

	国恒认证检测（广东）有限公司 G-Eternal Certification & Inspection(GuangDong)Co.,Ltd.	编号 Doc. No.: GEC-PD-01 更新日期 Update Date: 2023/6/1
	公开文件--管理体系认证流程基本规定 Public Document - Basic Rules for Management System Certification Process	版本/次 Version/Edition: A/3

公开文件

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本文件依 ISO/IEC17021-1:2015《合格评定 管理体系审核与认证机构的要求 第1部分：要求》（GNAS-CC01:2015）及 IAS、国家认监委、认可委有关的认证认可规则、指南及综合公司实际编制
This document is prepared in accordance with **ISO/IEC 17021-1:2015 Conformity assessment — Requirements for bodies providing audit and certification of management systems — Part 1: Requirements (CNAS-CC01:2015)** and the relevant certification and accreditation rules and guideline of the IAS、CNCA、CNAS and GEC'S operation regulations.

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1. 目的 Objectives

为使拟向本公司申请质量、环境及职业健康安全管理体系（下称管理体系）认证的组织（以下称申请组织、受审核组织、获证组织）了解管理体系的认证程序，特制定本说明。

In order to provide organizations (hereinafter referred to as applicants, audited organizations, and certified organizations) intending to apply for certification of a quality, environmental, and occupational health and safety management system (hereinafter referred to as the management system) with an understanding of the certification process for the management system, this guide has been developed.

2. 适用范围 Scope of Application

适用于各拟申请管理体系认证的各组织了解认证程序。

This applies to all organizations that intending to apply for certification of a management system, providing them with an understanding of the certification process.

3. 权责 Responsibilities and Authorities

受审核组织：认证申请提交。

本公司：认证申请受理及后续所有相关工作。

监管单位：认证申请各项活动的行政审批和监管。

Audited organization: Submission of certification application.

Our Company: Accepts certification applications and carries out all related work.

Regulatory Authority: Conducts administrative approval and supervision of all certification application activities.

4. 定义 Definitions

参考 CNAS-CC01:2015 管理体系认证机构要求等其他行政制度及本公司文件规定

Reference made to other administrative regulations and our company's documents, such as CNAS-CC01:2015.

5. 管理程序 Management Procedure

5.0. 申请认证条件 Certification Application Requirements

1) 申请组织应持有法律地位的证明文件（包括：企业营业执照、事业单位法人证书、社会团体登记证书、非企业法人登记证书、党政机关设立文件等）的复印件。若管理体系覆盖多场所活动，应附每个场所的法律地位证明文件的复印件（适用时）、有关许可证书完备（法规要求时）。

2) 按照适宜的管理体系标准建立并运行体系至少 3 个月。

3) 产品 / 服务质量稳定，能正常批量生产 / 服务。

4) 遵纪守法、二年内未发生过重大质量、环境及安全事故。

5) 各种法律和行政审批许可完整，无失信记录。

1)The applicant organization shall provide copies of proof of legal status documents (including business license, certificate of legal person for institutions, registration certificate for social groups, registration certificate for non-corporate legal entities, and establishment documents for Party and government organs, etc.). If the management system covers activities at multiple sites, copies of proof of legal status documents for each location (as applicable) and complete relevant licenses (when required by regulations) shall be provided.

2)The management system shall be established and operated according to the appropriate management system standard for at least three months.

3)The product/service quality shall be stable, and mass production/service shall be possible.

4)The applicant organization shall comply with laws and regulations, no major quality, environmental, and safety accidents in the past two years.

5)The applicant organization shall have complete legal and administrative approval permits without any record of dishonesty.

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5.1 询问 Inquire

申请组织可通过电话、函件、在线咨询或面谈向公司询问了解有关管理体系认证的程序及有关情况，索取资料。

The applicant organization may inquire about and obtain information regarding the certification process and related matters, such as request documentation, telephone, letter, online consultation, or face-to-face communication with our company.

