

Certification Process for RMCPCS

01 Application Review (Review in 7 days and outcome will be intimated to clients after successful review the Certification process to be completed within 90 days by client otherwise application will be cancelled.)

02 Plant Assessment

03 NC Clouse (without closing Certificate with not be issue)

04 Certification Decision

05 QCI Agreement (QCI agreement to be sign by QCI before issue the certificate)

06 Issue of Certificate

2.6.1 Publicly available information

2.6.1.1 Making the information publicly available through the certification body's website shall be the only means of meeting this requirement.

2.6.1.2 The following information with respect to RMCPC Scheme shall be made publicly available on the certification body's website. The information provided shall be accurate, non-misleading and where relevant detailed enough for the reader to clearly understand:

- a) Information related to the terms and conditions of certification and the use of certificates/certification mark for RMCPCS, as contained in the Certification Agreement (clause 3 of this document). a description of the rights and duties of applicants and clients, including requirements, restrictions or limitations on the use of the certification body's name and certification mark and on the ways of referring to the certification granted.
- b) The CB may also provide any other guidance documents on the certification criteria for the benefit of the applicant, as long as they are not advisory/consultative in nature.
- c) The certification body shall make publicly available on its website the information about applications registered and certifications granted, suspended or withdrawn.
- d) On request from any party, the certification body shall provide the means to confirm the validity of a given certification and the provision for the same shall be made available on the website.

- e) The certification body shall maintain and make publicly available on its website, a directory of valid certifications under RMCPSC scheme, that as a minimum shall show the name, relevant certification criteria, scope and geographical location (e.g. city and country) and contact details for each applicant and certified client and validity of certification for the certified clients. Please also see additional requirements given in the document “RMCPSC Certification Process (clause 1.3)”, which are required to be placed on the certification bodies website.
- f) The certification body shall also make arrangement for providing and up-dating of information with respect to status of certified clients, based on classification of non-conformities raised during audits/evaluations in line with the requirements specified in clause 5.3.2 of “RMCPSC Certification Process”.

2.6.1.3 The certification body shall have procedure for frequent updating of the information on its website. The responsibilities for ensuring accuracy of the information made available on the website, ensuring frequent updates, etc shall be documented.

2.6.1.4 The information on complaints handling process and the certification body’s procedure shall be directly available to the public, without the public having to go through layers of cross linkages.

2.6.2 Information exchange between a certification body and its clients

2.6.2.1 Information on the certification activity and requirements- The certification body shall provide and update clients on the following:

- a) a detailed description of the initial and continuing certification activity, including the application, initial audit/evaluation, surveillance audit/evaluation, and the process for granting, maintaining, reducing, extending, suspending, withdrawing certification and recertification;
- b) the certification criteria for RMCPSC certification scheme;
- c) information about the fees for application, initial certification and continuing certification;
- d) the certification body's requirements for prospective clients;
- e) documents describing the rights and duties of certified clients as well as obligations on part of the certification body including the changes within certified RMC client that need to be informed to the certification body [see clause 3.1.1h) of this document]; information on procedures for handling complaints (both by the certification body as well by the certified RMC plant, in respect of complaints against certified products) and appeals;

2.6.2.2 Based on the changes affecting certification, including those initiated by the client the certification body shall decide upon the appropriate actions in accordance with its documented procedure, which shall include any of the actions as specified in clause 7.10.3 of ISO 17065, singly or in combination. Responsibility for deciding about the course of actions to be taken shall also be documented.