoing production, and welding coordination;
e) effectiveness of actions taken in response to CARs issued at previous audits, including observations;
f) any changes to the scope (welding processes, material groups, products, sites, welding coordinators).

3.9.7 At the end of the audit, at the closing meeting, the Team Leader presents the audit results to the certified Organization in the form of:

a) a report, countersigned by the certified Organization, recording the audit results and the conclusions regarding the recommendation to maintain certification;
b) any Corrective Action Requests, whose classification and handling are described in §3.3.

3.9.8 The Audit Team's recommendation is reviewed by INTERTEK within 30 days of the audit closing date or the date of closure of the NCs; INTERTEK may:

a) approve maintenance of certification, accepting the Audit Team's recommendation;
b) request clarification from the Team Leader on the objective evidence recorded in support of the recommendation, which is confirmed or amended on the basis of the explanations provided;
c) require an additional audit (see §3.7) where the evidence collected does not fully support the recommendation; in that case the additional audit is formally notified to the certified Organization by INTERTEK Technical Management and agreed and planned with it.

3.9.9 Following a successful surveillance and verification of the effective implementation of corrective actions for any nonconformities, certification is confirmed.

3.10 Recertification audit

3.10.1 The recertification audit is planned and carried out to assess continued fulfilment of all requirements of the applicable Standards, in good time to allow renewal before the certificate expiry date.

3.10.2 The recertification audit is normally scheduled 90 days before the certificate expires (see §2.2).

3.10.3 The purpose of the recertification audit is to confirm the continued conformity and effectiveness of the WQMS as a whole and its relevance to the certification scope, including through review of the surveillance audit reports of the cycle.

3.10.4 In the event of significant changes to the WQMS, the certification scope or the regulatory context, INTERTEK may increase the duration of the renewal audit.

3.10.5 Any increase in duration is notified to the certified Organization when the renewal audit is planned, with the related costs borne by the Organization.

3.10.6 Timescales for resolving NCs – In the event of major and/or minor NCs, corrections and corrective actions shall be implemented before the certificate expires, to avoid repeating the entire certification process starting from the initial audit.

3.11 Extension of certification

3.11.1 The certified Organization may request extension of the certification scope, for example to new welding processes, material groups, products, sites or, for EN 15085-2, to a different certification level.

3.11.2 The certified Organization sends INTERTEK's commercial and technical offices a request for extension, specifying its type (new welding processes, material groups, products, production lines, sites) and any change in the number of personnel.

3.11.3 Having analysed the request, INTERTEK defines and communicates to the Organization the audit activities needed to decide on granting the extension, including:

a) the audit man-days required;

b) any contractual changes in terms of man-days and related costs compared with the existing contract.

3.11.4 The extension audit may be carried out together with scheduled surveillance audits.

3.12 Transfer of certification

3.12.1 If an Organization holding valid ISO 3834 and/or EN 15085-2 certification issued by another Certification Body accredited by a signatory to the mutual recognition arrangements of EA and the Global Accreditation Cooperation submits an Application for Certification, INTERTEK carries out, at the offer stage (see §3.1), a pre-transfer review including the previous audit reports of the issuing Certification Body and the status of the related nonconformities.

3.12.2 Since Global Accreditation Cooperation document TECH-3-002 (M) (formerly IAF MD2) applies to management system certification, INTERTEK handles the request in accordance with its internal procedures, applying its principles as far as relevant; on the basis of the review, INTERTEK determines whether an audit at the organization's premises is required before issuing the certificate.

3.12.3 The organization shall also inform INTERTEK, if requested, of:

a) the reason for requesting transfer of certification;

b) any observations or reports received from national or local authorities;

c) any complaints received and actions taken.

3.12.4 The contract between INTERTEK and the applicant is handled as described in §3.1.

3.12.5 The surveillance and recertification programme defined by the Certification Body that issued the previous certificate is normally maintained.

3.12.6 On successful completion of the above activities and following the decision of the INTERTEK Decision Committee, a certificate is issued with an expiry date consistent with the certification cycle of the previous Certification Body.

3.13 EN 15085-2 specific requirements

3.13.1 The size of the welding manufacturer is assessed in accordance with EN 15085-2:2020, Annex C "Guidance for the assessment of the size of a welding manufacturer", applying the WM formula given therein; for manufacturers with more than one site, the assessment is carried out for each site.