5.2 认证申请 Certification application

5.2.1 申请组织向公司了解申请要求后，可填写本公司提供的“GEC-04-01 管理体系认证申请及评审表”，并提供申请表要求的完整附件资料，交公司业务部。

After the applicant organization has learned about the application requirements from our company, it may fill out the **GEC-04-01 Certification Application and Contract Review Form** provided by our company, and submit the completed form and required attachments to the business department of our company.

5.2.2 由公司对申请组织提交的申请资料进行审查，确认符合要求的（包括本公司有能力受理认证申请）公司可决定受理认证申请；根据公司收费标准确定费用，经双方协商按国家规定签订认证合同；对不符合上述要求的，公司应通知申请组织补充和完善，或者不受理认证申请，不接受的向申请组织说明原因。

Our company will review the application materials submitted by the applicant organization and confirm whether they meet the requirements (including our company ability to accept certification applications). If the requirements are met, our company may decide to accept the certification application. Based on our company's fee schedule, the cost shall be determined, and a certification contract shall be signed in accordance with national regulations after consultation between both parties. For those who do not meet the above requirements, our company will notify the applicant organization to supplement and improve, or reject the certification application and explain the reasons for the rejection.

5.2.3 签订认证合同 Sign the certification contract

在实施认证审核前，本公司将与申请组织订立具有法律效力的书面认证合同，合同应至少包含以下内容：
Before conducting the certification audit, our company will sign a written certification contract with the applicant organization that has legal effect. The contract shall include at least the following contents:

(1) 申请组织获得认证后持续有效运行管理体系的承诺。

Commitment from the applicant organization to maintain effective operation of the management system after obtaining certification.

(2) 申请组织对遵守认证认可相关法律法规，协助认证监管部门的监督检查，对有关事项的询问和调查如实提供相关材料和信息的承诺。

The applicant organization shall commit to complying with relevant laws and regulations related to certification recognition, assisting certification regulatory authorities in supervision and inspection, providing relevant materials and information truthfully for inquiries and investigations regarding relevant matters.

(3) 申请组织承诺获得认证后发生以下情况时，应及时向本公司通报：

The applying organization commits to report to our company promptly in case of the following events after obtaining the certification:

①客户及相关方有重大投诉。

Major complaints from clients or relevant parties.

②生产的产品或服务被执法监管部门认定不符合法定要求。

The production of products or services is found to not comply with statutory requirements by regulatory authorities.

③发生产品或服务的质量安全事故/公司管理活动过程发生重大环境及安全事故。

Quality and safety accidents of products or services / major environmental and safety accidents during

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company management activities.

- ④相关情况发生变更，包括：法律地位、生产经营状况、组织状态或所有权变更；取得的行政许可资格、强制性认证或其他资质证书变更；法定代表人、最高管理者、管理者代表变更；生产经营或服务的工作场所变更；管理体系覆盖的活动范围变更；管理体系和重要过程的重大变更等。

Relevant changes occur, including changes in legal status, production and operational status, organizational status or ownership; changes in administrative licenses, mandatory certifications or other qualification certificates obtained; changes in the legal representative, highest manager or management representative; changes in the workplace where production, operation or services are conducted; changes in the scope of activities covered by the management system; and major changes in the management system and important processes, etc.

- ⑤出现影响管理体系运行的其他重要情况。

Other important situations that affect the operation of the management system occur.

- (4) 申请组织承诺获得认证后正确使用认证证书、认证标志和有关信息；不得擅自利用管理体系认证证书和相关文字、符号误导公众认为其产品或服务通过认证。

The applicant organization shall undertake to use the certification certificate, certification mark and related information correctly after obtaining certification, and not to misuse the certification certificate, related text and symbols to mislead the public into thinking that its products or services have been certified through certification.

- (5) 拟认证的管理体系覆盖的生产或服务的活动范围。

The scope of activities covered by the management system to be certified.

