

**MANAGEMENT
SYSTEM CERTIFICATION**
管理体系认证

**QUALITY / ENVIRONMENT / OH&S
INFORMATION SECURITY / FOOD
SAFETY**

质量 / 环境 / 职业健康安全
信息安全 / 食品安全

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1.0 INTRODUCTION

1.1 A partnership approach to Management System Certification

DNV's approach to the certification process is to have a common goal and objective with customers to achieve certification. You provide input on which operational processes are most crucial to your business success. We evaluate how you perform in these key areas, whilst also checking compliance with the elected standard.

For companies operating internationally, coherence and consistency in performance across geographic and cultural boundaries is a challenge. DNV has the organisation, knowledge and skills to manage global, multi-standard certification projects. As your challenges change, so will the focus of our audits, helping you to continually mitigate risks and maximise opportunities. At the heart of our partnership approach you will find a commitment to support you on the journey towards business excellence.

1.0 序言

1.1 合作的管理体系认证模式

北京挪华威认证有限公司所采用的认证过程模式是与客户持有共同的目的和目标以实现认证。由您来提供对您的业务成功来说至关重要的运营过程信息。我们来评估您在这些重要领域的表现，同时检查与所选定的标准是否相符。对于在世界范围内运营的公司来说，要跨越地理和文化疆界实现业绩的统一和一致性是一个巨大的挑战。北京挪华威认证有限公司具备管理全球性和多标准的认证项目的组织、知识和技能。随着您所面临的挑战发生变化，我们审核的重点也会随之改变，以帮助您继续规避风险并最大限度地把握商机。我们的合作认证模式的核心是在您的业务卓越之旅上助您一臂之力的承诺。

1.2 Risk Based Certification – Tailored to your company's unique needs.

Risk Based Certification is DNV's unique approach to management system certification. With this approach, each assessment of your organization is tailored to the unique aspects of your organization and the audit results provide better information to your top management about your organization's ability to meet strategic objectives. Risk Based Certification audits focus on areas and issues of your management system that have a significant impact on your business objectives and are critical to your operations.

1.2 基于风险管理的认证——专为您的公司量身打造

基于风险管理的认证是北京挪华威认证有限公司独特的管理体系认证方法。有了这种方法，对您的公司的每项评估都专为您的组织机构的特殊方面而量身打造，审核结果可以帮助最高管理层更好地了解您的组织机构实现战略目标的能力。基于风险管理的认证重点审核对您的业务目标有重要影响，同时对您的运营至关重要的管理体系的领域和问题。

1.3 About DNV

DNV Business Assurance is a world leading certification body. We work with our customers to assure the performance of their products, processes and organisations through certification, assessment and training services. Our services help customers build stakeholder trust and create a platform for sustainable business performance.

With more than 70,000 certificates issued worldwide, our name evokes a strong commitment to safety, quality, and concern for the environment. For years, we have been the preferred certification partner for Fortune 500 companies, as well as for medium and smaller businesses.

We provide a global footprint with 1600 employees working to ensure our customers' continued success locally and in an ever-changing global environment. As part of DNV, an independent foundation established in 1864, we belong to a network of 8600 employees working from 300 offices around the world. With our extensive local presence, consolidated global experience and acknowledged competence in the field of risk management, we are an ideal partner for companies in all industrial sectors.

1.3 有关DNV

DNV Business Assurance是一家世界领先的认证机构。我们始终与客户通力合作，通过为客户提供认证、评估和培训服务，确保客户在产品、业务流程和组织管理方面均拥有出色业绩。我们的服务不仅将帮助客户赢得利益相关方的信任，而且还将为客户构建一个可持续发展的平台。

我们在全球共颁发了70000多张认证证书，我们的名字本身就象征着对安全和质量的郑重承诺，以及对环境的持续关注。多年以来，我们一直是世界500强企业优先选择的认证合作伙伴，同时也得到了许多中小企业的信赖。

