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TQCSI RULES OF CERTIFICATION

TQCSI 认证规则

INTRODUCTION 介绍

These Rules of Certification have been developed in accordance with the policies and procedures of the Joint Accreditation System of Australia and New Zealand (JASANZ), ANSI National Accreditation Board (ANAB) and the International Accreditation Forum (IAF). They apply to TQCS International Pty Ltd, its auditors, technical specialists and employees, applicants as clients, clients who have achieved certification and relevant stakeholders. TQCS International Pty Ltd is referred hereunder as 'TQCSI'. 此认证规则是根据澳洲和新西兰 (JASANZ)、美国国家认可委员会 (ANAB) 与国际认可论坛 (IAF) 的政策与程序发展而来的。适用于 TQCSI 公司、审核员、技术专家、员工、申请客户、获证客户与利益相关方。TQCS International Pty Ltd 以下简称为“TQCSI”。

SCOPE 范围

TQCSI provides independent, third party auditing and certification of management systems operated by clients seeking compliance to various International and other Standards, including ISO 9001 (QMS), ISO 14001 (EMS), ISO 45001 (SMS), ISO 22000 (FSMS), FSSC 22000 (FSMS), HACCP, ISO 27001 (ISMS), ISO 55001 (AMS), ISO 13485 (QMS), AS 9100, AS 9110 & AS 9120 (AQMS), QHSE and other industry tailored Codes. TQCSI 为寻求符合各种国际标准和其他标准认证的组织提供独立的第三方审核和管理体系认证。这些标准包括 ISO 9001 (QMS, 质量管理体系), ISO 14001 (EMS, 环境管理体系), ISO 45001 (SMS, 职业健康安全管理体系), ISO 22000 (FSMS, 食品安全管理体系), FSSC 22000 (FSMS, 食品安全管理体系), HACCP (危害分析及关键控制点), ISO 27001 (ISMS, 信息安全管理体系), ISO 55001 (AMS, 资产管理体系), ISO 13485 (QMS), AS 9100, AS 9110 & AS 9120 (AQMS), OHSE 及其他的行业定制规范。

LEGAL STATUS 法律地位

TQCSI, a proprietary company registered in Australia on 5 August 1994 as part of the part of Total Quality Certification Services International (Group) Pty Ltd (ACN 065 953 924). It is an independently owned and managed certification body operating throughout Asia, the Middle East, Africa, Europe and north America. TQCSI is accredited by JASANZ (www.JASANZ.com.au) and ANAB (www.anab.org).

作为全面质量认证服务国际 (集团) 有限公司 (ACN 065 953 924) 一部分的 TQCSI 公司, 成立于 1994 年 8 月 5 日, 注册地在澳大利亚, 是一家独立经营管理的私营股份制公司。TQCSI 的业务范围遍布亚洲、中东、非洲、欧洲和北美洲。

TQCSI 已获 JASANZ (www.JASANZ.com.au) 和 ANAB 认可 (www.anab.org)。

CONFIDENTIALITY 保密

TQCSI is responsible for ensuring confidentiality is maintained by its employees, auditors and technical specialists relevant to any information with which they gain access as a result of their contact with clients

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involved in the certification process. Each employee, auditor and technical specialist is required to sign and conform to a Confidentiality Agreement which assures the confidentiality of client information at all times. TQCSI 负责确保其员工、审核员和技术专家对因与参与认证过程的客户接触而获得的任何信息保密。TQCSI 要求每个员工、审核员和技术专家签署并遵守保密协议，以确保对客户信息随时保密。

ORGANISATION STRUCTURE 公司结构

A copy of the TQCSI Organisation Chart is available upon request and TQCSI procedures defines responsibilities, authorities and relevant inter-relationships. 我们可以按需提供 TQCSI 的组织机构图副本，TQCSI 的程序文件规定了职责、权限及有关的相互关系。

INDEPENDENCE OF OPERATIONS 业务独立性

TQCSI is to conduct its operations separately and at arm's length from any other company associated with management system consultancy. Separate procedures have been established to ensure there is no conflict of interest in an auditor's assessment and the certification approval process.

