GUIDE 28

Conformity assessment — Guidance on a third-party certification system for products

Second edition 2004

PDF disclaimer

This PDF file may contain embedded typefaces. In accordance with Adobe's licensing policy, this file may be printed or viewed but shall not be edited unless the typefaces which are embedded are licensed to and installed on the computer performing the editing. In downloading this file, parties accept therein the responsibility of not infringing Adobe's licensing policy. The ISO Central Secretariat accepts no liability in this area.

Adobe is a trademark of Adobe Systems Incorporated.

Details of the software products used to create this PDF file can be found in the General Info relative to the file; the PDF-creation parameters were optimized for printing. Every care has been taken to ensure that the file is suitable for use by ISO member bodies. In the unlikely event that a problem relating to it is found, please inform the Central Secretariat at the address given below.

ISO copyright office
Case postale 56 • CH-1211 Geneva 20
Tel. + 41 22 749 01 11
Fax + 41 22 749 09 47
E-mail copyright@iso.org
Web www.iso.org

Published in Switzerland

Contents

Page

Foreword

ISO (the International Organization for Standardization) and IEC (the International Electrotechnical Commission) form the specialized system for worldwide standardization. National bodies that are members of ISO or IEC participate in the development of International Standards through technical committees established by the respective organization to deal with particular fields of technical activity. ISO and IEC technical committees collaborate in fields of mutual interest. Other international organizations, governmental and non-governmental, in liaison with ISO and IEC, also take part in the work. In the field of conformity assessment, the ISO Committee on conformity assessment (CASCO) is responsible for the development of International Standards and Guides.

International Standards are drafted in accordance with the rules given in the ISO/IEC Directives, Part 2.

Draft Guides adopted by the responsible Committee or Group are circulated to the member bodies for voting. Publication as a Guide requires approval by at least 75 % of the member bodies casting a vote.

ISO/IEC Guide 28 was prepared by the ISO *Committee on conformity assessment* (CASCO).

This second edition cancels and replaces the first edition (ISO/IEC Guide 28:1982), which has been technically revised.

Introduction

This Guide serves to provide a model for a third-party certification system for products, but does not exclude the existence of other useful models for third-party conformity assessment systems. There are many types of possible systems depending on the type of product requiring certification.

The usefulness of ISO/IEC Guide 28:1982 as a model third-party certification system for products has been well recognized. This revision confirms the status of this Guide as an authoritative and reliable, though not exclusive, model of a product certification system.

Conformity assessment — Guidance on a third-party certification system for products

1 Scope

This Guide gives general guidelines for a specific product certification system.

It is applicable to a third-party product certification system for determining the conformity of a product with specified requirements through initial testing of samples of the product, assessment and surveillance of the involved quality system, and surveillance by testing of product samples taken from the factory or the open market, or both. This Guide addresses conditions for use of a mark of conformity and conditions for granting a certificate of conformity.

This system corresponds to system 5 product certification system as described in ISO/IEC Guide 67.

A model checklist of requirements for a third-party certification system is given in Annex A.

2 Normative references

The following referenced documents are indispensable for the application of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO/IEC 17000:2004, *Conformity assessment — Vocabulary and general principles*

ISO/IEC Guide 65:1996, *General requirements for bodies operating product certification systems*

3 Terms and definitions

For the purposes of this document, the terms and definitions given in ISO/IEC 17000 apply.

4 Application for certification

The application is made on a special form obtainable from the certification body. An example of such a form is given in Annex B.

The application relates to the specific product or group of products for which certification is requested by the applicant and as determined by the product certification scheme.

On acceptance of a completed application form and receipt of the deposit, if required, the certification body provides the applicant with an estimate of the time required for conduct of the initial evaluation, and any further information necessary for the processing of the application.

5 Initial assessment

5.1 General

To operate this model product certification system, the certification body shall comply with the requirements of ISO/IEC Guide 65.

After confirmation of the acceptance of the application, the certification body should make the necessary arrangements with the applicant for the initial assessment in accordance with the product certification scheme.

