



MISUSE OF THE MARKS
THE MANAGEMENT OF LOGO PROCESS FOR
NQA-INDIA
NQA-I/WP33/C20

1 SCOPE

- 1.1 This procedure defines the processes which NQA Certification Private Limited, India (NQA-India) have in place for the control of management system certification marks and references to certification
- 1.2 For the purposes of this procedure, potentially misleading statements pertaining to certification and potential misuses of the mark(s) of NQA's regulators shall be treated as interchangeable with a potential misuse of the NQA Logo.
- 1.3 **(IATF 16949 specific)** - All decisions must comply with ISO/TS 16949, Rules for achieving and maintaining IATF recognition, SI's and FAQ's
- 1.4 For NABCB certification, the latest issue of NABCB procedure number BCB-202 "Conditions for use of Accreditation Symbol of NABCB and IAF MLA Mark" shall be followed in total

2 RESPONSIBILITIES

- 2.1 Responsibilities are as defined in the text of this Work Procedure

3 PROCESS

- 3.1 Upon receipt of information relating to a potential misuse of the NQA logo, General Manager, NQA-India shall;
 - Log the potential misuse
 - Respond to the informant confirming that the potential misuse shall be investigated and indicate the anticipated timeframe for completion
- 3.2 Each potential misuse shall be given a unique reference to facilitate tracking.
- 3.3. On occasions where the anticipated timeframe for completion is exceeded, the informant shall be kept updated in respect of progress by General Manager, NQA-India
- 3.4 Investigations into potential misuses shall be conducted by the Lead Auditor responsible for Regulatory Affairs in conjunction with suitable

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Approved
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Director, NQA

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member(s) of the Office and Operations teams.

- 3.5 The misuse will be escalated to State Consumer Forum or NCDRC should an organisation fail to respond or comply with removal in a timely manner (normally 15 working days).
- 3.6 General Manager, NQA-India is responsible for monitoring progress and ensuring that all misuses are closed out in a timely manner (normally 15 working days).
- 3.7 Containment, root cause and corrective action shall be documented in respect of each validated misuse.
- 3.8 The outcome of the investigation and shall be reviewed and approved by the General Manager NQA-India.
- 3.9 Misuses identified through Management System Audits conducted by NQA-India shall be raised as Non-Conformities and addressed in accordance with the NC management process.
- 3.10 Upon occasions where an interested party wishes to challenge the outcome of the investigation, the issue may be escalated to the management review team.
- 3.11 In all cases, the decision taken at management review is final and binding upon all parties.

4 RECORDS

- 4.1 Comprehensive records of the investigation and decision making processes shall be retained.
- 4.2 Records pertaining to all potential misuses shall be made available to the NQA-India's Impartiality committee upon request.
- 4.3 Records detailing containment, root cause and corrective actions incumbent upon NQA-India as a result of a given misuse shall be retained by the Lead Auditor responsible for Regulatory Affairs. Evidence of corrective actions taken shall also be held on EQM within the specific client record.
- 4.4 The Scheduling Team Leader (or Operations Manager) shall ensure that an

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audit team scheduled to visit an organisation who has been the subject of such an investigation are made aware of the details for the purposes of follow up.

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