U/TD **17.1**

Published

Certification program

Organisation

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Related documents

U/TD 17.0	Certification system
viscom 2010	Manual for the introduction of swissPSO (German)
ISO 10012:2003	Measurement management systems -- Requirements for measurement processes and measuring equipment

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1 Scope

This certification program describes specified requirements for the organization of the company in relation to its interested parties and their employees.

If the organization is certified according to ISO 9001:2015 "Quality management systems - requirements", this standard should be used as the basis for documentation and all subsequent requirements should be systematically integrated. This should avoid redundancy and overlapping of requirements.

A valid ISO 9001 certificate can be accpeted as proof of conformity for the certification program 17.1.
The certification program 17.1 is not to be used as a prerequisite for the proof of conformity with ISO 9001.

2 Specified requirements

A1. The organization shall define a responsible employee and a deputy as PSO specialist officer. The employees should have the necessary expert knowledge, or acquire this through appropriate training or further training.

A2. The organization should buy consumables, if possible, with regard to valid standards or specifications:
   a. Paper
   b. Printing inks, varnish, special inks,
   c. Printing plates,
   d. Blankets,
   e. other consumables.

A3. The organization should carry out an incoming goods inspection for the purchasing of consumables. The following points should be at least regulated or defined:
   a. Cycle of incoming goods inspection,
   b. Characteristic values for the materials,
   c. Actions in case of deviations.

A4. The organization shall define a process flow for customer complaints. The following documents shall be included at least:
   a. Description of process flow and flow diagram,
   b. Blank form,
   c. Corrective and/or preventive actions.

A5. The organization shall define and communicate its reachability during and outside business hours.
   a. Telephone (answering machine),
   b. Email (absence notification),
   c. Reception/Shop (business hours).

A6. The organization shall define the process flow of a request of quotation. The following points should be regulated:
   a. Response time to the request,
   b. Time frame of submitting of quotation,
   c. Modifications of quotations,
   d. Response time to the order confirmation after receipt of purchase order,
   e. Order confirmation with delivery date,
   f. Change of order in the case of additional works (additional costs).

A7. The organization shall define and regulate the process "ok to print" and describe it as a process flow.

A8. The organization shall regulate the delivery of goods to the customer. The following points should be defined:
   a. Pre-delivery inspection of goods,
   b. Information about the delivery to the customer,
   c. Delivery method, delivery location, receiver and time of delivery.

A9. The organization should define criteria for customer satisfaction such as:
   a. On time delivery,
   b. Condition of the goods upon delivery,
   c. Invoice in accordance with the order confirmation,
   d. Number of complaints.

A10. The organization should define how customer satisfaction is determined.
   a. Telephone,
   b. Printed form,
   c. Online survey,
   d. Personal visit.

A11. The organization shall regulate the process flow “permission-to-print“, internal or external approval (by the customer). The following points shall be defined:
   a. Responsibilities,
   b. Approval of “ok to print“,
   c. Quality control on the basis of retained samples or additional control strips.

A12. The organization should document problem substances and hazardous substances as well as to manage and dispose them properly. It shall be provided a proof.

A13. The organization is to lead an employee suggestion system.

A14. The organization is to document up-to-date measures for occupational safety.

3 Conformity testing

The conformity testing of the specified requirements laid down in Chapter 2 shall be carried out by means of the following measures:

1. Declaration using checklist
2. Interview (Q&A) during audit
3. Inspection during audit

All non-conformities are logged by the auditor and documented as open requirement. The organization must remedy the the non-conformities in due time but at the latest until the next surveillance audit.

3.1 Non-conformities

Non-conformities are documented by the auditor according to the following classification:

Table 1 – Classification of non-conformities

Classification of Non-conformities (NK)	**Description**
Critical non-conformity	A normative requirement is not compliant. Conformity must be mandatory complied to confirm the certification.
Major non-conformity	A normative or specified requirement is not compliant and therefore leads to a non-conformity.
Minor non-conformity	A normative or specified requirement is partially not compliant and therefore leads to a non-conformity.
Recommendation	A requirement is compliant, but can be optimized by means of recommended measures.

4 Terms and definitions

Ok to print also permission to print or imprimatur.

OK sheet also: first good sheet.

TAB Technical Advisory Board

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