The certification body is responsible for all actions included in the particular certification scheme, including sampling, testing, assessment of the production process or quality system, and surveillance of the certified product. The certification body may accept existing conformity assessment results in accordance with the product certification scheme.

The certification body should inform the applicant of the results of the initial assessment and testing.

If the certification body is not satisfied that all the requirements have been fulfilled, it should inform the applicant of those aspects which do not comply with applicable requirements.

If the applicant can show that corrective action has been taken to meet all the requirements within a specified time limit, the certification body should repeat only the necessary parts of the initial assessment and testing.

Where a cost limit is specified by a certification body as part of its application procedure, the filing of a new application or an extension of the cost limit may be required.

Repeat of the assessment may not be needed for subsequent submittals of the same product.

5.2 Assessment of production process and quality system

Assessment of the applicant's production process or quality system forms part of the initial assessment in accordance with the product certification scheme.

A model of facility assessment is given in Annex C.

All records produced from implementation of the quality system related to certification should be readily available for assessment by the certification body.

The applicant should ensure that the question of responsibility to the certification body for the quality system is clearly defined. This could be by appointing a designated person who is independent of the production management as far as the technical performance of this function is concerned, and who is qualified to maintain contact with the certification body.

5.3 Initial testing[1)]

5.3.1 Sampling

The sampling for tests and examination is based on the product certification scheme.

Samples should be representative of the entire line or group of products to be certified, and should be made using components and sub-assemblies identical to those used in production, made from production tools and assembled using methods established for the production run.

1) As used herein, “initial testing” refers to testing carried out by the certification body before granting or extending a licence. It is sometimes called “type testing”.

Where testing is based on prototype samples, confirmation tests or examination, as appropriate, should be made on production samples.

5.3.2 Conduct of initial testing

The initial testing should be carried out in accordance with the applicable standard(s) or requirement(s) and with the product certification scheme.

5.3.3 Use of test data produced by other than the certification body

Where the certification body chooses to use test data produced by others (including supplier laboratories under certain conditions), the body should ensure that the requirements for the suitability and competence of the party conducting the testing, as specified in ISO/IEC 17025, are met.

6 Evaluation (review)

The evaluation should be carried out by determining if the results of the initial assessment of the production process or quality system and initial testing meet the specified requirements.

7 Decision

When the evaluation (review) has been completed, a decision on conformity should be made. The statement of conformity as the result of the decision may take the form of a report, a declaration, a certificate (see Annex D for an example) or a mark, and conveys the assurance that the specified requirements have been fulfilled.

8 Licensing

When the certification decision (attestation) has been made, the certification body should provide a certification decision to the applicant, and should submit a licensing agreement to the applicant for signature. When the licence agreement has been signed, the certification body should issue a licence. An example of such an agreement and a licence are included in Annexes E and F.

NOTE If the provisions addressed by the licensing agreement are incorporated in the application then “licensing agreement” may not be necessary.

The agreement should address conditions under which the mark or certificate is to be used, and should establish rules in the case of misuse.

9 Extension of the scope of certification

A licensee wishing to extend the scope of certification to additional types or models of products, to the same specified requirements as the products for which a certification is already granted, should apply to the certification body using the application form (Annex B). In such cases the certification body may decide not to carry out an assessment of production process or quality system but to require test samples of the additional types of products to determine that they comply with the specified requirements. If the tests are successful, the scope of certification should be extended and the licence agreement may be modified.

If the licensee wishes to apply the certification to additional types of products, but to different specified requirements, or if the licensee wishes to apply for certification to be used in an additional facility that is not covered by the earlier license, it will be necessary to carry out those parts of the original application procedure which do not cover the new circumstances.

10 Surveillance

The certification body should exercise surveillance of the products on the basis of the requirements of the relevant standard and on the basis of the elements or requirements of the product certification scheme. The certification body should exercise surveillance of the production process or quality system on the basis of the requirements relevant to the product certification scheme. The certification body may accept existing conformity assessment results according to the product certification scheme.

