Management System Registration Program

Quality Systems Registrars, Inc.

703-478-0241

www.qsr.com

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Certification Process

1. Applicant requests a quotation either through the website or by completing QSR Client Information (Form 1).

2. QSR® prepares quotation.

3. Applicant accepts quotation and submits Form 2 – Registration Program Contract.

4. QSR® executes contract.

5. The initial certification audit shall be conducted in two stages: Stage 1 Review and Stage 2 Audit. The Audit Program Group is responsible for scheduling these audits. QSR® will notify the client as to which auditor(s) will be performing the audit; the client may make auditor objections.

6. The objectives of the Stage 1 Review are to:

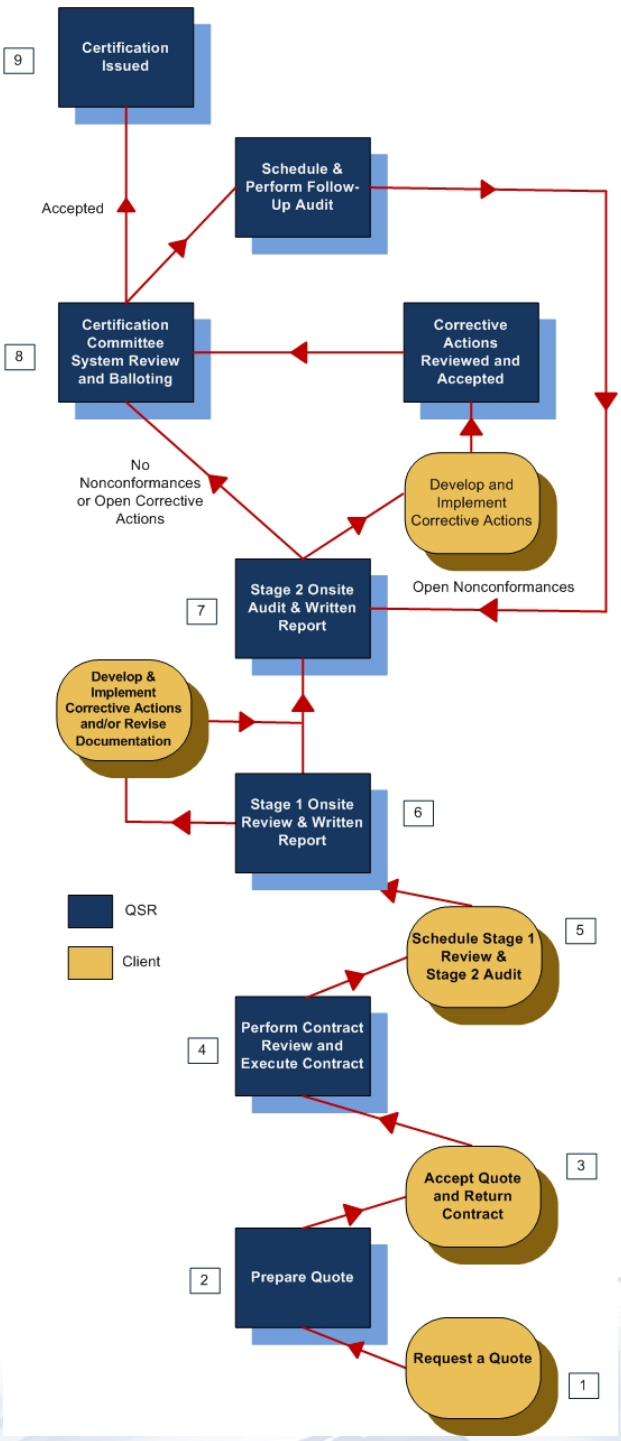
   a) review the client's management system documented information;

   b) evaluate the client's location and site-specific conditions and to undertake discussions with the client's personnel to determine the preparedness for the Stage 2 Audit;

   c) review the client's status and understanding regarding requirements of the standard, in particular with respect to the identification of key performance or significant aspects, processes, objectives and operation of the management system;

   d) obtain necessary information regarding the scope of the management system, including: the client's site(s), processes and equipment used, levels of controls established, applicable statutory and regulatory requirements;

   e) review the allocation of resources for the Stage 2 Audit and agree with the client on the details of the Stage 2 Audit;



f) provide a focus for planning the Stage 2 audit by gaining a sufficient understanding of the client's management system and site operations in context of the management system standard or other normative document;

g) evaluate if the internal audits and management reviews are being planned and performed, and that the level of implementation of the management system substantiates that the client is ready for the Stage 2 audit.