我们现拥有1600名员工，业务遍布全球各地。我们的使命是在不断变化的全球环境中，全面保证客户在当地业务中获得持续成功。DNV Business Assurance隶属于DNV——一家独立的基金会组织，成立于1864年，现

在全球设有300多个分支机构，员工总数超过8600人。凭借遍布全球的分支机构、丰富可靠的行业经验和风险管理领域强大的专业竞争力，我们将成为各行业企业的理想合作伙伴。

2.0 Objective and Impartiality Management

The objective of DNV's Management System Certification Scheme is to provide independent assessment and certification of management systems operated by companies and organisations according to publicly recognized management system standards. Based on the recognition that each company is different and has its own specific needs, we apply our exclusive Risk Based Certification approach to management system certification.

Our impartial certification service is available world-wide. We use highly qualified and experienced auditors and we aim at providing a service most suitable to your needs, type of business, and company location.

2.0 目标和公正性声明

北京挪华威认证有限公司的管理体系认证系统的目标是根据已认可的管理体系标准，对由公司和组织机构运作的管理体系实行评估和认证。基于对每家公司都是不同的，且具有各自特殊的需求这样的认识，我们将我们独有的基于风险管理的认证方法应用于管理体系认证。我们的公正性认证服务适用于世界各地。我们聘用高质量和具有丰富经验的审核员，致力于为您提供最适合于您的需求、业务类型和公司地点的服务。

To achieve these objectives, DNV adopts clear policies:

- world-wide availability
- use of up-to-date methods and recognized standards, codes and procedures
- use of highly qualified and experienced specialists
- recognition of nationally and internationally accepted standards for management systems
- continuous development to take account of the latest technology and practices
- does not certify projects or products in which it has a consulting role

Based on DNV's Values, Policies and Code of ethics, the principles for integrity and impartiality can be summarized as:

"We shall not certify our own work".

为了达成这些目标，北京挪华威认证有限公司制定了明确的方针：

- 可适用于世界各地
- 使用最方法和认可的标准、法规和程序
- 聘用高质量和具有丰富经验的专家
- 使用国家认可的和国际接受的质量体系标准
- 从最新的技术和经验角度考虑持续发展
- 不对所提供咨询的项目或产品进行认证

基于 DNV 的价值观、政策和行为准则，我们的原则是：“我们不对自己的工作提供认证”。

3.0 Process Description

The scope of service is to evaluate and certify that the management system comply with the requirements of a specified standard or multiple standards in case of integrated management system certification, and to issue a Certificate of Conformity. DNV is accredited for certification to most commonly known generic and industry sector specific management system standards.

3.0 过程描述

服务的范围是评估和认证管理体系与规定的标准相符或者在整合管理体系认证中与多项标准相符，并颁发符合性证书。北京挪华威认证有限公司有权对最常见的一般和工业部门的特定管理体系标准进行认证。

The Management System Certification process contains following four main steps:

- Review of the Management System documentation at the customer's premises in conjunction with the initial visit or in DNV office, followed by an initial visit at the Customer's premises. Document Review and Initial visit are also called as 1st stage audit.
- Initial Audit at the customer's premises in order to verify conformance between description of the system and its effective implementation. This may include additional audits in order to follow-up corrective actions; Initial audit is also called as 2nd stage audit.

- Periodical or Surveillance Audits of the Management System throughout the Certificate's validity period, in order to verify that the System is being implemented and maintained appropriately and effectively.
- Re-certification Audits in advance of expiry date of the certificate, in order to confirm the continued conformity and effectiveness of the management system as a whole and to issue a new Certificate of Conformity.