- (6) 在认证审核及认证证书有效期内各次监督审核中，本公司和申请组织各自应当承担的责任、权利和义务。

The responsibilities, rights and obligations of both our company and the applicant organization during the certification audit and in each subsequent surveillance audit throughout the validity period of the certification certificate.

- (7) 认证服务的费用、付费方式及违约条款。

The fees for the certification service, payment methods and breach of contract terms.

- (8) 认证活动的风险、保密原则、申/投诉和争议解决、合同终止等管理流程和其它约定事项。

Management processes and other agreed matters such as risks, confidentiality principles, application/complaint and dispute resolution, contract termination, etc. of certification activities.

5.3 收费 Collect fees

5.3.1 在第一阶段审核前一周内，申请组织应一次性将管理体系认证初审费用以电汇或支票转账公司财务部。财务部确定款项到账后，开具相应的认证发票给申请组织。

One week prior to the Stage 1 audit, the applicant organization shall pay the certification initial audit fee to our company's finance department by wire transfer or check. Once the finance department confirms receipt of the payment, it shall issue the corresponding certification invoice to the applicant organization.

5.3.2 因申请组织原因导致审核不通过等，本公司不予以退款。

If the audit does not pass due to reasons attributable to the applicant organization, our company will not provide a refund.

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5.4 现场审核 on-site audit

（初次认证审核，分为第一、二阶段实施审核）

(Initial certification audit, divided into the stage 1 and stage 2 audit)

5.4.1 由审核组长组织进行第一阶段审核的主要目的是了解组织管理体系运行的整体策划情况、文件的符合性、审核范围、组织规模、审核资源与条件等，并确定第二阶段审核的可行性。

The main purpose of the Stage 1 audit which organized by the audit team leader, is to understand the overall planning of the organization's management system operation, compliance of documents, audit scope, organization size, audit resources and conditions, and to determine the feasibility of the Stage 2 audit.

5.4.2 第一阶段审核一般应在组织的现场完成。视具体情况，也可以在非现场完成。非现场实施的第一阶段需满足的条件见本公司文件：《GEC-MP-05 初次认证审核程序》之规定

The Stage 1 audit should generally be conducted on-site at the organization's premises. Depending on the specific circumstances, it can also be conducted off-site. The requirements for off-site Stage 1 audits are specified in our company's document **GEC-MP-05 Initial Certification Audit Management Procedure**.

5.4.3 第一阶段审核和第二阶段审核应安排适宜的间隔时间，使申请组织有充分的时间解决第一阶段中发现的问题。

（依 CNAS-CC01:2015 之 9.3.1.2.4 规定：认证机构在确定第一阶段和第二阶段的时间间隔时，应考虑客户解决第一阶段识别的任何需关注问题所需的时间。认证机构也可能需要调整第二阶段的安排。如果发生任何将影响管理体系的重要变更，认证机构应考虑是否有必要重复整个或部分第一阶段。认证机构应告知客户第一阶段的结果有可能导致推迟或取消第二阶段，本公司实施第一、二阶段连续审核的规定参照《GEC-MP-05 初次认证审核程序》之规定：

Appropriate time intervals should be scheduled between the Stage 1 and Stage 2 audits to allow the applying organization sufficient time to resolve issues that identified in the Stage 1 audit.

According to the provision of CNAS-CC01:2015 clause 9.3.1.2.4: In determining the interval between stage 1 and stage 2, consideration shall be given to the needs of the client to resolve areas of concern identified during stage 1. The certification body may also need to revise its arrangements for stage 2. If any significant changes which would impact the management system occur, the certification body shall consider the need to repeat all or part of stage 1. The client shall be informed that the results of stage 1 may lead to postponement or cancellation of stage 2.