3.13.2 The size of the manufacturer is used during the audit to assess the adequacy of the welding coordination organization against EN 15085-2:2020, Annex B "Requirements for welding coordination of manufacturers".

3.13.3 Where the Level A welding coordinator(s) is/are not qualified as IWE or EWE (Doc. IAB-252/EWF-416), the INTERTEK Audit Team assesses the technical knowledge of the coordinator(s) in accordance with EN 15085-2:2020, §5.3.2 and Annex D.

3.13.4 Where the Level B welding coordinator(s) is/are not qualified as IWT or EWT (Doc. IAB-252/EWF-416), the INTERTEK Audit Team assesses the technical knowledge of the coordinator(s) in accordance with EN 15085-2:2020, §5.3.3 and Annex D.

3.13.5 Where the Level C welding coordinator(s) is/are not qualified as IWS or EWS (Doc. IAB-252/EWF-416), the INTERTEK Audit Team assesses the technical knowledge of the coordinator(s) in accordance with EN 15085-2:2020, §5.3.4 and Annex D.

4. SUSPENSION, WITHDRAWAL OR REDUCTION OF CERTIFICATION SCOPE

4.1 Suspension

4.1.1 Where INTERTEK finds serious deficiencies in the certified Organization (for example the absence of an adequately qualified responsible welding coordinator), or deficiencies that persist beyond the deadline agreed for their elimination, it may, at its sole discretion, suspend certification.

4.1.2 The maximum suspension period is six (6) months and is defined by INTERTEK.

4.1.3 INTERTEK Technical Management informs the organization of the reasons for the suspension.

4.1.4 INTERTEK Technical Management informs the organization of the duration of the suspension, i.e. the period within which the organization shall resolve the issues that led to it; after this period INTERTEK withdraws certification or reduces the certification scope.

4.1.5 During the suspension period WQMS certification is temporarily invalid and the organization is prohibited from presenting itself, by any means, including the certification mark, as a certified Organization.

4.1.6 INTERTEK makes the suspended status of the certificate publicly available, as described in §2.1.1.

4.1.7 In addition to the cases described in these Rules, INTERTEK may suspend certification if:

a) the certified organization's WQMS has persistently or seriously failed to meet certification requirements, including those relating to the effectiveness of the WQMS;
b) the certified organization does not allow surveillance, follow-up or renewal audits to be carried out at the defined frequency/timescales;
c) the organization voluntarily requests suspension;
d) during surveillance and/or audits subsequent to the initial audit, a nonconformity requiring immediate suspension is found (e.g. serious breaches of legal requirements relating to the product within the certification scope);

e) the certified Organization breaches any of the terms governing certification or a procedure provided by INTERTEK and does not remedy it within thirty (30) days or within another reasonable period specified in writing;
f) the certified Organization does not correct misuse of the certificate or mark within the period prescribed by INTERTEK;
g) the certified Organization breaches for a second time a term governing certification that it had previously been required to remedy;
h) the certified Organization does not adapt within the set timescales to changes in certification requirements;
i) the certified organization is in arrears with payments;
j) the certified Organization ceases or substantially reduces its activities;
k) the certified Organization is subject to bankruptcy or other insolvency proceedings; in such cases it shall promptly notify INTERTEK of its admission to the proceedings.

4.1.8 In the event of suspension, the certified Organization shall reply in writing within fifteen (15) days of receipt of the notification, confirming its intention to comply with the requests within the terms set out in the notification, or its intention to appeal (see §5.2).

4.1.9 Within 30 (thirty) days of the notification, the certified Organization may appeal against the suspension in accordance with §5.2.

4.1.10 Depending on the reasons, an additional audit (see §3.7) may be required to restore the validity of certification.

4.1.11 INTERTEK cannot be held liable for any damage or loss, including indirect damage or loss, suffered by the certified Organization as a result of the suspension.

4.1.12 Regardless of INTERTEK's final decision, the certified Organization remains liable for immediate payment of the amounts due for services performed under this Contract.

4.2 Withdrawal

4.2.1 INTERTEK withdraws certification, withdraws the certificate and cancels the arrangements for its use when the conditions set out in these Rules and/or in §4.1 occur, in particular when the certified Organization does not respond within the defined suspension period and/or does not implement the required actions.