- Documented conclusions with regard to fulfilment of the Stage 1 Review objectives and the readiness for the Stage 2 Audit will be communicated to the client, including identification of any areas of concern the could be classified as a nonconformity during the Stage 2 Audit.
- In determining the interval between the Stage 1 Review and Stage 2 Audit, consideration shall be given to the needs of the client to resolve areas of concern identified during the Stage 1 Review.

7. The purpose of the Stage 2 audit is to evaluate the implementation, including effectiveness, of the client's management system. The Stage 2 audit shall take place at the site(s) of the client. It shall include the auditing of at least the following:

a) information and evidence about conformity to all requirements of the applicable management system standard or other normative documents;

b) performance monitoring, measuring, reporting and reviewing against key performance objectives and targets (consistent with the expectations in the applicable management system standard or other normative document);

c) the client's management system ability and its performance regarding meeting of applicable statutory, regulatory and contractual requirements;

d) operational control of the client's processes;

e) internal auditing and management review;

f) management responsibility for the client's policies.

8. QSR® notifies the client of the results of the audit in written report format that incorporates the requirements of 17021 within 10 business days. If corrective action is requested by QSR®, the client is notified of the time limit for a response on the corrective action to be taken.
9. The Certification Committee reviews the audit team report and makes a decision to grant or withhold registration. If corrective action was requested by QSR®, the Certification Committee decides whether a follow-up audit is necessary to verify implementation of corrective actions or if written documentation is acceptable. In either case, registration shall not be granted until all nonconformances have been adequately addressed.
10. Upon acceptance by the Certification Committee, QSR® issues a Certificate of Registration valid for up to 3 years and enters the Registered Firm's name into the QSR® List of Registered Firms.

Surveillance and Re-Certification Audits

QSR® shall perform surveillance audits of the management systems of Registered Firms. The frequency of the surveillance audits shall be at the discretion of QSR® but shall be at least once a calendar year, except in recertification years. The date of the first surveillance audit following initial certification shall not be more than twelve months from the certification decision date. A complete re-certification audit of the Registered Firm's management system will take place in the third year prior to expiration of the certificate.

The conduct of the surveillance and re-certification audits shall be the same as described for the initial audit.

QSR® will notify the client of the results of a surveillance or re-certification audit in written report format that incorporates the requirements of 17021 within 10 business days. If corrective action is requested by QSR®, the client is notified of the time limit for a response on the corrective action to be taken.

Transition Audits

Transition audits are required when upgrading to a new version/revision of a standard. QSR® shall determine the best methodology to conduct a transition audit either as a standalone audit or in place of a regularly scheduled audit. QSR® shall determine the length of time required to meet transition requirements unless specified by supervisory organizations such as ANAB or IAQG. In all cases, IAF MD5 current edition guidelines will be followed.

Transition Audits are conducted as a standalone audit and all client processes and system elements will be reviewed. A Transition Audit may be conducted in place of a Recertification Audit.

Clients will perform a self-assessment that will be reviewed by the auditor on-site. If there are significant shortfalls, additional time may be added.

QSR® upper management will determine audit duration. An audit plan will be developed supporting the decision. All Transition Audit activities will be documented in an audit plan.

Dependent on the Transition Audit requirements and the timing of the audit in the certification audit cycle, QSR® may elect to issue a 3-year certificate renewal based upon the Transition Audit Certification decision.

After ANAB approval of the initial transition documentation, any needed changes by QSR must be approved by ANAB prior to QSR implementation.