TQCSI 独立开展认证业务，与其他管理体系咨询公司无任何关系。公司已经建立了单独的程序以确保审核员的审核和认证批准过程中不存在利益冲突。

GENERAL CONDITIONS 通用条款

The basic conditions and requirements for obtaining and maintaining certification, which each client must agree to and comply with, are as follows
每个客户必须同意并遵守以下获得和保持认证的基本条件和要求：

- The client will comply with the requirements of the relevant Standard, the requirements outlined in this document and the relevant Certification Contract (Trade Mark Licence Agreement). 客户应遵守相关标准的要求、本文件规定的要求，以及相关认证合同（商标使用合约）规定的要求。
- TQCSI retains ownership of the content of audit reports and certificates
- TQCSI 保留审核报告和证书的所有权。
- The issue of a Certificate of Registration in no way implies that the client's product or service is approved by JASANZ, ANAB or any government department.
- 注册证书的签发绝不意味着客户的产品或服务已获得 JASANZ, ANAB 或任何政府部门的批准。
- The client is required to maintain a register of complaints which may be audited by TQCSI. Each complaint received must be investigated and corrective action taken, where considered appropriate.
- 客户需将其顾客投诉存档，以供 TQCSI 审核。必须对每份投诉进行调查，适当时应采取纠正措施。
- The client is expected to internally audit the management system once per calendar year and not more than 18 months following the previous internal audit. It may be conducted by a second party who is appropriately qualified and independent of the organisation. 客户应在每个日历年进行一次管理体系内部审核，两次内审的时间间隔不能超过 18 个月。内审也可由具备相关资质的、独立的第三方机构进行。
- The client is expected to conduct a review of the effectiveness of the management system by senior management once per calendar year and not more than 18 months following the previous management review. 客户高层应在每个日历年对管理体系的有效性进行一次评审，两次管理评审的时间间隔不能超过 18 个月。
- The client is not to use its certification in a manner likely to bring TQCSI into disrepute or make any statement regarding its certification which TQCSI may consider misleading or unauthorised.
- 客户不得以可能使 TQCSI 受到损害的方式使用其认证，或者对 TQCSI 可能认为具有误导性或未经授权的认证做出任何声明。

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- The client is to have procedures that ensure information supplied by TQCSI is kept up to date.
- 客户要制定程序以确保能收到 TQCSI 的最新信息
- Auditors may occasionally be accompanied by TQCSI, JASANZ or ANAB witness assessors for monitoring of TQCSI processes. This will not incur any cost to the client nor impede the scheduled audit in any manner. Witness assessors also require access to facilities and associated records during the audit.
- 审核员偶尔会与 TQCSI 或 JASANZ 或 ANAB 的见证评审员一起对客户进行审核，以对 TQCSI 程序执行情况进行监督。这不会对客户收取任何额外费用，也不会以任何形式妨碍审核。见证评审员也会要求在审核期间查看某些设施及相关记录。
- Should JASANZ or ANAB perceive TQCSI is not following correct certification processes, they may visit the client to validate the accuracy of previously conducted audits. This will only occur in exceptional circumstances and the client will not incur any fees.
- 当 JASANZ 或 ANAB 认为 TQCSI 可能未遵守正确的认证过程时，他们可能会访问客户以验证之前所进行审核的准确性。这只会发生在特殊情况下发生，并不会对客户产生任何额外费用。
- JASANZ and ANAB have accredited TQCSI to certify clients to specific Standard(s) – clients may market themselves as being “certified to the respective Standard(s)” but not that they are “accredited”.
- JASANZ 和 ANAB 已认可 TQCSI 可以对客户进行特定标准的认证-客户可以宣传自己“已获得相应标准的认证”，但不是他们“获得认可”。