管理体系认证过程包括下列四个主要步骤:

- 通过对客户现场的初次访问, 评审与客户的现场相符或遵从北京挪华威认证有限公司办事处要求的管理体系文件。文件评审和初次访问也被称为第一阶段审核。
- 在客户现场的首次审核, 是为了验证体系的描述与体系的有效执行之间的一致性。这有可能涉及到附加审核来跟踪纠正措施; 首次审核也被称为第二阶段审核。
- 整个证书的有效期里的管理体系的定期或监督审核, 目的是验证系统正在被恰当而有效地执行和维护。
- 证书到期日前的换证审核, 目的是从整体上确定管理体系继续符合性要求并且有效, 同时颁发新的符合性证书。

4.0 Obtaining a Certificate of Conformity

4.1 Quotation Request

A Company may apply for a quotation for certification of their management system. In order to prepare a quotation the following information is to be submitted to DNV:

- the elected management system standard
- the size of the organisation, number of employees and possible shift work
- number and location of production or service facilities
- the product or services being supplied
- other relevant information related to the management system.

A quotation will be given free of charge and without obligation.

4.0 获得符合性的证书

4.1 报价需求

一家公司可以为管理体系的认证申请报价。为了准备报价, 需要向北京挪华威认证有限公司提交下列信息:

- 所选定的管理体系标准
- 组织机构的规模大小、雇员的人数和可能的轮班工作
- 生产或服务设施的数量和场所
- 被供给的产品或服务
- 与管理体系相关的其他信息

报价是在免费和免责的情况下提供给客户的。

4.2 Application for Certification

Upon receipt and acceptance of the quotation, the enclosed Agreement is to be signed and returned to DNV. Where there are multiple sites of a client, DNV shall regard that the signed agreement is legal enforceable between DNV and all of the sites covered by the scope of the certification, regardless of company's name for each sites. Therefore, in case that any site (other company name) of the client, who is within the certification scope but not signed on the agreement by other company name, have any issue related to agreement, the signed personnel is responsible for all of the sites (other company) issues. For each audit, DNV will extend the audit team with an observers for witness process. The observers will either represent DNV and/or an accreditation body. Neither customer nor DNV have right to decline the attendance of observer who represent accreditation body.

4.2 认证申请

在收到报价后, 申请者通过签署和返回的认证协议向北京挪华威认证有限公司提出申请。如果客户有多个场所, 北京挪华威认证有限公司将认为所签协议在北京挪华威认证有限公司和认证范围内的所有场所之间具有法律强制力, 而无论每个场所的名称是什么。因此, 如果在认证范围内, 没有按照其他公司名称在协议上签字的客户的任何场所 (其他公司名称) 对该协议有任何问题, 负责签字的人员应对所有场所 (其他公司) 的问题负责。

对于每次审核, 北京挪华威认证有限公司将为审核团队增加一名观察员见证审核服务过程。观察员或代表北京挪华威认证有限公司和/或代表认可机构。客户与北京挪华威认证有限公司都无权拒绝代表认可机构的观察员参加审核过程。

4.3 Pre-survey (Optional)

The purpose of the pre-survey is to gather information for audit planning and establish focus areas for the audit. At the same time the organizations preparedness for the audit will be established. No detailed report will be issued, but the overall result of the organization's preparedness for audit will be issued. The pre-survey is optional and will not influence the audit results.

4.3 预审（任选）

预审的目的是为审核规划收集信息并确定审核的重点领域。同时，组织机构应为审核做好准备。这一过程中将不会出具任何具体的报告，但是会出具组织机构对审核准备情况的整体结果。预审是任选的，不会对审核结果造成影响。

4.4 Planning for Audit

Upon receipt of the signed Agreement, DNV will inform the Customer in writing about the proposed audit schedule and nominated auditors requesting that the Company approve the proposed schedule and audit team. Audit plan for detailed time schedule of audit (called audit program) will be forwarded to the Customer by the Audit Team Leader at least 5 days in advance of planned audit.