Registration, Suspension, and Withdrawal

QSR® may suspend or withdraw the Certificate of Registration for any of the following reasons:

a) if a periodic audit indicates that nonconformance to the requirements are of a serious nature requiring immediate withdrawal;

b) when formally requested by the Registered Firm;

c) if the Registered Firm does not or cannot ensure conformance to the new requirements when system standards are changed;

d) if the Registered Firm no longer supplies the product, process, or services for which registered;

e) if the Registered Firm fails to meet any other provisions of the contract between QSR® and the Registered Firm;

f) if external complaints against a QSR® Registered Firm are found to be justified;

g) if a Registered Firm does not allow surveillance or re-certification audits to be conducted at the required frequency;

h) For ISO 45001 certificate holders where QSR® has knowledge of/ information on incidents such as a serious accident, or a serious breach of regulation necessitating the involvement of the competent regulatory authority, provided by the certified client or directly gathered by the audit team during the special audit, shall provide grounds for QSR® to decide on the actions to be taken, including a suspension or withdrawal of the certification, in cases where it can be demonstrated that the system seriously failed to meet the OH&S certification requirements;

i) For ISO 45001 certificate holders, if facilities and work areas are subject to closure the OH&S risks change as there may no longer be the same risks to employees, but there may be new risks applicable to members of the public (e.g. in case of lack of suitable maintenance and surveillance activities), QSR® shall verify that the management system continues to meet the OH&SMS standard and to be effectively implemented in respect of the closed facilities and work areas, and, if not, suspend the certificate.

Failure by the Registered Firm to notify QSR® of their intent to maintain their certification and to forward to QSR® all monies due, QSR® will terminate the contract between QSR® and Registered Firm. Any subsequent registration of the Registered Firm's management system by QSR® may be handled as a new application.

Failure of the Registered Firm to respond within 60 days on the corrective action to be taken as a result of an audit could result in suspension or withdrawal of the certificate.

The Registered Firm will be notified by certified letter or equivalent means of QSR®'s decision to suspend or withdraw the registration and return all certificates.

QSR® shall publish notification of any suspension or withdrawal of a Certificate of Registration.

General Information

Certificates of Registration are subject to the terms of QSR® as set forth herein. If a Registered Firm does not wish to continue its registration, it must notify QSR® in writing.

Notification and correspondence will be carried out by using the Internet, the U. S. Postal Service, either First Class Mail or Certified Return Receipt, by courier or via fax.

In the event of any changes within the QSR Management System Program, QSR® will notify all Registered Firms affected by the change(s) of the effective date of the change(s) and action(s) required by them.

QSR® shall not disclose any information concerning a Registered Firm other than information that is public knowledge except to accreditation agencies that have independently agreed not to disclose confidential information.

QSR® shall notify the Registered Firm, at QSR®'s discretion, of customer complaints relating to the management system operation.

Client/Registered Firm Responsibilities

a) Comply with the QSR® Registration Program requirements.

b) Document, implement and maintain a management system in accordance with the applicable standard. TL 9000 clients shall provide QSR® with evidence that at least one data point (3-months data) regarding appropriate metrics has been submitted to the QuEST Forum Administrator, and written confirmation of the acceptability of the data has been received.

c) Conduct internal audits at planned intervals to provide information on whether the management system is in conformance to the requirements of the organization's management system and the applicable management system standard or other normative documents and whether the management system is effectively implemented and maintained.

d) Give the representatives of QSR® access, during normal business hours, to the facilities that are the subject of registration to conduct audits. The Registered Firm will assure that the facility is operating at the time of the assessment.

e) Appoint a management representative to be responsible for all matters relating to the requirements for registration. The management representative is responsible for maintaining records of complaints and corrective actions relative to the management system.

f) Promptly notify QSR® of changes to the information provided on Form 2 – Registration Program Contract and any additional significant changes that may affect your certification status.

g) Promptly notify QSR® of significant changes in the number of employees within the scope of the management system (please review the section Effective Number of Personnel for guidance).

h) Ensure that management system consultants to the client/registered firm, if present during an audit, are limited to the role of observer.