AUDITING CONDITIONS 审核条件

- The client is to ensure that all necessary information is made available to TQCSI auditors to complete the certification audit.客户须保证向 TQCSI 的审核员提供所有必须的信息以完成认证审核。
- The frequency of all audits is to be determined by assessment of the risk and technical factors pertaining to the certification. TQCSI reserves the right to increase the frequency of auditing if the relevant management system is considered to be nonconforming such that continued certification cannot be assured.依审核时对与认证相关的风险、技术性因素评估的综合结果来决定审核频率。如果客户的管理体系被认为不能确保持续维持认证资格时，TQCSI 保留增加审核频率的权利。
- A surveillance audit is to be conducted within 12 months of initial certification and then at least once per calendar year or more frequently depending on the maturity of the System and size of the operation.初次认证后 12 个月内要进行一次监督审核，之后每个日历年进行一次或更多次监督审核（次数取决于体系的成熟度及企业实施的规模）。
- A re-assessment of the client’s System, known as a Triennial Audit, is to be conducted during the third year of the certification cycle and before expiry of certification. It is to follow the same format as the initial Stage 2 Audit. The validity of a certificate cannot be extended as a result of a partial re-assessment.
- 再认证，也称为三年重审，应在认证周期的第三年、认证证书期满前进行。再认证按初审第二阶审核的相同模式进行。如果只执行部份审核，证书的有效性不可延续。
- TQCSI may conduct short notice or unannounced audits to investigate complaints, in response to changes or as follow up on suspended clients.TQCSI 可能进行临时通知的审核或突击审核，以调查投诉、应对变更做或跟进暂停的客户。
- If TQCSI is not satisfied that all requirements for certification are being met, the client will be informed of those relevant areas requiring attention.当客户未满足认证的所有要求时，TQCSI 将告知客户哪些地方需要注意。
- TQCSI will re-assess only the necessary parts of the System in order to review corrective action taken as a result of previously identified major nonconformances.TQCSI 将对体系的必要部分进行再次评审，以评审之前审核开出的严重不符合项所采取的纠正措施的结果。

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- TQCSI may suspend certification if the client fails to take sufficient corrective action to close or downgrade a major nonconformance within three months of identification or any other period of time determined by TQCSI based on the associated risk. Certification may then be cancelled if the major nonconformance is not closed or downgraded following that period. 若客户无法在三个月之内或 TQCSI 根据相关风险所定的整改期限内，采取充分有效的纠正措施，使严重不符合项关闭或降级，证书将会被 TQCSI 暂停。期限过后，严重不符合仍没有被关闭或降级，证书将被撤销。
- Except in exceptional circumstances (eg a division of a multi-national company which operates as a complete business unit itself), the entire business of the client, including all departments and sites, are to be covered under the scope of certification. 除非在特殊状况下(如：跨国公司的一个部门以一个完整的公司形态运作)，否则组织的全部运营，包含所有部门和场所，都应包含在认证范围内。
- Certification is to apply only to the sites within the scope of certification (also known as capability description) as agreed between TQCSI and the client and as stated on the Certificate of Registration or Schedule of Registration. This capability description and any sub-scopes for other sites included in the certification is to be the subject of the Trade Mark Licence Agreement or Certification Contract between the respective client and TQCSI. 认证只针对 TQCSI 与客户确认的认证范围（也称为能力描述）或证书附件所覆盖的场所。此能力描述以及认证所包括的其他场所的子范围应作为相应客户与 TQCSI 之间的商标许可协议或认证合同的主体。
- A request for an extension to scope of certification or an upgrade to another Standard may, at the discretion of TQCSI, require an additional review of documentation or additional audit time to assess compliance to the relevant Standard. 客户要求扩大认证范围或标准升级时，TQCSI 可以要求增加文件评审或增加审核时间，以评估是否符合标准的要求。
- TQCSI reserves the right to revise the requirements of certification within the period of validity of the certificate. TQCSI 保留在证书的有效期内修改认证要求的权利。
- Where interpretation of a Standard's requirements is required, it will be published under 'ISO Systems Policies' on the TQCSI website (www.tqcsi.com) and those interpretations are expected to be complied for certification to be maintained.
- 需要对标准要求做出解释说明的地方，将在 TQCSI 网站 (www.tqcsi.com) 的“ISO Systems Policies”下发布。同时也要求获证客户遵守这些说明文件，以保持认证资格。

COMMUNICATION CONDITIONS 沟通条件

- The client is to inform TQCSI immediately of any changes which may affect the management system fulfilling requirements of the respective Standard, including changes in key staff and ownership, contact addresses, including any multiple or other sites, any major changes to products or manufacturing processes, or extension to the scope of its certification. TQCSI will determine the action required to maintain confidence that the management system meets the requirements of the Standard or, in the case of an extension to scope, will decide whether or not extension may be granted. 当客户发生可能影响其管理体系满足相关标准要求的变更（包括核心人员和所有人、联系地址、任一多场所或其他场所、产品或生产过程的变更），或扩大认证范围时，应立即将变更信息告知 TQCSI。TQCSI 会确定所需措施以保持管理体系满足标准要求，或在出现范围扩大的情况时，决定是否可以授予扩大认证范围。
- The client is to inform TQCSI within three working days of any significant event that may affect the fulfilment of the respective management system. A significant event may include legal proceedings, a legal notice of required action from a government authority for a breach of legislation or regulations (eg environmental breach if ISO 14001 certified, food safety breach if ISO 22000 or HACCP certified, workplace safety breach if ISO 45001 certified, etc). It may also include events which may not necessarily be a breach of legislation or regulations but are considered significant (eg a fatality or very serious incident if ISO 45001 certified or a food recall if ISO 22000 or HACCP certified). TQCSI will then