The provisions for implementing stage 1 and stage 2 audits by our company refer to the regulations of **GEC-MP-05 Initial Certification Audit Management Procedure**:

5.4.3.1 一阶问题确认可于 0.5 个工作日内整改完成

Audit findings of stage 1 can be rectified within 0.5 working days

5.4.3.2 纯贸易、销售类且二阶总人天不超过 2.0

Total man-days of stage 2 is within 2 (For trade, sales clients)

5.4.3.3 非贸易、销售类，但工艺流程简单，可判定无明确的特殊工序且二阶总人天不超过 2.0（E/S 非高风险）

Non-trade, sales, but the process is simple, there won't be process must be validated and the total man-days of stage 2 is not more than 2.0. (For EMS / OHSAS audit, the risk degree must be under high)

5.4.3.4 距离远，交通不便且当次极少审核项目

Long distance, inconvenient transportation, and few projects are audited at the same time

5.4.3.5 第一、二阶段连续审核安排的最短时间间隔不得小 0.5 天

The minimum time interval arranged for the first and second stage consecutive audits shall not be less than 0.5 days

5.5 第二阶段审核 Stage 2 audit

5.5.1 审核计划 Audit Plan

审核组长在验证组织的第一阶段整改的不符合并确认符合要求后，在第二阶段现场审核前将书面审核计划交申请组织确认，审核计划至少包括以下内容：审核目的、审核范围、审核过程、审核涉及的部门和场所、审

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核时间、审核组成员，组织可以对审核组组成，日程安排提出意见，并需签字确认后传回本公司。

After verifying the corrective action of nonconformities identified during the stage 1 audit and confirming that they meet the requirements, the audit team leader shall submit a written audit plan to the applicant organization for confirmation before the stage 2 on-site audit. The audit plan shall include at least the following contents: the audit objectives, audit scope, audit process, departments and places involved in the audit, audit time, audit team members. The organization may express opinions on the composition of the audit team and schedule arrangement, and must sign and confirm it before returning it to our company.

5. 5. 2 现场审核 on-site Audit

5. 5. 2. 1 审核组应提前到达受审核方，并与管理者代表沟通审核有关事项。

The audit team shall arrive at the audited organization in advance and communicate with the management representative about audit-related matters.

5. 5. 2. 2 首次会议 Opening Meeting

首次会议由组长主持。时间由组长依现场进度控制，以不超过半小时为宜。

The opening meeting shall be chaired by the team leader. The time will be controlled by the team leader according to the on-site progress and should not exceed half an hour.

5. 5. 2. 3 现场审核 on-site Audit

按预定计划进行。现场需要调整计划可与审核组组长协商。

Carry out according to the predetermined plan. If adjustments need to be made on-site, they can be negotiated with the audit team leader.

5. 5. 2. 4 中间会议 Interim Meetings

每天审核结束，审核组召开内部会议，遇出现重大不合格（严重不合格），审核组会召集申请组织领导层召开临时会议。末次会议之前审核组与申请组织领导交换意见。

At the end of each day of the audit, the audit team shall hold an internal meeting. If any major nonconformities (serious nonconformities) are identified, the audit team shall convene a interim meeting with the leadership of the applicant organization. Prior to the closing meeting, the audit team shall exchange views with the leadership of the applicant organization.

5. 5. 2. 5 在召开末次会议前，审核组长制作“GEC-05-19 管理体系审核报告”，并请受审核组织管理代表确认签字加盖公章。

Before the closing meeting, the audit team leader shall prepare the **GEC-05-19 Management System Audit Report** and request the management representative of the audited organization to confirm and sign with an official seal.

5. 5. 2. 6 末次会议 Closing Meeting

末次会议由审核组长主持。依照“GEC-05-19 管理体系审核报告”等资料报告申请组织管理体系运行的整体情况、存在问题、审核结论，重申“GEC-05-12 保密和公正性声明”等。

The closing meeting shall be chaired by the audit team leader. The overall status of the management system operation, existing issues, audit conclusions of the audited organization and the reaffirmation of the **GEC-05-12 Declaration of Impartiality and Confidentiality** shall be reported based on the **GEC-05-19 Management System Audit Report** and other relevant information.