4.4 审核规划

在收到经过签署的协议后，北京挪华威认证有限公司将书面通知客户建议的审核日程和提名的审核员，并要求该公司批准所建议的日程和审核团队。在计划的审核开始至少5天之前，审核团队组长会将详细的审核日程表（被称为审核程序）转发给客户。

4.5 Review of Management System Documentation

The documentation to be reviewed shall be sufficient to obtain confidence that the customer's system adequately addresses the requirements of the assessment standard and consist of, as a minimum:

A system manual that includes the scope of the management system and a description of main processes and their interactions.

Description of the organization

The document review may be carried out at the customer's premises and be combined with the initial visit. A document review report will be issued upon completion of the document review. The reviewed documentation will be returned upon completion of the audit.

4.5 管理体系文件审核

待审核的文件应足以证明客户的体系能够充分满足评估标准的要求，至少包括下列内容：

体系手册，包括管理体系的范围以及对主要流程及其相互作用的描述

组织机构描述

文件审核可以在客户现场进行，并与初次访问相结合。在完成文件审核后，北京挪华威认证有限公司将出具文件审核报告。完成审核后，被审核的文件会返还给客户。

4.6 Initial Visit

The initial visit will be used to gather information before the initial audit about:

The customer's operations.

Implementation of the documented management system.

The customers handling of relevant regulatory and legal requirements.

The initial visit will also be used for:

Planning the initial audit, confirming scope of work, number of sites to be audited and other relevant details

Identifying focus areas for the initial audit and possibly future audits.

The initial visit may be combined with an on-site document review.

4.6 初访

初访将用来在审核前收集信息：

客户的运营情况

文件所记录的管理体系的执行情况

客户对相关法律法规要求的处理情况

初访还用于：

计划首次审核，确定工作范围、待审核的场所数量和其他相关详细内容

识别首次审核的重点领域以及可能的未来审核
初访可与现场文件审核相结合。

4.7 Initial Audit

Prior to commencement of Initial audit or re-certification or upgrading to new standard, the Customer should complete the following:

- an internal audit
- management review
- implemented the management system

Upon completion of the documentation review and Initial Visit Initial Audit will be carried out in order to verify the implementation of the Management System in detail. Upon completion of the audit, the audit team leader will issue a draft report providing accurate, concise and clear record of the audit findings and conclusions.

The draft report will be sent to the customer for reference in order to provide an opportunity for preparing the next step in the process. DNV will make the certification decision on the basis of an evaluation of the audit findings and conclusions and any other relevant information. A formal copy of the audit reports will be distributed to the customer upon completion of the certification decision.

4.7 首次审核

在开始初访或换证或更新到新标准之前，客户应完成下列内容：

- 内部审核
- 管理评审
- 执行管理体系

完成文件审核和初次访问后，将会进行首次审核，以验证管理体系的详细执行情况。完成审核后，审核团队组长将会出具报告初稿，提供准确、简明和清晰的审核结果记录与结论。报告初稿会送给客户作为参考，为审核过程的下一步准备提供机会。在对审核结果和结论以及任何其他相关信息进行评估的基础上，北京挪华威认证有限公司将会做出认证决定。在完成认证决定后，将审核报告正式版本发给客户。

4.8 Audit Findings

A condition that does not fulfill the requirement is defined as non-conformity.

Observations, opportunity for improvement and note-worthy effort are reported based on its content and/or degree found.

4.8 审核结果

不满足要求的情况被视为不符合标准要求。基于其内容和/或所观察到的程度对观察结果、改进机会和值得注意的地方进行报告。

4.9 Corrective Action and Follow Up

The Customer shall respond in writing to non-conformities by detailing corrective action to non-conformities in accordance with audit report instructions. The audit team leader will verify the corrective action by reviewing documentation or by a follow-up visit within ninety (90) days.

4.9 纠正措施和跟踪措施

客户应按照审核报告的指导，书面提供对不符合要求之处的详细纠正措施。审核团队组长将通过审核文件或在九十（90）天内进行跟踪访问来对纠正措施进行验证。

4.10 Certificate of Conformity

Upon completion of a satisfactory initial audit process, DNV will issue a Management System Certificate of Conformity to the Customer. The Certificate is valid for three years counted from the formal completion of the review process.