In some cases it may not be necessary to base surveillance on a repetition of all the elements of the initial conformity assessment. This could be the case with custom-built products and could be applied to cases where the initial testing is very complicated or where the samples are very expensive. In such cases, the surveillance may be based on examination only, or combined with more simple identification tests which ensure that the product is in conformity with the tested sample. Such identification tests should be described in the product certification scheme.

The licensee should be informed about the results of the surveillance.

The licensee should inform the certification body about any intended modification to the product, production process or quality system which may affect the conformity of the product. The certification body should determine whether the announced changes require another initial testing and assessment or other further investigations. In such cases, the licensee should not be permitted to release products resulting from such changes until the certification body has notified the licensee accordingly.

The licensee should keep a record of any complaints and their disposal relative to the products covered by the licence, and make these available to the certification body on request.

11 Use of a certificate or mark of conformity

11.1 Certificate or mark of conformity

ISO/IEC Guide 23 and ISO/IEC 17030 should be considered. Such a certificate or mark of conformity should be distinctive and should at least

— be proprietary in nature, with legal protection as regards composition and control of use,

— be so coded or otherwise designed as to aid in the detection of counterfeiting or other forms of misuse, and

— be non-transferable from one product to another.

A mark of conformity should be directly applied to each individual product except where the physical size of the unit or the type of product does not permit this, in which case the mark may be applied to the smallest package in which the unit is marketed.

11.2 Marking

In certain circumstances, it may be appropriate to use other marking in association with the certificate or mark of conformity, such as

— the name or trademark of the certification body where such cannot be determined from the certificate or mark of conformity used,

— the name of the product classification where such is not completely obvious, and

— identification of the relevant standard(s).

Such certificate or marking should be in accordance with the product certification scheme.

In the event of revision of a standard on which a certification scheme has been based, it is important that the marking, or related information, clearly indicates the appropriate edition of the standard in question or a date code marking where applicable, so that the user is informed correctly of the requirements laid down for the product.

12 Publicity by licensees

A licensee should have the right to publish the fact that it has been authorized to issue a certificate of conformity or apply a mark of conformity for products to which the license applies.

In every case the licensee should take sufficient care of its publications and advertising that no confusion arises between certified and non-certified products.

The licensee should not specify any function or make any claim or the like in user information that could lead purchasers to believe that performance of the product or its use is covered by the certification when in fact they are not. Instruction books or other user information accompanying the product and related to the certification scheme should be approved by the certification body if so required by the product certification scheme.

13 Confidentiality

The certification body should be responsible for ensuring that confidentiality of information is maintained by its employees and those of its subcontractors concerning all information obtained as a result of their contacts with the licensee.

14 Misuse of a certificate or mark of conformity

The certification body should take action when unauthorized, incorrect, or misleading use of the certificates or marks of conformity is found.

Incorrect references to the certification system or misleading use of certificates or the mark found in advertisements, catalogues, etc., should be dealt with by suitable actions, which could include legal or corrective action or publication of the transgression.

In cases of misuse of certificates or the mark of conformity by licensees, corrective action should be taken (see ISO/IEC Guide 27).

15 Suspension of a licence for a product

The applicability of the licence to a specific product may be suspended for a limited period, for example in the following cases:

— if the surveillance shows nonconformity with the requirements of such a nature that immediate withdrawal is not necessary;

— if a case of improper use of the certificate or the mark (e.g. misleading publications or advertisement) is not solved by suitable retractions and appropriate corrective actions by the licensee;

— if there has been any other contravention of the product certification scheme or the procedures of the certification body.

The licensee should be prohibited from identifying as certified any product that has been produced under a suspension of the licence as applicable to that product.

A licence may also be suspended after mutual agreement between the certification body and the licensee for a limited period of non-production or for other reasons.

An official suspension of a licence should be confirmed by the certification body in a registered letter to the licensee (or by equivalent means).

The certification body should indicate under which conditions the suspension should be removed, such as for example corrective action taken in accordance with Clause 14.

At the end of the suspension period, the certification body should investigate whether the indicated conditions for re-instituting the licence have been fulfilled.

On fulfilment of these conditions, the suspension should be removed by notifying the licensee.

