ESTABLISHING POLICIES AND RULES ON THE CERTIFICATION TO PNS 1000/ISO 9000 SERIES STANDARDS

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Whereas, ISO 9000, developed by the International Organization for Standardization (ISO), has been widely adopted internationally;

Whereas, the Philippines, through the Bureau of Product Standards (BPS), has adopted ISO 9000 Series Standards as Philippine National Standard (PNS) 1000 Series Standards, ISO 10011 as PNS 1100, and EN 45000 Series Standards as PNS 1500 Series Standards;

Whereas, third party certification by the BPS, being the Philippine National Standards Body under RA 4109, as amended, and Section 10 (4), Title X, Book IV of the Administrative Code of 1987 will develop confidence in the total quality management systems of Philippine producers of goods and service;

NOW THEREFORE, pursuant to the laws mentioned in the preceding clause. the following policies and rules are hereby promulgated:

1
Scope

1.1 This Department Administrative Order (hereinafter referred to as “Order”) establishes the policies and rules for the implementation of third party quality system certification to PNS 1000/ISO 9000 Series Standards and its amendments.

2
Definitions

For the purpose of this Order, the following definitions shall apply:

2.1 BPS — the Bureau of Product Standards of the Department of Trade and Industry.

2.2 Director — the Director of BPS.

2.3 PNS 1000/ISO 9000 Series Standards — refers to a set of guidelines for developing a documented quality system, encompassing the necessary organizational structure, responsibilities, procedures and resources.

2.4 PNS 1100/ISO 10011 — refers to a set of guidelines for auditing and qualification of auditors and management of audit programs.

2.5 PNS1 500/EN 45000 Series Standards — refers to a set of guidelines for the operation and assessment of testing laboratory, for accreditation of laboratory and for operation of certification bodies.

2.6 Quality — the totality of features and characteristics of a product or service that bear on its ability to satisfy a customer’s stated or implied needs.

2.7 Quality Management — that aspect of overall management function that determines and implements the quality policy.

2.8 Quality System — the organizational structure, responsibilities, procedures, processes, and resources for implementing quality management.

2.9 Quality Assessment/Audit — a systematic and independent examination to determine whether quality activities and related results comply with planned arrangements and whether these arrangements are implemented effectively and are suitable to achieve objectives.

2.10 Quality Surveillance — the continuing monitoring and verification of the status of procedures, methods, conditions, processes, products and services, and analysis of records in relation to stated references to ensure that specified requirements for quality are being met.

2.11 Assessor — a person who is qualified and authorized to perform all or any portion of a quality system assessment and is registered with BPS as such.

2.12 Lead Assessor — an Assessor who is qualified and is authorized to manage a quality system assessment and is registered with BPS as such.

2.13 Provisional Assessor — a person who meets all the requirements for registration, except for assessment experience, and is registered with BPS as such.

2.14 Specialist — a person who, by virtue of his relevant academic and work experience, acts as a technical consultant to the Team Leader in the course of an assessment. This person is not involved in the assessment work. He is neither a Lead Assessor, Assessor nor Provisional Assessor.

2.15 Certification (as used in this Order) — a procedure by which a third party gives written assurance that a quality system conforms to PNS 1000/ISO 9000 Series Standards.

2.16 Certified Company — a company whose quality system has been assessed and granted a Certificate of Approval after having been found to be in accordance with the requirements of PNS 1000/ISO 9000 Series Standards.

2.17 Certificate of Approval (hereinafter referred to as Certificate) — a document issued by BPS declaring that the quality system of a company has been assessed and found to be in accordance with the requirements of PNS 1000/ISO 9000 Series Standards and other terms and conditions of such Certificate. The Certificate includes the grant of an authority to the recipient organization to use the Quality System Certification Mark.

2.18 Quality System Certification Mark (hereinafter referred to as Mark) — a symbol signifying that its user has been granted a Certificate of Approval.

2.19 Accreditation — a procedure by which the BPS gives formal recognition to a body or person that is competent to carry out quality assessment/audit.

2.20 Registration — a procedure by which the BPS indicates relevant qualifications of a company or person in a publicly available list.

3
Authorities and Responsibilities of
the BPS

3.1 Formulate standards or adopt relevant foreign or international standards for purposes of certification of the quality system of companies, accreditation of certifying bodies and registration of assessors.

3.2 As Certifying Body

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3.2.1

Provide information regarding the BPS quality system certification services and other matters related to this Order.

3.2.2

Promote, through publications, seminars, and trainings, the wide adoption in the Philippines of PNS 1000/ISO 9000 Series Standards.

3.2.3

Require submission by companies of all pertinent documents to validate the information contained in their application for certification.

3.2.4

Appoint or sub -contract registered lead assessors, assessors, or provisional assessors in the conduct of quality assessments/audits of companies applying for certification; appoint or sub-contract specialists as consultants to the assessment team.

3.2.5

Conduct quality assessment/audit of companies applying for PNS 1000/ISO 9000 certification.

3.2.6

Grant a company the Certificate after its quality system is found to be in accordance with the requirements of PNS 1000/ISO 9000 Series Standards and other terms and conditions of such Certificate.

3.2.7

Specify the rules governing the design and use of the Mark.

3.2.8

Conduct quality surveillance of certified companies at specified periods.

3.2.9

Suspend, or cancel for cause Certificates of Approval.