The Certificate of Conformity contains the following information:

- Name of organization certified
- Locations certified
- Applicable Management System Standards
- Activity, product or service range to be covered by Certification
- Initial certification date
- Issue date
- Period of validity
- Certificate number

Expired Certificate of Conformity shall be destroyed, or returned to DNV.

4.10 符合性证书

圆满完成首次审核过程后，北京挪华威认证有限公司将把一张管理体系的符合性证书颁发给客户。证书自审核过程正式完成后三年内有效。

符合性证书包含下列信息：

- 被认证的机构名称
- 被认证的场所
- 适用的管理体系标准
- 认证包括的活动、产品或服务范围
- 首次认证日期
- 证书颁发日期
- 有效期
- 证书编号

过期的符合性证书应销毁或返还给北京挪华威认证有限公司。

5.0 Maintaining the Certificate of Conformity

Periodical Audits are normally carried out every 6 month or annually according to agreement and in accordance with accreditation requirements for a specific standard.

The date of the first periodical audit shall not be more than 12month from the last day of the initial audit (If exceed 12month, the certificate would be suspended).

The holder of the Certificate of Conformity is required to maintain the management system documentation.

5.0 符合性证书的保持

根据协议和特定标准的认可要求，定期审核通常每隔六个月或一年进行一次。

首次定期审核的日期不应超过首次审核的最后一天十二个月（如果超过十二个月，证书将被暂停）。

要求符合性证书持有者保持管理体系文件。

5.1 Extension or Reduction of Certification Scope

When an extension or reduction of certification scope is requested by the customer, DNV will prepare a revised Quotation and Agreement reflecting the changes to the Scope and submit it to the customer for acceptance.

Extension audit is performed solely or together with planned periodical or recertification audit. Depend on the extent or the complexity of the extended activity, the 1st stage audit may be added prior to the extension audit.

5.1 认证范围的扩展或缩小

当客户要求扩展或缩小认证范围时，北京挪华威认证有限公司将会准备一份修订报价和协议以反映范围的变化，并将其提交给客户。

扩展审核可单独进行，或与计划的定期审核或换证审核一起进行。依据所扩展活动的程度或复杂性，可以在扩展审核之前增加第一阶段审核。

6.0 Renewal of Certificate of Conformity

The re-certification audit is carried out well in advance of the expiry date of the certificate. The re-certification audit will confirm the overall effectiveness of the management system covering all the elements of the applicable standard. The extent of the recertification audit will depend on:

- the performance and maturity of the management system
- the extent of management system changes the last three years
- changes in the company's business or operation impacting on the management system

The recertification audit shall be planned and conducted within the validity period of the certificate as all activities required for granting recertification need to be concluded prior to the expiry date of the certificate.

In case that the major organization change are occurred and/or extension of scope are performed, the additional 1st stage audit may be added prior to the recertification.

6.0 符合性证书的更换

换证审核要远在证书期满之前进行。换证审核将确认管理体系的整体有效性，涵盖适用标准的所有要素。换证审核的程度依赖于：

- 管理体系的性能和成熟度

- 过去三年来管理体系的变化程度
 - 影响管理体系的公司业务或运营方面的变化
- 由于换证所需的所有活动需要在证书期满前进行总结，换证审核应在证书有效期内进行规划和执行。

如果发生重大机构变化和/或进行范围扩展，换证之前可以增加第一阶段审核。

7.0 Control of Mark

Requirements to the use of the Certification Mark are given in the appendix to the Certificate of Conformity.

7.0 标志的控制

认证标志的使用要求列在符合性证书的附录中。

8.0 Transfer of Certificate

In case that the organization, having certification of management system by other certification body, request to transfer the certification to DNV, several requirements including below items are required.

