# Surveillance

# Done Quality Certification

## ISO/IEC 17065: 2012

## Code:

## DQC-OP-7.9

**Content**

## 0.0 Amendments and Revision list

| 1. | Issue / Revision | Issue / Revision description | Issue/Rev No. | Issue / Rev date |
|---|---|---|---|---|
| 0 | First issue | Issue of procedure | 01 Rev0 | 05/01/2020 |
| 1 | Ahmed Amer | 1-Modify Header and Footer.<br>2-Add distribution list after content.<br>3-Change from "issue/revision number to issue/revision by<br>4-Remove the table for "signature/approval email date" to merge with the amendments | 01 Rev1 | 02/06/2021 |
| 2 | 02 | Clarification on whole surveillance process.<br>Use of surveillance Plan form<br>Criteria for revoke cancellation | 01 Rev2 | 25/05/2022 |

## 1.0 Scope

This procedure covers the application of requirements of **Clause 7.9 of ISO/IEC 17065**, the subsequent actions after certification issue, i.e., surveillance activities aimed at verifying maintenance and improvement of production capacity and the level of conformity to the product applicable standards.

## 2.0 Reference

Refer to ISO 17065: Clause 7.9

## 3.0 Responsibility

- Certification director
- Senior conformity engineer/conformity Engineer.

## 4.0 Procedure

5.1 A Surveillance Audit: will be conducted Within **one year** starting from the certification decision's date. A surveillance audit is an on-site mini audit that reviews a portion of the standard to determine if client's company has maintained its implementation of the standard. In addition, surveillance audits will review client's use of DQC's certification mark, status and closure of previous audit nonconformities and your client's complaints. If nonconformities are found which cannot be corrected electronically, an onsite corrective action audit might need to be scheduled to verify the implementation of the action(s) to resolve the nonconformity. Nonconformance will need to be resolved in a timely fashion as per DQC's certification requirements.

5.2 Each Surveillance Audit shall cover the following issues that are always considered:

- Samples of the activities and processes carried out by the company, which are within the scope of certification scheme.
- A review of procedures connected with any Area of Concern or Non-Conformance noted in the previous audit.
- Any changes made to the company's processes and procedures since the last audit.
- Variations/Changes to products certified if any.
- Any additional requirements that now need to be met based on revisions to the standard
- Non-conformities reports raised during the first certification audits. During surveillance DQC shall make sure whether these non-conformities are effectively closed.
- Organizational, document and process/plant changes compared with the previous audit.
- Appeals and complaints against applicant.
- Use of a certification mark authorized for placement on the certified product shall be monitored by DQC by checking the implementation according to **DQC -OP-4.1.3 -** Procedure of Control the Use of License, Certificate, Mark) to ensure the ongoing validity of the demonstration of fulfillment of product requirements.

5.3 The same flow of certification activities is being followed for the surveillance visits (evaluation, revision, decision) and at the audit completion the same procedure established for the initial audit takes place for the actions to undertake. When critical non-conformities are assessed, DQC establishes for each case a maximum deadline of 60 days to solve such non-conformities and when this expires without any solution, the certification is sent to the Certification director to decide for suspension or annulment.

The certification cannot be confirmed until the solutions and the corrective actions due to possible critical non-conformities will be effectively closed.

5.4 Over a period of three years of certificate of conformity validity, the surveillance audits (total of minimum 2 surveillance audits) shall cover all activities and processes carried out by the client which is the scope of technical regulation.

5.5 Over a period of One years of certificate of conformity validity, the surveillance audits (total of minimum 1 surveillance audits) shall cover all activities and processes carried out by the client which is within the scope of technical regulation

5.6 Surveillance plan for each year will be recorded in **Directory of certified client DQC -F-7.7.2**, which will be review every three month to check requirement for surveillance audit. (if any)

## 5.0 Steps of Surveillance:

5.1 Certification Director continuously refers to Directory of certified client and **DQC -F-7.9.1** Surveillance Plan; On the 10th month of COC validity, Certification Director will assign one of conformity Engineer/Senior conformity engineer to contact the client representative by accessible means to inform them that the surveillance visit is due within a time of 30 days (can be extended to maximum another 30 days with convincing reasons) and requesting him to set a primary suitable date for client to conduct the visit.

5.2 Once primary date is set by applicant, conformity Engineer/Senior conformity engineer will convey the same to certification director who will proceed with the same procedure for certification as per **DQC-OP-7.4.10** Guidelines for Factory Audit. Non-conformities will be raised to client requesting him to rectify and apply the necessary.

5.3 Upon completing of the corrective actions, the same flow of activities is being followed for the surveillance visits (evaluation, revision, decision).

5.4 DQC communicates (conformity Engineer/Senior conformity engineer is responsible to contact client) the decision taken within 7 working days from the date of completing the corrective actions raised during the Surveillance Audit by client.

5.5 If the results of the surveillance do not allow the license to be maintained, DQC shall promptly inform the Customer with reasons and when pending non-conformities exist, DQC establishes for each case a maximum deadline of sixty (60) days to solve such non-conformities.

5.6 When this period above expires without any action by client, the same procedure of suspension/withdrawal of certificates is being followed certification cannot be confirmed to be valid again until the solutions and the corrective actions due to possible critical non-conformities will be effectively closed.

## 6.0 Surveillance terms and conditions:

DQC conducts on site surveillance visits (at least once a year during the period of certification validity) in accordance with the type of tests and frequency as specified in the related schemes and applicable standards.

DQC retains the right of establishing where product tests must be performed (customer's facilities or an external laboratory).

In case of one year cycle, if there is any requirement of surveillance audit, DQC shall have right to revoke audit if client submit all compliances and evidence for no change applicable on product and processes.

## 7.0 Related forms

| # | Form Name | Code |
|---|---|---|
| 1 | Directory of certified client | DQC -F-7.7.2 |