4.2.2 The withdrawal decision is notified to the certified Organization in writing, by registered letter with return receipt or by certified e-mail (PEC).

4.2.3 In the event of withdrawal, the organization shall immediately stop using the certification mark and the certificate and promptly inform its customers.

4.2.4 INTERTEK makes public any change in certificate status, including withdrawal (see §2.1.1).

4.2.5 Within 30 (thirty) days of notification, the certified Organization may appeal against the withdrawal decision (see §5.2).

4.2.6 Regardless of INTERTEK's final decision, the certified Organization remains liable for immediate payment of the amounts due for services performed under this Contract.

4.2.7 INTERTEK cannot be held liable for any damage or loss, including indirect damage or loss, suffered by the certified Organization as a result of the withdrawal.

4.2.8 INTERTEK withdraws certification directly in the following cases:
a) relinquishment of certification notified by the organization;
b) cessation of the certified activities;
c) transfer of the entire activity within the certification scope;
d) serious irregularities or misuse of the certificate and/or certification mark;
e) a final judgment against the Organization for matters relating to non-compliance with legal requirements applicable to the products/processes within the certification scope;

f) any other event which, in INTERTEK's judgement, could seriously compromise the credibility of the certification process.

4.2.9 If the first surveillance audit is not carried out within 12 (twelve) months of the date of the certification decision, INTERTEK notifies suspension of certification (see §4.1) for a period of 10 (ten) working days, after which it notifies withdrawal (see §4.2).

4.3 Reduction of certification scope

4.3.1 INTERTEK may reduce the certification scope to exclude the parts that do not meet the requirements, where the Organization has persistently or seriously failed to meet the certification requirements for those parts.

4.3.2 INTERTEK may decide to reduce the scope at any time during the three-year certification cycle, including at the renewal audit.

4.3.3 INTERTEK Technical Management informs the organization of the reasons for the reduction.

4.3.4 Within 30 (thirty) days of notification, the certified Organization may appeal against the decision to reduce the certification scope (see §5.2).

4.3.5 Regardless of INTERTEK's final decision, the certified Organization remains liable for immediate payment of the amounts due for services performed under this Contract.

5. COMPLAINTS AND APPEALS

5.1 Complaints

5.1.1 Complaints from any interested party (e.g. users, customers, public administration, accreditation body) concerning an organization certified by INTERTEK are handled by INTERTEK management. The Committee for Safeguarding Impartiality verifies the correctness and impartiality of complaint handling.

5.1.2 Complaint handling includes a thorough analysis by Technical Management to decide on the actions to be taken, ensuring that whoever handles the complaint is not directly or indirectly involved in its subject.

5.1.3 Decisions, including any additional audit (see §3.7), are communicated to the organization and, where possible, to the complainant.

5.1.4 INTERTEK formally notifies the complainant of the outcome of the complaint handling.

5.2 Appeals

5.2.1 INTERTEK handles every appeal in a non-discriminatory manner.

5.2.2 INTERTEK ensures that those responsible for decisions, at all levels of the appeals handling process, have not been involved in the subject of the appeal.

5.2.3 The Organization has the right to appeal to INTERTEK Technical Management against any decision it has taken.

5.2.4 The appeal shall be submitted to INTERTEK Technical Management within 30 (thirty) days of the decision, by written request specifying the measure being contested and the reasons.

5.2.5 INTERTEK acknowledges receipt of the appeal and informs the Organization of its progress.

5.2.6 INTERTEK communicates its decision within thirty (30) days of receipt of the appeal.

5.2.7 If dissatisfied, the appellant may submit a further and final written appeal within 30 days of receipt of the first reply.

5.2.8 At its first available meeting, the Committee for Safeguarding Impartiality reviews all appeals to verify the impartiality of the decisions taken by INTERTEK Technical Management.

5.2.9 In the event of a further dispute, the Court of Milan has jurisdiction (see Chapter 7).

5.2.10 The costs of activities resulting from the appeal are borne by the appellant.

6. MULTI-SITE

6.1.1 A multi-site organization is an organization with a central function (normally a head office) where certain activities are planned, controlled and managed, and a network of sites where such activities are fully or partially carried out.

6.1.2 Multi-site organizations are managed throughout the certification process in accordance with INTERTEK internal procedures and applicable ACCREDIA and EA requirements.

