U/TD **17.2**

**Published**

# Certification program

## Documentation

**Keywords**
*ugra.swiss, swissPSO, Quality managagement, ISO 9001*

**Related documents**

| | |
|---|---|
| U/TD 17.0 | Certification system |
| viscom 2010 | Manual for the introduction of swissPSO (German) |
| ISO 9001 | Quality management systems – Requirements |
| ISO 10012:2003 | Measurement management systems -- Requirements for measurement processes and measuring equipment |

**Document control**

| Created / Initials | Reviewed / Initials | Approved / Initials | Issue |
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**Change management**

| Revision / Initials | Reviewed / Initials | Approved / Initials | Revised Issue |
|---|---|---|---|
| dd.mm.yyyy / | dd.mm.yyyy / | dd.mm.yyyy / | V 2 |

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# 1 Scope

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 have at least the following information documented in a Quality Management Manual structured for all process areas:

a. Process descriptions
b. Standard operating procdures
c. Checklists
d. Measurement and test reports
e. Maintenance records
f. Preventive and corrective actions
g. Error or deviation protocols
h. Conformity certificates for measuring and testing equipment
i. Merkblatt «Datenlieferung» für Kunden mit allen relevanten Informationen
j. Training schedule

More information can be documented when required.

A2. The creation, approval and modification of all documented information shall be steered and controlled.

A3. All documented information shall always be accessible in digital or printed form for the responsible persons.

# 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.<br>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. |

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