16 Withdrawal

16.1 Apart from the suspension of a licence, a licence should be withdrawn in the following cases:

— if the surveillance shows that the nonconformity is of a serious nature;

— if the licensee fails to comply with the due settlement of financial obligations;

— if there is any other contravention of the licensing agreement;

— if inadequate measures are taken by the licensee in the case of suspension.

In the above cases, the certification body should have the right to withdraw the licence by informing the licensee in writing. Concerning the specification of a time limit, see Article 10 of the model licensing agreement (Annex E).

The licensee may give notice of appeal, and the certification body when considering the appeal may or may not (depending on the nature of the case) decide to proceed with its decision to withdraw the licence.

Prior to withdrawal of a licence, the certification body should decide upon the consequences in relation to products certified under the licence, whether the mark of conformity should be removed from all products in stock, and perhaps even, if practicable, from products already sold, or whether a clearance of the stock of marked products should be allowed within a short period of time, and if other actions are required.

16.2 Furthermore, the licence may be withdrawn in the following cases:

— if the licensee does not wish to prolong the licence;

— if the standard or rules are changed and the licensee either will not or cannot ensure conformity with the new requirements (see Clause 15);

— if the product is no longer made or the licensee goes out of business;

— on the grounds of other provisions certified in the licensing agreement.

16.3 Withdrawal of a licence may be published by the certification body.

17 Implementation of modifications of a standard

There are a number of factors that should be considered when establishing the date on which product requirements in a revised standard will come into force (effective date), where the previous edition of the standard has formed the basis of the certification.

NOTE Also see Article 11 of Annex E.

The effective date of changes to a standard should be communicated by the certification body to all applicable licensees to allow them adequate time for resubmission.

The factors to be considered when choosing the effective date should include, but are not necessarily restricted to, the following:

— the urgency of complying with revised health, safety, or environmental requirements;

— the length of time and financial costs for retooling and manufacturing a product complying with the revised requirements;

— the extent of stock on hand and whether it can be reworked to meet the revised requirements;

— avoidance of unintentional commercial advantage given to a particular manufacture or design;

— operational problems of the certification body.

18 Liability

Where questions of product liability are involved, they should be dealt with on the basis of the relevant legal system(s).

19 Appeals

In cases of appeals, the appeal procedure of the certification body may be brought into action.

20 Fees

The fees for the operation of a product certification scheme should be decided by the certification body for each scheme.

Annex A
(informative)

Model checklist of requirements

For each product certification scheme, a set of specific rules should be established, taking into account the production methods and the kind of product or group of products to be covered by the scheme (see Clause 5). In establishing specific rules for a scheme, the following checklist may be used to indicate items which should be considered among others.

a) Full identification of the products and relevant standard(s) to which the scheme applies.

b) Requirements for initial testing and assessment, such as

   1) selection of items to be assessed and tested (this may include product design documents),

   2) sampling procedure,

   3) initial product testing and test methods,

   4) evaluation of the test results,

   5) initial assessment of the production process[2)],

   6) evaluation of the assessment result,

   7) evaluation of the facility's quality system (see Annex C),

   8) evaluation of the competence of staff of the facility,

   9) evaluation of measuring and testing equipment used by the manufacturer, including calibration equipment,

   10) marking of product (related to mark of conformity),

   11) checklist for possible instructions (e.g. for installation or use), and

   12) certificate of conformity (content of the document).

c) Requirements for surveillance procedure, such as

   1) check product testing and check assessment of the production process,

   2) evaluation of the results of the checks, and

   3) frequency (minimum) of check testing and check assessment.

d) Fee and cost structure of the scheme.

e) Details of the contract to be established between the certification body and the licensee.

f) If applicable, the format of the test report.

2) This includes assessment upon receipt of incoming supplies to verify that they comply with contract requirements, and storage and internal transport of raw materials, parts and end products.