i) Registered firms are entitled to use the QSR® Registered Firm Symbol in accordance with conditions defined in Use of QSR® Registered Firm Symbol.

j) Immediately discontinue any use of the QSR® Registered Firm Symbol that is unacceptable to QSR®.

k) Upon termination of the Certificate of Registration (whether through the request of the Registered Firm or QSR®), discontinue all use of the QSR® Registered Firm Symbol including all advertising, literature, or documents which contain any reference to the QSR® Registered Firm Symbol or the status of being a Registered Firm.

l) Release and agree to indemnify and hold harmless QSR®, and their directors, officers, employees and agents from any losses, damages, claims, liability, causes of actions or demands and all costs and expenses incidental thereto (including costs of defense, settlement and reasonable attorneys' fees) made at any time by any party arising out of, resulting from or in any way relating to the certification services provided by QSR®.

m) Agree to provide access to QSR®'s accreditation body representatives for witnessed audit purposes. For AS9100, this right-of-access will extend, as applicable, to AAQG OEM representatives.

n) AS9100 Clients are contractually required to provide copies of the audit report and associated documents/records to their customers and potential customers, upon request, unless justification can be provided (e.g., competitor confidentiality, conflict of interest). The organization may provide access to this data through the OASIS database or by providing the audit report directly to the customer.

o) AS9100 Clients shall allow QSR® to provide Tier 1 data (i.e., information on the issued AQMS standard certificate - public domain) and Tier 2 data (e.g., information and results of audits, assessments, nonconformances, corrective action, scoring, and suspensions - private domain) to the OASIS database.

p) If AS9100 Clients lose their AQMS standard certification, they shall provide immediate notification to their aviation, space, and defense customers.

q) RC 14001 and RCMS clients agree to provide access to QSR®'s accreditation body representatives for witnessed audit purposes. This right-of-access will extend, as applicable, to ACC representatives.

r) ISO 45001 clients shall QSR®, without delay, of the occurrence of a serious incident or breach of regulation necessitating the involvement of the competent regulatory authority.

s) ISO 45001 clients shall be able to demonstrate that it has achieved compliance with the legal OH&S requirements that are applicable to it through its own evaluation of compliance prior to the QSR® granting certification.

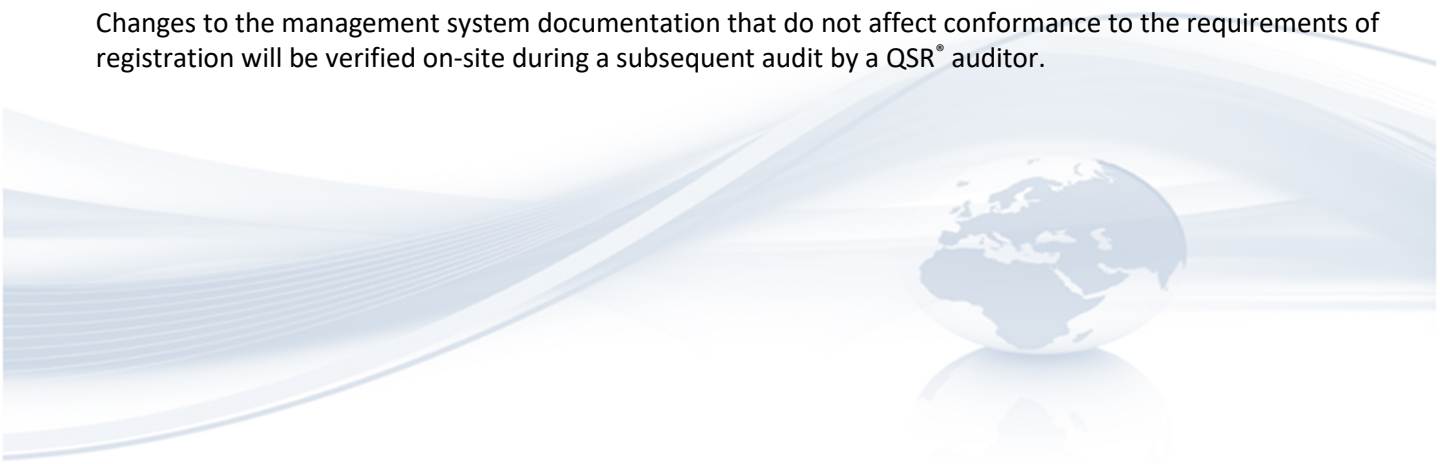
t) Where ISO 45001 clients may not be in legal compliance, it shall be able to demonstrate it has activated an implementation plan to achieve full compliance within a declared date, supported by a documented agreement with the regulator, wherever possible for the different national conditions. The successful implementation of this plan shall be considered as a priority within the OH&SMS.