- Current Certification is under IAF MLA member's accreditation
 - Certification is continued (no suspended certificate is allowed)
 - Certification validity is not expired
 - Planned periodical audits have been done.
 - Copy of the certificate, initial (or the most recent recertification) audit report as well as subsequent all periodical audit reports are available.
- DNV will perform pre-review based on the information and conduct on-site audit. The DNV certificate will be issued after the approval process.

CCAA Transfer Pre - approval (Only applicable in Mainland China)

8.0 证书的转换

如果经其他认证机构对其管理体系进行认证的机构要求将其认证转换至北京挪华威认证有限公司，需要满足下列几项要求：

- 当前的认证经国际认可论坛多边承认协议（IAF MLA）成员的认可
- 认证持续进行（没有暂停证书）
- 证书没有过期
- 已经完成了计划的定期审核
- 可提供证书、首次（或最近的换证）审核报告以及随后的所有定期审核报告

北京挪华威认证有限公司将基于这些信息进行预审核并进行现场审核。北京挪华威认证有限公司证书将在批准后颁发。

中国认证认可协会（CCAA）负责转换预批准（只限于中国大陆地区）。

9.0 Fees

Management System Certification will be charged as follows.

- Application fee
 - Pre-survey fee (optional)
 - Initial certification fee covering:
 - Documentation review, including issue of the document review report
 - Initial visit
 - Initial audit, including issue of audit report and of Certificate of Conformity.
 - Periodical audit fees
 - Annual Maintenance Fee
 - Renewal audit fee including issue of report and new Certificate of Conformity
- Additional fees are charged as applicable for the following:
- corrective action and follow up audit
 - unscheduled audit
 - issue of the additional Certificates of Conformity
 - re-issue of the Certificate of Conformity
 - dual or multiple accreditation
 - change of accreditation body
 - Additional 1st stage audit

9.0 费用

管理体系认证的费用如下：

- 申请费
- 预审费（任选）
- 首次认证费用，包括
- 管理体系文件评审费用，包括文件评审报告发放费
- 初访费用
- 首次审核费用，包括审核报告和符合性证书的发放费用
- 定期审核费用
- 年度维持费
- 换证审核费用包括换证审核报告的发出费用和新的符合性证书颁发的费用

额外费用适用于下列各项：

- 验证纠正措施的审核和跟踪审核的费用
- 计划外审核的费用
- 额外的符合性证书的发放费用
- 符合性证书的重新发放费用
- 两次或多次认可费用
- 认可机构的变动费用
- 额外的第一阶段审核费用

10.0 Publication

10.1 Publication by Holder of Certificate of Conformity

The holder of a Certificate of Conformity may publish this fact. The Certificate of Conformity as a whole must be published or reference to the Certificate number, the product/service range, the reference standard and the particular premises for which the certification of the management system is valid may be published. The certificate holder may provide copies of audit reports to interested third parties, but only in their entirety. The Certificate of Conformity may only be used in advertisements or brochures in complete reproduction.

DNV will take action to deal with incorrect references to certification status or misleading use of certification documents, marks or audit reports. Such action may include requests for corrective action, suspension, withdrawal of certification, publication of the transgression and, if necessary, legal action.

10.0 发布证书

10.1 由符合性证书持有者发布

符合性证书持有者可以发布证书。必须发布完整的符合性证书，或发布有关证书编号、产品/服务范围、相关的标准和详细的有效的管理体系认证的场所。证书持有者可以提供审核报告的复印件给感兴趣的第三方，但最好是报告的全部内容。符合性证书可以单独用在广告中或完全翻印在小册子里。

北京挪华威认证有限公司将会对认证状态的不正确参考或认证文件、标志或审核报告的误导性使用采取行动。这种行动可能包括要求对认证的纠正措施、暂停和终止，以及对违法行为的公布，如有必要，会采取法律行动。

10.2 Publication by DNV

DNV will publish the following information based on the accreditation requirements.

