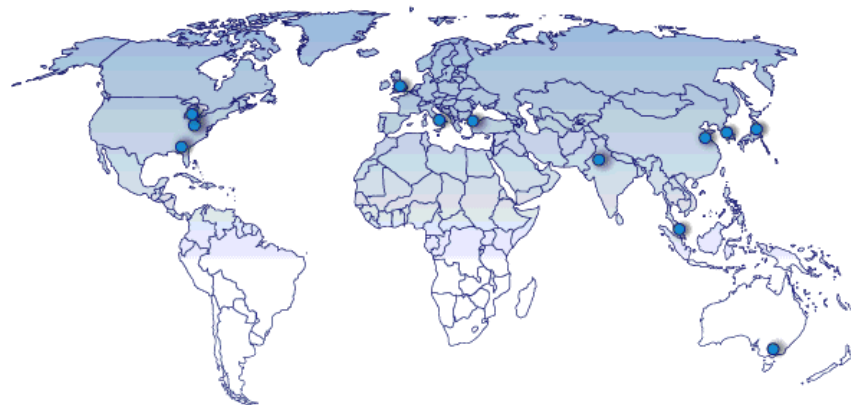


MANAGEMENT SYSTEM CERTIFICATION QUALITY STANDARDS & RELATED SCHEMES

VCA office locations worldwide





MANAGEMENT SYSTEM CERTIFICATION

QUALITY STANDARDS - 12 STAGE PROCESS

BACKGROUND TO VCA

The Vehicle Certification Agency (VCA), is an Executive Agency in the Department for Transport, (DfT), with responsibility for the issue of vehicle related national and international type approval certificates. As a part of this type approval work the Agency has over 20 years experience of reviewing, auditing and approving the quality systems of manufacturers of vehicles and components, and is recognised as a leading international authority on this aspect of vehicle type approval.

VCA has extended these activities to meet the increasing needs of automotive, utilities, water and other industries for independent certification of their management systems and is accredited to issue certificates to the ISO 9000 & ISO 14000 series standards and now to ISO/TS 16949 (recognised through the IATF) and, Health & Safety certification to OHSAS 18001.

THE VCA CERTIFICATION PROCESS

To carry out this work, VCA uses engineers and auditors drawn from all sectors of industry; design, manufacturing and service, experienced in conducting management systems assessments at companies from single man component firms to the multi-national car manufacturers, and in all continents of the world.

VCA has a unique accredited scope (the types of businesses we may certify) that covers the automotive industry, the utilities and waste management industries, manufacturers, suppliers, related industries and all normal site support functions. Before we can consider any management system certification we need to be sure that each site is working to a documented system that is in conformance with the related standard(s).

BEFORE APPLICATION

Before application, VCA staff are available to discuss, any particular needs of the client, either by telephone or in the form of a meeting. A written estimate covering costs and timescales and / or pre-audits can also be requested.

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| STAGE 1. | Preliminary discussions. | - | Estimate to client. |
| STAGE 2. | Pre audit (if requested). | - | Report by VCA to client. |

APPLICATION

Formal application requires completion of a VCA application form, followed by VCA's provision of a quotation (this may be to confirm or revise the initial estimate) Mutual agreement to proceed is then established using a contract linked to the quotation and agreement to specific terms and conditions that will apply for the certification period (usually three years) once a certificate has been issued. A purchase order may also be required to facilitate invoicing arrangements to the client.



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| STAGE 3. | Application form completed, standard & scope agreed. | | Detailed quotation to client. |
| STAGE 4. | Contract & certification terms. | | Accepted by client. |

THE CERTIFICATION PROCESS

Once a formal application has been made a project manager will be assigned to the client and be responsible for arranging an evaluation of documentation (document review) and an "on site" audit of the systems applicable to each organisation. The documentation is reviewed against the requirements of the standard to verify that an appropriate system has been established.

The audits are carried out to agreed and pre-arranged schedules to confirm that procedures have been implemented in accordance with the Standard. Where the system does not meet the Standard, the detailed points will be recorded as non-conformances and discussed with the organisation's representatives. A formal final meeting is held to convey the assessor's findings.

Before the certification is issued, all non-conformances will require appropriate corrective action to have been taken and a final check made that applicable contractual and certification terms are signed in relation to the scope assessed.

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| STAGE 5. | Evaluation of manuals and procedures. | | Report by VCA to client. |
| STAGE 6. | Assessment of systems on site by VCA. | | Discussion with client. |
| STAGE 7. | Concluding meeting. | | Report by VCA to client. |
| STAGE 8. | Resolution of non-conformances. | | Acceptance by VCA. |
| STAGE 9. | Verification of agreed terms. | | Acceptance by client. |
| STAGE 10. | Issue of VCA certificate. | | Certificate to client. |

AFTER CERTIFICATION

VCA assessors will carry out planned surveillance visits over the certification period, to confirm that the systems continue to comply. A report will be issued for each visit. Renewed certification for a further period is mutually agreed by signing renewed contract terms. At this time, VCA must establish that the total system is in conformance with the respective standard.

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| STAGE 11. | Surveillance visits. | | Reports by VCA to client. |
| STAGE 12. | Renewal evaluation (Re certification). | | Agreement renewed & Certificate Issued. |