Annex B
(informative)

Model form for application for product certification

Model of form for
APPLICATION for PRODUCT CERTIFICATION
BY USE OF CERTIFICATES OR MARK OF CONFORMITY

To be sent to .....(certification body)

Address:

Information regarding the applicant:

The applicant's name and address of registered office:	Phone and fax numbers:
	Place of manufacture or production of the product:
Name and title of person responsible for the quality management system: Business address: Phone and fax numbers: E-mail address:	

Designation of product for which conformity certification is requested

	Relevant standard(s)	Relevant specific rules
Description of products, including catalogue number, type designation or other descriptive identifiers	Number: Title: Date of issue:	Number: Title: Date of issue:

Statement:[3)] We herewith declare that we will settle the costs related to this application.

Statement:[3)] We herewith declare to be willing, on a positive result of the initial testing and assessment, to conclude within a specified time an agreement related to the certification of the products mentioned above.

Date of application .....

Name and title of person authorized to sign on behalf of the applicant:

.....
(In block letters)

Signature .....

3) Examples only.

Annex C
(informative)

Model questionnaire for facility assessment

NOTE This model was selected from a current national practice; no attempt was made to harmonize the wording with the main part of this Guide. The model can be adapted in accordance with the actual situation for a given scheme.

Annex to application .....

This questionnaire should be filled in and returned together with the application form. It is intended to provide preliminary information relative to the applicant and its capability to control the quality and continuing conformity of its products to the requirements of relevant specifications.

This document will be used by the certification body's assessment staff during preliminary visits to the facility or facilities involved as a part of the initial assessment.

Supplements may be included where it is necessary to expand any statements.

A separate document should be completed for each production process involved, or variations between facilities clearly indicated.

The statements should relate to the facilities available at the date of completion of this form.

The information given in this document will be treated in the strictest confidence.

Information on the following subjects will furthermore facilitate the treatment of the application.

— On what date will the sample be available for evaluation?

— Will this be a production or prototype sample?

— If prototype, when is production scheduled?

— Has the product been tested to or assessed against the standard? (If so please attach report)

— Urgency of application.

INDEX

1 Facility organization

1.1 Procedures

Please give the following information on the basic system.

a) Do you produce against orders or for stock?

b) Do you issue a works order or equivalent?

c) If so, does this identify a batch as a separate entity?

d) Do products or containers carry works order identification in production?

e) If not, how does the system allow for products to be isolated in case of doubtful quality?

f) Please give any other relevant information on the basic system.

1.2 Quality system and assessment staff

Please give the following information on quality system staff organization.

a) Who is head of quality assurance?

b) Reporting to whom?

c) Is there a separate quality system or assessment department?

If so, indicate

1) chief inspector if different from a), and

2) if staff are aware of the tests or method of assessment in the relevant standard(s).

d) Are storeperson or production operators responsible for assessment and test on

1) materials?

2) in-process operations?

3) final product?

e) If so, are they monitored by quality system staff?

f) Are quality audit checks carried out, and by whom?

g) Please give any other information on quality system staff organization.

2 Materials, components and services

2.1 Purchase specifications and materials quality assurance

Please detail main materials purchased, specification used and major suppliers involved.

Please also give quality assurance methods adopted on receipt of materials, components or services, indicating action taken on rejects.

3 Production

3.1 System

Please detail various steps in production (a production schedule and/or supplement in chart form showing stages may be advantageous).

3.2 Maintenance system plant and equipment

What maintenance system is in operation?

4 Quality system and testing

4.1 System

Please detail the quality system, including sampling system, followed, with particular reference to the tests in the relevant standard. A quality system schedule or supplement cross-referenced to the chart required in 3.1 is advantageous.

Please attach any quality system manual or instructions on quality system issued to staff.

4.2 Measurement and test equipment

Please detail test equipment used, including the name of the manufacturer and the designation, and indicate the system and frequency of checking, and if certificates are available.

5 Records and documentation

5.1 General

Please indicate the form of master specification, i.e. drawings, product parts schedule, reference sample. Also indicate other general records available.

Please indicate the system used to amend the design or specification.

5.2 Conformity — Specification

Please indicate the level of nonconforming product found in the past six months. If tests in accordance with the relevant standard(s) have already been carried out, attach copies of summary of test results if available.

Please indicate the level of claims/complaints made under warranty and/or otherwise, and give also as a percentage of total output.

Have independent tests been made on products against the standard? By whom? Please attach copies if available.

