

Information about Pressure Equipment Directive (PED) and Lift Directive (LD) quality module certification

Audit processes

Third party certification carried out by Kiwa Inspecta AB as a Notified Body. Kiwa Inspecta AB is independent of the client and the user. The audit process consist of the stages: application and contract between the customer and Kiwa Inspecta AB, stage 1 audit including review of documentation, stage 2 audit consisting of on-site visits, acceptance of documentation and any correcting actions and thereafter certification, followed by annual surveillance audits and re-certification audits every three years.

Application and contract

An organization who wishes to certify its quality system must submit an application to Kiwa Inspecta AB with information regarding the organization. The organization must declare that it has not submitted an application to another notified body. When a contract has been made between the organization and Kiwa Inspecta AB the audit process begins.

Certification audit

Kiwa Inspecta AB will review the organization's quality system and perform one or more audits on site. The certification audit is performed in two stages where stage one is focused on the design of the quality system and stage two is focused on the implementation of the quality system.

Any non-conformities must be addressed and closed before the certification audit can be concluded. Additional visit(s) at site(s) may be necessary to confirm the effectiveness of performed corrective actions.

Certification

After, and if, the certification audit is successfully concluded Kiwa Inspecta AB will issue a certificate with a validity of three years, where the validity is depended on performed surveillance audits.

Refusal of certification

Failure to meet certification requirements (either concluded as part of pre-evaluation or as part of processing of findings from certification audit) will result in refusal of certification. Customers will be formally informed about reason for the refusal and appeal rights. Kiwa Inspecta AB will advise other notified bodies of any organization refused certification.

Surveillance audits

Surveillance audits will be performed yearly to verify that the organizations quality system is effective. Surveillance audits are performed on-site. Any non-conformities must be addressed and closed in order to maintain the validity of the certificate. If one or more non-conformities are major non-conformities a follow-up audit on site is normally required.

Re-certification audit

Every three years a re-certification audit will be performed. Any non-conformities must be addressed in order to maintain the validity of the certificate. Before re-certification major non-

conformities must be closed and corrective actions for other non-conformities must at least be accepted by Kiwa Inspecta AB.

Extra audit

An extra audit on site may be required if the organization wishes to change the scope of the certification audit.

Follow-up audits

A follow up audit on-site may be necessary to verify the effectiveness of performed corrective actions for major non-conformities.

Withdrawal or suspension of certificate

Kiwa Inspecta AB may withdraw or suspend the certification with immediate effect if it is found that the conditions on which the certification was based are not fulfilled.

Under suspension, the organization's management system certification is invalid until the issue that has resulted in the suspension has been resolved, where after Kiwa Inspecta AB will restore the certification. Failure to resolve the issues that have resulted in the suspension in a time established by Kiwa Inspecta AB will result in withdrawal.

A suspension may be voluntarily requested by the certified organization.

Kiwa Inspecta AB will advise other notified bodies of any organization withdrawn certification.

Reasons for suspension or withdrawal may be:

- the certificate is used in a way that was not intended.
- the product has been changed without Kiwa Inspecta AB being advised
- the manufactured products do not conform to the approved type
- the product shows properties hazardous to safety and these were not known or overlooked at the time of the assessment
- the requirements against which assessment was performed have been changed considerably
- the manufacturer has given incorrect or incomplete information to Kiwa Inspecta AB in conjunction with the assessment.

Grounds for suspension or withdrawal include e.g. the following:

- one or more major non-conformities observed at a follow-up audit
- the organization claims that a certificate pertains to operations it does not actually cover, or continues the misuse of the certification mark even after a written notification from the certifier
- misleading or deficient information submitted at an audit
- the organization fails to notify the certifier of major changes made in its system
- the organization fails to implement corrective actions within an agreed schedule
- the organization fails to pay the certifier its invoices for assessment and certification procedures
- the organization goes bankrupt

Types of management systems and certification schemes in which it operates

Kiwa Inspecta AB certifies management systems according to

- Directive 2014/33/EU (LD) modules D, E, H and H1.
- Directive 2014/68/EU (PED) modules D, D1, E, E1, H and H1.

The use of the Kiwa Inspecta AB's name and certification mark or logo

The certified company shall

- only use the logo and or number on
 - certified products
 - declaration of conformity for certified products
 - promotional materials
 - stationary
 - business card
 - signs, promotional posters and flags
 - vehicles
 - profile clothing
 - website, e-mail or other digital media
- when used the logo shall
 - not be modified except for size
 - not be used on, or to promote, non-certified products
- immediately cease to use the logo or number if certification is discontinued or withdrawn

Processes for handling requests for information, complaints and appeals

Requests for information are handled by Kiwa Inspecta AB Certification. Complaints and appeals shall be addressed or forwarded to the manager for Kiwa Inspecta AB Certification and are processed according to Kiwa Inspecta AB's instructions. Contact can be established through our homepage ([.http://www.inspecta.com/sv/Kontakt/Kontakt/](http://www.inspecta.com/sv/Kontakt/Kontakt/)).

Policy on impartiality

Kiwa Inspecta AB's policy on impartiality is stated in the instruction "Oberoende, opartiskhet och integritet":

Regardless of service and service area, our independence and integrity are of the utmost importance to Kiwa Inspecta AB. Therefore, the marketing, sale and delivery of all services must be designed to maintain market confidence in Kiwa Inspecta AB as an independent body with high integrity.