6.1.3 For both Standards (ISO 3834 series and EN 15085-2), site sampling does not apply: all sites where welding activities within the certification scope are carried out are audited at every audit (initial, surveillance and recertification).

6.1.4 If one or more sites are not ready at the time of the initial audit, the organization shall indicate to INTERTEK, at the application stage, which sites are included in the certification scope and which are excluded.

6.1.5 On the basis of the information provided by the organization, INTERTEK defines the audit programme for initial certification, surveillance and renewal, covering all sites.

6.1.6 INTERTEK issues a single certificate with the legal name and address of the organization's head office; the list of all sites covered by certification is given on the certificate or in an annex. Any temporary sites are identified as such.

6.1.7 The organization may be issued with a sub-certificate for each site covered by certification, provided it states the same scope or part of it and a clear reference to the main certificate.

6.1.8 Any measure (see Chapter 4) taken against the head office applies to all sites within the certification scope.

6.1.9 For nonconformities found at a single site, the organization shall assess whether they are attributable to deficiencies common to other sites and, where necessary, extend corrections and corrective actions to the head office and the other sites; otherwise, it shall demonstrate to INTERTEK the reasons for limiting them.

6.1.10 INTERTEK requires evidence of these actions and may increase the audit time at the sites concerned or require an additional audit (see §3.7).

6.1.11 For the certification decision, if a site is found to be nonconforming and satisfactory corrections and corrective actions have not been submitted, certification is not granted.

6.1.12 Excluding from the certification scope a site where a nonconformity has been raised in order to overcome it is not permitted. Exclusion of a site may only be agreed before the audit.

6.1.13 Where a single responsible welding coordinator covers more than one production site, the organization shall demonstrate that:

- 6.1.13.1 the coordinator has technical competence appropriate to the processes, materials and products of all sites, in accordance with ISO 14731 and, for EN 15085-2, at the level required by Annex B;
- 6.1.13.2 the time and resources allocated allow the coordination tasks to be performed at each site, with planned and recorded site attendance;
- 6.1.13.3 deputies with documented tasks and authority are appointed at each site; for EN 15085-2, the coordination organization complies with Annex B, including note a for manufacturers with maintenance activities at more than one site;
- 6.1.13.4 communication channels are defined between the coordinator and the production managers of each site;
- 6.1.13.5 WPS, WPQR and welder/operator qualifications used at each site are under the control of the responsible coordinator.

6.1.14 Where more than one welding coordinator is appointed, each responsible for one or more sites, the organization shall demonstrate that:

- 6.1.14.1 the tasks, responsibilities and authority of each coordinator and their areas of competence are defined and documented (ISO 14731; EN 15085-2, §5.3.5);

6.1.14.2 arrangements for coordination between the coordinators of the different sites are defined, including deputising rules;

6.1.14.3 each coordinator has technical competence appropriate to the processes, materials and products of the site concerned;

6.1.14.4 relevant information (changes, nonconformities, inspection and test results) is shared between sites;

6.1.14.5 the arrangements for managing WPS, WPQR and welder/operator qualifications are consistent across sites and comply with the applicable standard (ISO 3834 series and/or EN 15085-2).

7. JURISDICTION

7.1.1 For any dispute arising between the parties in connection with this Contract, the Parties agree that the Court of Milan (Italy) has jurisdiction.

7.1.2 The terms and conditions of these Rules, the contracts entered into between INTERTEK and the Certified Organization and all matters not expressly provided for are governed by Italian law.

REVISION LOG

Revision #	Description of Change	Release Date
1	Initial Release	01-MAR-2015
2	Integration of existing F101-6 for ISO 3834 with EN 15085-1 requirements	25-FEB-2019
3	Update to EN 15085-2:2020	25-JUN-2021
4	Clarified requirement for welding coordinator competence	16-JUL-2021
5	Update standard par.1.3 EA Guidelines on the use of ISO/IEC 17065 and ISO/IEC 17021-1 for Certification to EN ISO 3834	18-MAR-2022
6	Revision year added	14-OCT-2022
7	ISO 3834 certified under ISO/IEC 17065 accreditation (ACCREDIA accreditation No. 00151); ACCREDIA comments addressed; two-stage audit removed: initial audit on site, with off-site time for preparation, planning and reporting; transfer, multi-site and multi-site welding coordination revised; editorial and	10-NOV-2026

internal cross-reference review