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investigate and take appropriate steps to ensure the integrity of certification is maintained.若发生任何可能影响管理体系的重大事件，客户应在3个工作日内告知TQCSI。重大事件包括法律诉讼，因违法法规而被政府通知的法律声明(如：ISO 14001 获证方违反环境环保法规、ISO 22000 或 HACCP 获证方违反食品安全法规、ISO 45001 获证方违反劳工卫生安全法等)；也包括虽未违反法规，但仍属重大事件的行为(如：ISO 45001 获证方发生重大公共安全事件、ISO 22000 或 HACCP 获证方发生食品召回等)。TQCSI 会对事件进行调查并采取适当的措施来保证认证的完整性。

- At Surveillance and Triennial Audits, the client is to inform TQCSI auditors of any significant events that may have occurred since the previous audit, including any findings by another party related to the respective management system.在监督审核和再认证审核时，客户应主动将自上次审核结束后管理体系发生的任何变化告知TQCSI 的审核员，包括管理体系其他相关方的发现。

AUDIT CRITERIA 审核准则

The audit criteria are the management system standard(s) applicable to the client's certification and the defined processes and documentation of the management system developed by the client.

审核准则包括客户认证所适用的管理体系标准，以及客户规定的过程和制订的管理体系文件。

Inability of the audit team to observe operational processes relevant to the scope of certification during an audit could result an another audit, or part thereof, being required to observe those processes.

在审核过程中，如果审核组无法查看与认证范围相关的运作过程，可能导致需要另外进行审核或部分审核来检查这些过程。

AUDIT OBJECTIVES 审核目的

The objectives of all audits are to:

- determine conformance of the management system with the respective Standard(s) and management system documentation
- evaluate the ability of the management system to ensure applicable statutory, regulatory and contractual requirements are met
- evaluate the effectiveness of the management system
- identify opportunities for improvement to the management system.

所有标准审核的目的是：

- * 确定管理体系与相应标准和管理体系文件的符合性
- * 评价管理体系确保满足适用的法律、法规和合同要求的能力
- * 评价管理体系的有效性
- * 识别管理体系改进的机会。

CERTIFICATION MARK 认证标志

The TQCSI Certification Marks are only to be used in reference to the site for which they applies and are not to be affixed directly to the product, product packaging, including outer packaging, or be used in such a way that product certification may be implied. This applies equally to the JASANZ and ANAB Accreditation Mark. TQCSI 的认证标志仅可用于其适用场所，不可将其直接印在产品上、产品包装或外包装上，也不得以可能暗示产品获得认证的方式使用。这也适用于 JANS-ANZ 和 ANAB 认可标志。

Clients may choose to use a statement on product packaging or in accompanying information to state they have a certified management system, however the statement may not imply that the product, process or service is certified. If a statement is applied it must reference the client's name, the type of management system and the applicable Standard and the Certification Body issuing the certificate. This does not apply to FSMS and HACCP.

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客户可以选择在产品包装或说明中叙述已通过管理体系认证，但不能暗示其产品、过程或服务已通过认证。叙述的语句必须提及客户名称、管理体系类型、适用的标准和发放证书的认证机构。FSMS 和 HACCP 不适用。