Revisions

If a Registered Firm requests modification of their scope of registration, QSR® will determine what, if any, audit procedure is necessary to grant the requested modification.

The Registered Firm is responsible for promptly informing QSR® about any significant changes to the organization, including legal, commercial, organizational status, number of effective employees, management and ownership as well as any proposed changes to its management system that may affect conformance to the requirements for registration. QSR® will review the proposed changes for conformance to the registration requirements and decide whether an audit or further investigation is required. QSR® will notify the Registered Firm of its decision.

Changes to the management system documentation that do not affect conformance to the requirements of registration will be verified on-site during a subsequent audit by a QSR® auditor.



Cancellations/Postponements

A Client/Registered Firm will be charged the following scale for cancellation or postponement of a scheduled and confirmed audit:

45 days prior to a scheduled audit	½ day
30 days prior to a scheduled audit	1 day
15 days prior to a scheduled audit	1 ½ day

A Client/Registered Firm will also be responsible for the costs associated with cancellation of travel.

Appeals

A Client/Registered Firm may appeal to QSR® any decision not to award or withdraw registration to the Client/Registered Firm.

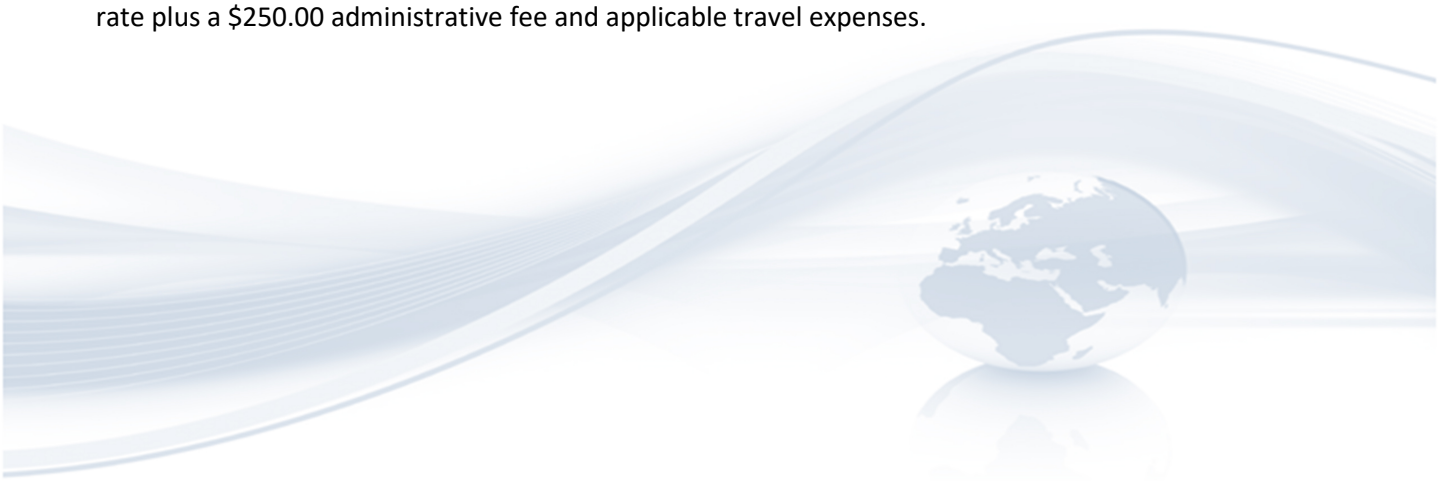
Appeals are subject to the appeals procedure of QSR®. In the event a Client/Registered Firm wishes to appeal a decision made through the Certification Committee and based on the QSR® Registration Program, the Client/Registered Firm shall do so within thirty (30) days of being notified of QSR®'s decision to not award or withdraw a Certificate of Registration. The decision of the Certification Committee shall stand until such time that the Certification Committee can meet and formally hear the Client/Registered Firm's appeal. If the Client/Registered Firm wishes to appeal the Certification Committee decision, it shall be in accordance with the QSR® Appeals Procedure to the Board of Governors.