5. 5. 2. 7 审核结论 Audit Conclusions

现场审核结论分为推荐、有条件推荐、不推荐三种（详细判定准则均会在审核会议上说明）。

The on-site audit conclusion shall be divided into three categories: recommendation, conditional recommendation, and non-recommendation (the detailed criteria for judgment shall be explained in the audit meeting).

5. 5. 2. 8 整改要求 Corrective Action Requests

申请组织应对审核组提出的书面不符合，予以纠正并采取纠正措施，并将书面整改和措施实施的材料报公司审议。

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The audited organization shall corrected the nonconformities identified in writing by the audit team and take corrective actions. The audited organization shall submit written evidence of corrective action and its implementation to our company for review.

5.6 认证决定推荐与审议 Certification Decision Recommendation and Review

5.6.1 公司组织合格的认证推荐成员对审核组提供的审核文件进行系统评价与审议。对通过审议的，将提报公司技委会做认证决定与注册。

Qualified certification recommendation members of our company will systematically evaluate and review the audit documents provided by the audit team. For those that have passed the review, our company will submit them to the technical committee for certification decision and registration.

5.7 认证决定与注册 Certification Decision and Registration

5.7.1 公司总经理负责做最终的认证决定与注册。批准后公司将在 3 个工作日内可发放相关的认证证书至获证客户处，有关证书和标志的使用详见具体详见《GEC-GK-04 认证认可标识（牌）使用及认证证书管理规定》。

The general manager of our company is responsible for making the final certification decision and registration. After approval, our company can issue the relevant certification certificate to the certified client within 3 working days. For the use of the certificate and logo, please refer to the specific **GEC-GK-04 Certification and Accreditation logo (Plate) Use and Certification Certificate Management Regulations**.

5.7.2 公司将对获证组织的证书内容在本公司网站上公开并同时上报国家认监委/国家认可委。

Our company will publicly disclose the contents of the certificate of the certified organization on our website and report them to the State Certification and Accreditation Administration (CNCA)/China National Accreditation Service for Conformity Assessment (CNAS) at the same time.

5.8 通报制度 Notification System

5.8.1 获证组织在获得证书后，当体系发生变化，包括文件修改、人员变动、质量、环境事故、安全事故、重大顾客投诉等，均须及时以书面方式向本公司通报，见“GEC-05-15 现场信息变更传递表”。

After obtaining the certificate, the certified organization shall report any changes to the system, including document modifications, personnel changes, quality, environmental incidents, safety incidents, major client complaints, etc. to our company in writing using the **GEC-05-15 Information Change Transfer Sheet**.

5.8.2 审核组每次对获证组织进行后续审核时，均须调查其体系变化，包括文件修改、人员变动、质量、环境事故、安全事故、重大顾客投诉等，并以“GEC-05-15 现场信息变更传递表”方式向本公司书面提交。Each subsequent audit of the certified organization by the audit team shall investigate any changes to the system, including document modifications, personnel changes, quality, environmental incidents, safety incidents, major client complaints, etc., and submit a written report to our company using the **GEC-05-15 Information Change Transmission Form**.

5.9 监督审核 Surveillance Audits

5.9.1 作为最低要求，在初次认证的第二阶段审核后至少 12 个月内应进行一次监督审核。此后，每次监督审核的时间间隔不超过 12 个月。

As a minimum requirement, a surveillance audit shall be conducted within 12 months after the stage 2 audit of the initial certification. Thereafter the time interval between each surveillance audit shall not exceed 12 months.

5.9.2 在达到监督审核期限而有证据表明获证组织暂不具备实施监督审核的条件时，可以适当延长监督审核期限，但最长间隔不能超过 15 个月，监审合格后发放合格标识并于认监委上报更新。

If there is evidence that the certified organization is not currently capable of implementing surveillance audits when the surveillance audit deadline is reached, the surveillance audit deadline may be appropriately extended, but the maximum interval cannot exceed 15 months. After passing the surveillance audit, a qualified mark shall be issued and

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updated on the certification and accreditation administration website.