3.2.10

Ensure confidentiality of all information received and gathered in the course of quality assessments/audits.

3.2.11

Maintain and publish a registry of certified companies.

3.2.12

Negotiate, consistent with Philippine laws and international agreements, for the recognition of the Philippine Quality System Certification Scheme by foreign/international certifying or accrediting bodies.

3.3 As Registration Body for Assessors

3.3.1

Provide information on registration requirements.

3.3.2

Evaluate applicants for registration in accordance with PNS 1100/ISO 10011.

3.3.3

Create a pool of registered assessors, lead assessors and provisional assessors qualified to conduct quality assessments/audits and specialists who shall serve as consultants to the assessment teams.

3.3.4

Maintain and publish a registry of assessors.

3.4 As Accreditation Body

3.4.1

Accredit certifying bodies qualified under PNS 1500/EN 45000 Series Standards and related BPS rules.

3.4.2

Maintain and publish a registry of accredited certifying bodies.

4
Fees
The following fees shall be collected by the BPS:

4.1 Certification Fees

4.1.1

Application Form (non-refundable, payable upon issuance): Three Hundred Pesos (P300.00)

4.1.2

Quality Manual evaluation per man-hour (payable within fifteen (15) days after billing): Five Hundred Pesos (P500.00)

4.1.3

Preassessment/Assessment/Surveillance audits per man- hour (payable within fifteen (15) days after billing): Five Hundred Pesos (P500.00)

4.1.4

Certificate (payable upon issuance of Certificate): Eight Thousand Pesos (P8,000.00)

4.1.5

Actual transportation expenses (i.e. plane fare, bus fare etc.), hotel accommodations, and per diem shall be charged to applicant companies.

4.2 Registration and Annual Fees for Assessors

Fee		
Category	Registration	Annual
1. Lead Assessor	P1,000.00	P500.00

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2. Assessor

800.00

400.00

3. Provisional Assessor

600.00

300.00

4. Specialist

500.00

250.00

4.3 Accreditation Fee — A certifying body qualified under PNS 1500/EN 45000 Series Standards and related BPS rules shall pay an amount of Ten Thousand Pesos (P10,000.00) as accreditation fee. Annual dues shall be charged by the BPS, amounting to one percent (1%) of their annual gross income from certification.

5
Application For, Grant or Denial of
Certificate of Approval
5.1 The application for the grant of renewal of a Certificate shall be made on official BPS application forms.

5.2 The applicant shall make available to the Director and/or his duly designated assessment/audit team all pertinent data and relevant documents in connection with its application for certification or with the quality surveillance.

5.3 If the BPS finds that the quality system of the applicant is in accordance with the requirements of PNS 1000/ISO 9000 Series Standards and other BPS rules, the BPS shall approve the application and issue the corresponding Certificate.

5.4 In case the application is denied, a request for reconsideration may be filed by the applicant with the Director within fifteen (15) days from receipt of the BPS letter of denial.

6
Entities Entitled to Use the
Certification Mark
Any company whose quality system has been assessed and found to be in accordance with the requirements of PNS 1000/ISO 9000 Series Standards and thereafter issued a Certificate of Approval.

7
Suspension or Cancellation of
Certificate of Approval
7.1 The Certificate may be cancelled by the Director on any of the following grounds:

7.1.1

Wilful misrepresentation by the company of a material fact in obtaining the Certificate.

7.1.2

Failure of the company to maintain its quality system in accordance with the requirements of PNS 1000/ISO 9000 Series Standards.

7.2 The Certificate may be suspended by the Director on any of the following grounds.

7.2.1

Misrepresentation by the company, through negligence, of a material fact in obtaining the license.

7.2.2

Unjustified refusal of the company to permit BPS assessors access to its company premises, facilities, production area, records and personnel, as may be necessary for the conduct of the quality surveillance within working hours.

7.2.3

Using the Certificate for any scope or company site not specified in the Certificate.

7.2.4

Violation of the non-transferability condition of the Certificate.

7.2.5

Failure of the company to observe BPS guidelines on the use of the Mark in their: advertisements, promotions and stationeries.

7.2.6

Failure of the company to pay the fees required by this Order.

7.3 The period of suspension shall be from one (1) month to one (1~ year depending on the gravity of the offense: Provided. however. That on the commission of the same offense for the third time, the Certificate may be cancelled and not merely suspended.

7.4 The procedure for the suspension/cancellation as well as appeal shall be that provided in Book VII of the Administrative Code of 1987.

8
Terms and Conditions of the

Certificate of Approval

8.1 The certified company shall permit BPS assessors access to its company premises, facilities, production area, records and personnel, as may be necessary for the conduct of the quality surveillance within working hours.

8.2 The certified company shall pay all required fees.

8.3 The certified company shall observe BPS guidelines on using the Mark in their advertisements, promotions and stationeries.

8.4 The certified company shall maintain at all times its quality system in accordance with the requirements of PNS 1000/ISO 9000 Series Standards.

8.5 The Certificate shall take effect from the date of issue and shall be in force and effect for three (3) years, unless sooner suspended, or cancelled for cause.

8.6 The Certificate is non-transferable and is valid only for specific scope/s and for a specific company site.

9

Effectivity

This Order shall take effect fifteen (15) days after publication in two (2) newspapers of general circulation.

Adopted: 30 Apr. 1992.

(SGD.) LILIA R. BAUTISTA
Acting Secretary

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