Short Notice/Follow-Up/Special or Unannounced Audits

It may be necessary for QSR® to conduct audits of certified clients at short notice or unannounced to investigate complaints, in response to changes, or as follow up to nonconformances and suspended clients.

ISO 45001 Clients may be subject to a special audit when, independently from the involvement of the competent regulatory authority, QSR® becomes aware that there has been a serious incident related to occupational health and safety, for example, a serious accident, or a serious breach of regulation, in order to investigate if the management system has not been compromised and did function effectively. QSR shall document the outcome of its investigation.

If additional on-site auditing activities are required they will be billed at the Registered Firm's current day rate plus a $250.00 administrative fee and applicable travel expenses.



Travel Costs

QSR® clients will be invoiced for travel expense at actual cost after completion of an audit. Where flexibility in scheduling exists, QSR® will attempt to cluster audits in your region to minimize and distribute travel costs to multiple clients.

QSR® clients will be invoiced for auditor travel time after completion of an audit. QSR® Auditors are reimbursed travel time for each audit or follow-up activity. This amount is based on numerous factors and may reach a maximum of $500.00 per auditor within the United States. Travel time for overseas (excluding Canada and Mexico) audits will be billed at an amount of $750.00 per location visited, unless travel is reasonable within the same country.

In the case of foreign travel where a VISA may be required, the cost to obtain the VISA will be the responsibility of the client.

Effective Number of Personnel

Audit Duration is increased or decreased based on the effective number of personnel defined as:

The effective number of personnel consists of all personnel (permanent, temporary, and part-time) involved within the scope of certification including those working on each shift. When included within the scope of certification, it shall also include non-permanent (e.g. contractors) and part time personnel.

For OH&SMS it shall also include contractors/subcontractors performing work or work-related activities that are under the control or influence of the organization that can impact the organization's OH&SMS performance.

As your company moves within these brackets QSR must be notified so that required audit duration can be adjusted to comply with certification requirements. When smaller sites add or subtract employees, it can dramatically affect the length of your audit.

1-5	626-875
6-10	876-1175
11-15	1176-1550
16-25	1551-2025
26-45	2026-2675
46-65	2676-3450
66-85	3541-4350
86-125	4351-5450
126-175	5451-6800
176-275	6801-8500
276-425	8501-10700
426-625	>10700

Use of QSR® Registered Firm Symbol

Upon Registration by QSR®, the Registered Firm is entitled to use the QSR® Symbol. Artwork of the QSR® Symbol is available in both camera-ready format and electronic format from the QSR® Office.

a) When the QSR® Registered Firm Symbol is used; it must always be in conjunction with the company's name and location. The company's registered number must always be present.

b) The QSR® Registered Firm Symbol may be used only on correspondence, advertising, and promotional materials that are related to the goods and services referenced in the scope of the company's Certificate of Registration.

c) The QSR® Registered Firm Symbol MAY NOT, under any circumstances, be used directly on or closely associated with products in such a manner as to imply that the products themselves are certified by QSR®. This includes laboratory test, calibration and/or inspection reports.

d) The Registered Firm shall immediately, upon written notification, discontinue use of the QSR® Registered Firm Symbol in any manner which QSR® interprets as misleading.