6 Application of indications of conformity

6.1 Mark of conformity

Please attach an illustration, if available, and indicate the method (e.g. special label, embossing) which will be used to show the mark of conformity. Please indicate at which stage of manufacture the mark of conformity will be applied.

6.2 Certificate of conformity

Please attach an illustration of the proposed format and indicate at which stage of manufacture or shipment the certificate is issued. A model certificate is reproduced in Annex D.

Annex D
(informative)

Model of a certificate of conformity

Certificate of conformity

Certificate No. . . . . .

The ..... [name of certification body] hereby certifies that ..... (hereinafter called the firm) has complied with the published general and specific rules number ..... in respect of a certification scheme for the manufacture of ..... [name of product] shown in the attached schedule.

These rules have, among other things, necessitated the submission of samples of the scheduled product(s) for examination and testing by the certification body to the standards referred to in the schedule. Additionally the scheme requires the firm

a) to permit their facility(ies) situated at ..... to be periodically inspected by the certification body, and

b) to allow samples of the scheduled product(s) to be selected from production, or from the market, for independent testing and examination for assurance that continuity of conformity is being maintained.

This certificate is granted with the authority of the certification committee of the ..... [name of certification body] whose terms of reference are defined in document No. ..…….. of ……..... 20….. [date].

The firm hereby agrees with the certification body to duly observe and comply with the requirements of the scheduled standards, the general and specific rules and with any regulations for the scheme that the certification body may establish.

Signed for the certification body:

.....
Director

Date ..... 20..

Signed for the firm:

..... Date ..... 20..

NOTE The rules of a third-party certification system may also specify additional information to be included.

Annex E
(informative)

Model of a licensing agreement for the use of a certification or mark of conformity

The ..... certification body, having its registered offices at ....., hereinafter referred to as the certification body and represented in this matter by ..... (name), ... (title) ....., hereby grants to ....., having its registered offices at ....., hereinafter referred to as the licensee, licence to certify the products covered by the appended licence, as approved by the certification body for such products specified in the first column of the valid licence which are controlled by the licensee in accordance with the standards referred to in the second column and the specific rules referred to in the third column of the valid licence and on the conditions of the following general agreement.

Article 1: Regulations for certification and assessment

The stipulations of the general rules for the certification system (in question) apply to this agreement as well as the standard(s) and the specific rules specified in the attached licence.

Article 2: Rights and obligations

2.1 The licensee agrees that the certified products manufactured and supplied by it as specified in the licence based on and attached to this agreement will comply with the requirements stated in the standards and general and specific rules specified in the licence. Accordingly, the certification body authorizes the licensee to mark the products covered by the licence, as stated in the product certification scheme.

2.2 The licensee agrees that the persons representing the certification body will have unobstructed access without prior notification to the premises of the facility covered by the license during the normal working hours of the facility involved.

2.3 The licensee agrees that the products for which the licence is granted will be produced to the same specifications as the sample that the certification body found by the initial testing to be in conformity with the standard.

Article 3: Surveillance

3.1 The certification body carries out continuing surveillance of the licensee's conformity with the licencee's obligations, in accordance with the conditions stated in the general rules for the certification system and the specific rules for the scheme as specified in the licence.

3.2 This surveillance is carried out by the certification body employees or by employees of agencies on behalf of the certification body.

Article 4: Information on modifications in production

The licensee shall inform the certification body of any intended modification in the product, the production process or the quality system.

Article 5: Complaints

The licensee shall upon request of the certification body keep records and report to the certification body any complaints regarding those aspects of the products covered by the licence.

Article 6: Publicity

6.1 The licensee has the right to publish the fact that it has been authorized to certify the products to which the license applies.

6.2 Among other methods the certification body gives publicity to the authorization of certifying conformity with a standard in the public journal ..... and to cancellation of this agreement with the licensee, as appropriate.

Article 7: Confidentiality

The certification body is responsible for ensuring that confidentiality is maintained by its employees concerning all confidential information with which they become acquainted as a result of their contacts with the licensee.

Article 8: Payment

The licensee shall pay to the certification body all expenses in relation to the surveillance, including sampling, test, assessment and administration costs.