Use of the relevant TQCSI Certification Mark is encouraged on stationery, literature and publicity material. Similarly, the JASANZ and ANAB Accreditation Mark may be used by clients once certified for programs for which TQCSI is accredited, but only when it is accompanied by the TQCSI Certification Mark. When more than one of these Marks are used, they are to be proportioned such that neither Mark takes precedence over the other. When using TQCSI Certification Mark on letterhead, stationery, literature or publicity material, they are to be accompanied by the Registration Number and Standard to which certification applies. TQCSI Certification Marks, JASANZ/ANAB Accreditation Marks and available through the local TQCSI Office. 我们鼓励客户将TQCSI的标志用于文具用品、文宣及广告材料中。类似地，如果客户通过的认证是TQCSI被JAN-ANS和ANAB认可的项目，客户也可使用JASANZ和ANAB的标志，且只能与TQCSI标志一起使用。当同时使用一个以上这些标志时，它们须以相同大小出现。当在公司信头、文具用品、文宣或广告材料使用TQCSI标志时，需同时标明注册号码及认证标准。TQCSI、JASANZ/ANAB的认可标志，可联系当地TQCSI公司获取。

The TQCSI, JASANZ and ANAB Marks may be reproduced in a single colour to conform with existing company stationery or newspaper and magazine article colouring, however, it cannot be reproduced in a combination of colours from that specified by TQCSI. The Mark must also be reproduced clearly and distinguishable and legibly, and is not to be used in any misleading manner. 为配合公司的文具或者报刊杂志颜色，TQCSI、JASANZ 和 ANAB 的标志可以以单色印刷,但它不可以超出 TQCSI 要求，以复色印刷。标志必须清楚、可辨识、可读，且不能让人产生任何误解。

Clients of TQCSI are not permitted use of the TQCSI logo (blue tick) or IAF MLA Mark. 不允许客户使用TQCSI 标志（蓝勾）和 IAF MLA 标志。

On achieving certification or achieving certification to a new version of a standard, clients will be issued with an individually tailored certification mark, which will have their Registration Number included. Clients are encouraged to use these marks to promote their certification, particularly on printed and marketing material, and websites. Clients may not alter these certification marks.

获得认证或新版标准的认证后，获证客户将获得一个单独定制的、包括其注册编号的认证标志。鼓励客户使用这些标志，特别是在印刷和营销材料、网站上来推广他们获得的认证。客户不得更改这些认证标志。



Certification marks may also be used without the Registration Number, particularly when the mark is too small for the Registration Number to be clearly identified.

使用认证标志时可以不体现注册编号，尤其是当标志太小以致无法清楚识别注册编号时。



Certification marks may also be used without the Registration Number and year of issue, particularly for large or expensive marketing material where it is impractical or unreasonable to change them when the version changes (eg signage, decals on a large number of vehicles, etc).

使用认证标志时也可以不体现注册编号和版本，特别当版本更改时，对大量的或昂贵的营销材料做相应修订是不切实际或不合理的(如标牌、大量车辆上的贴纸等)。



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The following colours are to be used on certification marks: 认证标志使用以下颜色:

- Blue 蓝色 – Pantone Reflex Blue CP
- Red 红色 – Pantone PMS 1788 C
- Green 绿色 – Pantone 3275 CP
- Orange 橙色 – Pantone 15-1157 TCX (Flame Orange)
- Yellow 黄色 – Pantone 803 C
- Black 黑色 – Pantone 20-0198 TPM (Moondrop Grapes)
- Purple 紫色 – Pantone 258C.

FEES 费用

The client is to pay all fees in accordance with the terms of payment as printed on the respective invoices within 14 days of receipt. 客户须于收到发票后 14 天内, 依发票金额付清所有费用。

Cancellation or amendment to audit dates within two weeks of the scheduled date may incur a fee equivalent to 50% of the auditing cost. Cancellation or amendment to audit dates within two days of the scheduled date may incur a fee equivalent to 100% of the auditing cost. Certification may be suspended or cancelled if audits are not carried out within time frames determined by TQCSI. 在确定的审核日期前两周内取消审核或修改审核日期, 须付 50% 的审核费。若在确定的审核日期前两天内才取消审核或改日期, 仍会收取全额的审核费用。如未按 TQCSI 确定的时间执行审核, 认证资格可能会被暂停或注销。

SUSPENSION OF CERTIFICATION 认证的暂停

TQCSI reserves the right to suspend a Certificate of Registration for a limited period if: 出现下述情况, TQCSI 有权暂停认证证书:

- surveillance audits have not been undertaken within three months following the anniversary of the respective certification expiry date; 认证周期对应的每年到期日的三个月内未进行监督审核
- nonconformances or other identified issues have not been closed out within the designated time period; 不符合事项或提出的其他问题, 未在规定时间内解决
- the Certificate of Registration, TQCSI Certification Mark or JASANZ/ANAB Accreditation Marks are used in a misleading manner; or 以误导的方式使用认证证书、TQCSI 标志或者 JASANZ/ANAB 认可标志; 或
- there has been any other contravention of these TQCSI Rules of Certification. 违反 TQCSI 认证规则