5. 9. 3 超过期限而未能实施监督审核的，应按 *《GEC-MP-07 授予、保持、更新、暂停、撤销、变更（含特殊临时审核）、恢复认证程序》* 处理。

If a surveillance audit is not conducted after the deadline, it shall be handled according to *GEC-MP-07 Granting, Maintaining, Renewing, Suspending, Withdrawing, Changing (Including Special Temporary Audit), Restoring Certification Management Procedure.*

5. 10 再认证程序 Recertification Procedure

5. 10. 1 证书有效期为三年，在证书到期前至少 1 个月，获证方若需继续保持证书，应向公司业务部提出复评申请，填写申请表、签订合同。审核安排及方式与初审基本相同。

The validity period of the certificate is three years. At least one month before the expiration of the certificate, the certified organization shall apply for recertification to our company's business department, fill in the application form, and sign the contract. The audit arrangement and method are basically the same as the initial audit.

5. 11 受理转换认证证书 Acceptance of certification transfer

5. 11. 1 本公司应当履行社会责任，严禁以牟利为目的受理不符合标准、不能有效执行管理体系的已获证组织申请认证证书的转换。

Our company will fulfill its social responsibility and strictly prohibit the acceptance of certification transfer applications from certified organizations that do not comply with the standard or unable to effectively implement the management system for profit-making purposes.

5. 11. 2 本公司受理已获证组织申请转换为本公司的认证证书前，应该详细了解申请转换的原因，有必要时进行现场审核。

Before accepting the certification transfer application from a certified organization, our company will thoroughly understand the reasons for the application and conduct an on-site audit if necessary.

5. 11. 3 转换仅限于现行有效认证证书。被暂停或正在接受暂停、撤销处理的认证证书以及已失效的认证证书，不得接受转换申请。

The transfer is limited to currently valid certification. Certification certificates that have been suspended or are undergoing suspension or withdraw, as well as expired certification certificates, will not be accepted for transfer applications.

5. 11. 4 被执法监管部门责令停业整顿或列入“异常名单”的、被发证的原公司撤销证书的，信用系统有不良记录且无证据显示已消除的，除非该申请组织进行彻底整改，导致暂停或撤销认证证书的情形已消除，否则不应受理其认证申请。

If the applicant organization has been ordered to suspend business or has been listed in the "abnormal list" by the law enforcement supervision department, or the certificate has withdrawn by the original company, and the credit system has adverse records without evidence of elimination, the certification application will not be accepted unless the applicant organization has thoroughly corrected the situation leading to the suspension or revocation of the certification certificate.

6. 参考文件 Reference

6. 1 *《GEC-MP-01 认证公正性管理程序》*

GEC-MP-01 Certification Impartiality Management Procedure

6. 2 *《GEC-MP-04 管理体系认证申请及评审控制程序》*

GEC-MP-04 Management System Certification Application and Review Management Procedure

6. 3 *《GEC-MP-05 初次认证审核程序》*

GEC-MP-05 Initial Certification Audit Management Procedure

6. 4 *《GEC-MP-06 监督、再认证审核程序》*

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GEC-MP-06 Surveillance and Recertification Audit Procedure

6.5 《GEC-MP-07 授予、保持、更新、暂停、撤销、变更（含特殊临时审核）、恢复认证程序》

GEC-MP-07 Granting, Maintaining, Renewing, Suspending, Withdrawing, Changing (Including Special Temporary Audit), Restoring Certification Management Procedure

6.6 《GEC-MP-08 申、投诉和争议处理程序》

GEC-MP-08 Appeals, Complaints and Dispute Handling Management Procedure

6.7 《GEC-MR-14 认证决定小组工作规则》

Certification Decision Team Working Regulations

6.8 《GEC-MR-15 申投诉调查小组工作规则》

GEC-MR-15 Appeal / Complaint Investigation Team Operation Regulations

6.9 《GEC-MR-16 认证信息报送管理规定》

GEC-MR-16 Certification Information Submission Management Regulations

7. 相关记录 Related records

上述文件涉及的所有记录

All records involved in above documents