Article 9: Agreement period

This agreement comes into force on ...., and remains in force until ..... unless withdrawn for justified reasons or withdrawn by either party upon due notice given to the other party.

Article 10: Withdrawal of licence

If withdrawal of the licence comes into question, the necessary time of notice prior to the withdrawal will differ due to the situation that causes it.

Depending on the reason for the withdrawal, the following schedule of notice will be followed:

Situation requiring the dispatch of notice that can lead to withdrawal	**Days of notice prior to withdrawal**
Manufacturer's wish to withdraw:	To be specified by the certification body
The certification body determines that the product is hazardous:	None
Violation of an existing standard, for reasons other than safety:	max. 60 days
Non-payment of charges to certification body:	max. 30 days
Failure to meet other provisions of the licensing agreement:	max. 60 days
Mandatory conformity with new requirements in relation to revision of a standard:	As determined by the product certification scheme

Advice of cancellation shall be sent by registered letter (or equivalent means) to the other party, stating the reasons and the date of termination of the agreement.

Article 11: Modification of product requirements

11.1 If the requirements applying to the products covered by this agreement are modified, the certification body shall immediately inform the licensee by registered letter (or equivalent means), stating at what date the modified requirements will become effective, and advising the licensee of any need for a supplementary examination of the products which are subject to this agreement.

11.2 Within a specified period of time after receipt of the advice described in paragraph 11.1, the licensee shall inform the certification body by registered letter (or equivalent means) whether it is prepared to accept the modifications. If the licensee gives confirmation within the specified period of acceptance of the modification and provided the result of any supplementary examination is favourable, a supplementary licence will be issued or other modifications of the certification body's records will be made.

11.3 If the licensee advises the certification body that it is not prepared to accept the modification within the time specified in accordance with 11.2, or if the licensee allows the terms for acceptance to lapse, or if the result of any supplementary examination is not favourable, the licence covering the particular product shall cease to be valid on the date on which the modified specifications become effective to the certification body, unless otherwise decided by the certification body.

Article 12: Liability

[To be specified in connection with the relevant legal systems.]

Article 13: Appeal or dispute

All disputes that may arise in connection with this agreement are to be settled in accordance with the appeal procedures of the certification body.

_____

Issued in duplicate and signed by authorized representatives of the certification body and the applicant.

For the certification body:	For the applicant:
Date	Date .....
.....	.....
(Signature) (title)	(Signature) (title)

Annex F
(informative)

Model of form for a licence for the use of the certificate or mark of conformity

[An illustration of the certificate or mark of conformity is to be attached to this form or may be inserted here]

Licence No. ..... to Agreement No. .....

Issued by ..... (certification body)

To ..... (licensee)

.....

.....

Products for which the licence is granted	Cat. No., type or other descriptive identifiers	Standard(s)	Specific rules

Date of issue .....

Signed for Certification Body .....

(signature) (title)

Bibliography

[1] ISO/IEC Guide 7:1994, *Guidelines for drafting of standards suitable for use for conformity assessment*

[2] ISO/IEC Guide 23:1982, *Methods of indicating conformity with standards for third-party certification systems*

[3] ISO Guide 27:1983, *Guidelines for corrective action to be taken by a certification body in the event of misuse of its mark of conformity*

[4] ISO/IEC Guide 67, *Conformity assessment — Fundamentals of product certification*

[5] ISO/IEC 17020:1998, *General criteria for the operation of various types of bodies performing inspection*

[6] ISO/IEC 17025:—[4)], *General requirements for the competence of testing and calibration laboratories*

[7] ISO/IEC 17030:2003, *Conformity assessment — General requirements for third-party marks of conformity*

4) To be published. (Revision of ISO/IEC 17025:1999)

International Organization for Standardization
Case postale 56 • CH-1211 GENEVA 20 • Switzerland

International Electrotechnical Commission
Case postale 131 • CH-1211 GENEVA 20 • Switzerland

Ref. No.: ISO/IEC GUIDE 28:2004(E)

ICS 03.120.20

Price based on 19 pages