- DNV will publish the list of all certificate holders including the information listed in 4.10. The information is available by free of charge.
- DNV will make publicly accessible the information about suspended and withdrawn and cancelled certificate.
- DNV may make publicly accessible the information about complaint and its resolution to the extent client and/or complainant agrees.

10.2 由北京挪华威认证有限公司发布

北京挪华威认证有限公司将根据认可要求发布下列信息：

- 北京挪华威认证有限公司将发布所有证书持有者名单，包括4.10中所列信息。信息可以免费获得。
- 北京挪华威认证有限公司将公布有关暂停、终止和取消的证书的信息。
- 北京挪华威认证有限公司将按照客户和/或投诉人同意的程度来公布有关投诉及其解决方案的信息。

11.0 Appeal

The certificate holder has the right to appeal in writing against an audit finding (audit result) or decision by the evaluation panel. Upon receipt of an appeal, DNV will evaluate the appeal and respond in writing to the certificate holder.

11.0 申述

证书持有者有权书面申诉审核小组做出的审核发现（审核结果）或决定。接到申诉后，北京挪华威认证有限公司将对申诉进行评估并向证书持有者做出书面回应。

12.0 Complaints

In case that DNV receives complaints in relation to the certification from the certificate holder or a third party, DNV has an obligation to investigate the cause of the complaint. DNV will investigate the complaint and submit a formal written response to the complainant.

12.0 投诉

如果北京挪华威认证有限公司收到来自证书持有者或第三方的有关证书的投诉，北京挪华威认证有限公司有义务调查投诉的原因。北京挪华威认证有限公司将对投诉进行调查并向投诉人提交正式的书面回应。

13.0 Reporting of non compliance to regulations

In case the certificate holder fell into the violation such as breach of the regulation, having governmental order, or serious complaint from the interested parties, it is obligated to report the situation to DNV in writing. In case that the part of the company is certified and the outside of the scope had above situations (ie: only the factory is certified and it's head office had breached the regulation), it is also obligated. The cost for the investigation work and/or unscheduled audit is charged to the certificate holder. In case that the breach of the regulation is apparent, DNV may make public of the situation of under investigation, even before the suspension decision has been made.

13.0 不符合有关法规要求的报告

如果证书持有者出现诸如违反法规、收到政府政令或收到来自利益相关方的严重投诉，应向北京挪华威认证有限公司做出书面报告。如果只有公司的一部分获得认证，而其他部分出现上述情形（比如：只有工厂获得认证，而其总部违反了法规），也应向北京挪华威认证有限公司报告。证书持有者自行承担调查工作和/或计划外审核的费用。如果很明显地违反了法规，北京挪华威认证有限公司可以公布被调查的情况，甚至可以在暂停决定前就进行公布。

14.0 SUSPENSION, WITHDRAWAL AND CANCELLATION OF CERTIFICATE OF CONFORMITY

14.1 Suspension of Certificate of Conformity

The Certificate of Conformity may be suspended for the following reasons:

- In case that Customer fails to comply with the agreed time schedule and assessment plan
- In case that corrective actions to identified non-Conformity are not implemented within the set time limit
- in case of improper use of the Certificate of Conformity or Accreditation Mark, e.g. misleading publication or advertisement
- the holder of the Certificate of Conformity neglects to inform DNV about matters of vital importance for the certified Management System effectiveness
- in case that disadvantage/damage is caused to the parties concerned in consequence of negligence of the duties to be kept or followed by the responsible person.
- Vital problem has been identified during periodical audit or over the course of the valid three year certification, e.g. violation to the regulatory/statutory requirements, serious accident and any social troubles.
- Corrective action to above cases can not be in practice or be accepted by the authority.
- In case that DNV decided that the certification may not be continued according to the results of audit
- Intentional interruption to DNV audit activities.
- Customer fails to pay the fees due, upon written notice from DNV.