e) The Registered Firm shall immediately, upon written notification, discontinue use of the QSR® Registered Firm Symbol, upon cancellation of their Certificate of Registration.

f) Any misuse of the QSR® Registered Firm Symbol is cause for cancellation of the Registered Firms Certificate of Registration.

g) The QSR® Registered Firm Symbol shall be reproduced in a predominant color on a clearly contrasting background. The size shall be such that all features of the Symbol are clearly distinguishable.

h) If the Registered Firm desires to use the accreditation mark(s) of QSR®'s Accreditation Agency(s), they must be used in conjunction with the QSR® Registered Firm Symbol. The use of the accreditation mark(s) shall be governed in accordance with paragraphs (a) through (g) above, and Regulation for the use of the Accreditation Logo ANAB Accreditation Rule 4 (www.anab.org).

i) The use of any certification statement on product packaging or in accompanying information in which a statement that the certified client has a certified management system shall in no way imply that the product, process or service is certified. Product packaging is considered as that which can be removed without the product disintegrating or being damaged. Accompanying information is considered as separately available or easily detachable. Type labels or identification plates are considered as part of the product and therefore cannot be used. The statement must include reference to:

- Identification (brand or name) of the certified client,
- The type of management system (quality or environmental for example) and the applicable standard,
- Quality Systems Registrars, Inc. as the certification body.

Important Terms

ACC: American Chemistry Council

ANSI-ASQ National Accreditation Board (ANAB): the U.S. organization that accredits third party registrars of environmental management systems.

AS9100: aerospace sector specific quality management system standard.

Auditor: a qualified individual who performs any portion of a preliminary, certification, periodic or re-certification audit.

Board of Governors: the designated group that is responsible for the performance of the QSR® Registration Program.

Certification Audit: an audit of the client's complete management system to measure its conformance to the requirements of the referenced standard. The results of certification audits are used to determine whether the certificate of registration will be issued.

Certificate of Registration: a certificate issued by QSR® which recognizes that the management system operated by a firm meets the requirements of QSR® and the applicable management system requirements. All Certificates of Registration remain the property of QSR®.

Certification Committee: the sole authority through which all questions regarding certification and audits are disposed. The Certification Committee is responsible for approval of client registration.

Client: a firm under contract with QSR® that requests to be considered for management system registration.

ISO 9001: refers to the ISO 9001 quality management system standard.

ISO 14001: refers to the ISO 14001 environmental management system standard.

ISO 45001: refers to the ISO 45001 occupational health and safety management system standard.

Lead Auditor: a person who is qualified to organize and direct certification and audits, report their results, and conclude corrective action.

Management System: the organizational structure, responsibilities, procedures, processes, and resources for implementing quality, environmental and/or safety management. For Responsible Care this will include Responsible Care, environmental, health, safety and security

Periodic Audit: a surveillance audit of a portion of the client's management system to measure conformance to the requirements of the referenced standard.

Preliminary Audit: an optional audit performed at the client's request. This audit measures the current status of implementation of a client's program to the requirements of the applicable management standard. Results of this audit have no impact on the Certification Audit.

QSR®: Quality Systems Registrars, Inc.

RCMS Option 1: RCMS Certificate – This type of document is to be used when the client conducts surveillance audits and the effective dates can span three (3) years from the date of the certification decision.

RCMS Option 2: RCMS Letter of Conformity - This document will state that as of the date of issue, the organization's management system was conforming to the requirements found in the RCMS Technical Specification. The effective date will correspond to the date the document is issued. It cannot span a period of time. This type of document is used when a client elects not to conduct surveillance audits.

Re-Certification Audit: An audit of the Registered Firm's complete management system to measure its continuing conformance to the referenced standard. This audit is performed in the first year of each three-year period of registration.

Registered Firm: a firm that meets the applicable management system requirements and is granted registration by QSR®.

Responsible Care: refers to the applicable RCMS or RC 14001 technical specification.

Surveillance: audits performed to monitor the on-going effectiveness of a registered firm's management program.

TL 9000: telecommunications sector specific quality management system standard.