14.0 符合性证书的暂停、终止和取消

14.1 符合性证书的暂停

以下原因可能会引起对符合性证书的暂停处理：

- 客户没有服从协议的日程表和评估计划；
- 被要求的纠正措施没有在规定的时间内执行；
- 不正确地使用符合性证书或认可标志，如，误导性出版内容或广告；
- 符合性证书持有者忽视通知北京挪华威认证有限公司有关被认证的管理体系有效性的重要事宜；
- 因负责人玩忽职守给相关方造成的损失/损害；

- 在定期审核过程中或认证的三年有效期中发现的严重问题，如，违反法律法规的要求，严重的事故和任何社会问题；
- 对上述情形的纠正措施无法实施或无法得到权威机构的认可；
- 北京挪华威认证有限公司根据审核结果断定不能继续进行认证；
- 故意干扰北京挪华威认证有限公司的审核活动。

An official suspension of the Certificate of Conformity will be confirmed in writing to the certificate holder. A period of the suspension is 3 month as maximum. DNV shall indicate under what conditions (corrective action) the suspension will be removed, e.g. corrective actions to be taken.

Upon a notice of suspension, the certificate holder is required to return the Certificate of Conformity and discontinue use of all advertising matter that contains any reference thereto.

At the end of the suspension period, DNV will determine if the indicated conditions for re-instituting the Certificate of Conformity have been fulfilled. On fulfillment, the suspension shall be removed by notifying the certificate holder that the Certificate of Conformity has been reinstated.

正式的符合性证书暂停将以书面形式通知证书持有者。通常最长的暂停期是三个月。北京挪华威认证有限公司将会告知客户在什么条件下（纠正措施）可以解除暂停，如，采取了纠正措施。

在暂停通知上，要求证书持有者归还符合性证书并且停止所有与之相关的广告材料的使用。

在暂停期结束时，北京挪华威认证有限公司将考虑客户是否已满足了重建认证的必备条件。在满足条件的基础上，将通知证书持有者取消暂停，恢复符合性证书。

14.2 Withdrawal of Certificate of Conformity

The Certificate of Conformity may be withdrawn in the following cases:

- if inadequate measures are taken by the certificate holder in case of suspension
- if condition to release suspension (i.e. corrective action) have not been completed within specified periods

- In case of material breach of the Agreement or;
- In case of infringement of DNV's property rights in any way,
- If customer does not pay due fees after prior suspension for the same cause.

14.2 符合性证书的终止

有下列原因可能导致终止符合性证书：

- 在暂停的情况下，证书持有者采取了不当措施；
- 如果在规定时间内没有实现请求暂停（如纠正措施）的条件；

- 重大违约情况或者；
- 以任何方式侵害北京挪华威认证有限公司的产权；
- 如果客户在同一原因造成的前次暂停后没有支付到期应付费用。

14.3 Cancellation of Certification

The Certificate of Conformity will be canceled:

- if the certificate holder does not wish to prolong the agreement
- if contact will be lost due to business depression or bankruptcy of the certificate holder

DNV will withdraw/cancel the Certificate of Conformity by informing the certificate holder in writing.

Upon a notice of withdraw or cancellation, the customer is required to return the Certificate of Conformity and discontinue use of all advertising matter that contains any reference thereto.

The certificate holder is deleted in the certification list upon above notice of withdraw or cancellation, any information about the certificate holder will be invalid.

14.3 证书的取消

出现下述情况，符合性的证书将会被取消：

- 证书持有者不愿延长协议；
- 因商业萧条或证书持有者破产而造成联系丧失，北京挪华威认证有限公司将书面通知证书持有者，终止/取消其符合性证书。

在终止或取消证书的通知上，要求客户送回并且终止所有与之有关的广告材料的使用。在发出上述暂停或取消证书的通知后，证书持有者将会在认证名单中被删除，任何有关证书持有者的信息都将无效。