TQCSI will notify the client in writing of the suspension and issue requirements to be satisfied prior to the removal of suspension. At the end of the suspension period, an investigation is to be conducted to ascertain whether requirements have been met. If they have been met, the client will be informed in writing and the suspension removed; however, if they have not been met, the Certificate of Registration may be withdrawn and certification cancelled. Any costs incurred by TQCSI in the suspension or removal of suspension is to be met by the client and the suspension may be published by TQCSI. TQCSI 以书面形式将认证暂停的决定和取消认证暂停需要解决的问题通知客户。在暂停期届满前, TQCSI 会再进行一次审查, 确保客户是否满足取消暂停的要求。若满足要求, 将书面通知客户暂停取消, 恢复认证; 但若未满足要求, 认证证书会被撤销, 并取消客户的认证资格。任何因暂停或取消暂停所导致的费用, 将由客户支付, TQCSI 会公开发布认证暂停客户的信息。

CANCELLATION OF CERTIFICATION 认证的注销

TQCSI reserves the right to cancel certification and withdraw a Certificate of Registration if 出现下述情况，TQCSI 有权取消认证资格，撤销认证证书：

- a surveillance audit has not been undertaken in a calendar year or the triennial audit for recertification has not been undertaken before certification expiry, 每个日历年未进行监督审核或认证证书期满前未进行再认证审核
- inadequate measures are taken by the client following suspension, or 客户被暂停后，未采取的足够的措施进行改正，或
- the client fails to comply with it's financial obligations in regard to its certification. 客户未履行付款义务。

If certification is cancelled, the client shall immediately cease use of the TQCSI, JASANZ and ANAB Marks on all stationery, literature and publicity material. Similarly, the Certificate of Registration is to be returned to TQCSI or destroyed within 30 days of notification. 如果证书被撤销，客户应立即停止在所有文具、书籍和宣传材料中使用 TQCSI、JASANZ 和 ANAB 标志，并在收到撤销通知的 30 天内将认证证书交还 TQCSI 或自行销毁。

The client is to be informed when certification is cancelled and advised of the right of appeal. No reimbursement of fees will be given and the cancellation may be published by TQCSI. 当证书被注销时，TQCSI 会通知客户，并告知其有权上诉。费用不予退还。TQCSI 会公告注销证书的客户的消息。

TQCSI is to cancel certification at the client's request if TQCSI 可以应客户下述请求注销认证证书：

- the client does not desire to renew it's certification, or 客户不想更新其证书，或
- the client goes out of business or ceases to operate within the full scope of the certification. 客户停业或者停止认证范围内的运作

No reimbursement of fees will be given and the cancellation may be published by TQCSI. 费用不予退回，TQCSI 将公告证书注销的客户的消息。

COMPLAINTS 投诉

Should any client or other stakeholder have cause for complaint regarding the conduct of TQCSI auditors, technical specialists or employees, the process of certification or for any other reason, the complaint should be made in writing and addressed to

President
TQCS International Pty Ltd
PO Box 483
WOODVILLE SA 5011 AUSTRALIA
or by email to president@tqcsi.com.

All such complaints will be recorded, investigated, acted upon, where necessary, and the client advised of the outcome in writing.

如因 TQCSI 的审核员、技术专家或员工的行为、认证过程或任何其他理由，引起客户或相关方的投诉，请将投诉以书面形式寄至

TQCSI 的董事长
TQCSI International Pty Ltd.

TQCSI RULES OF CERTIFICATION

PO Box 483 Woodville,
WOODVILLE SA 5011 AUSTRALIA
或以 email 寄至: president@tqcsi.com。

TQCSI 会对全部投诉进行记录、调查, 并依章行事。必要时, 会以书面形式将处理结果告知客户。

Clients may escalate the complaint by appealing to the TQCSI Advisory Board if they are not satisfied with the complaint outcome or the complaint has not been resolved within the agreed timeframe. The complaint should be made in writing and addressed to the:

Chairman
TQCSI Advisory Board
TQCS International Pty Ltd
PO Box 483
WOODVILLE SA 5011 AUSTRALIA

or by email to chairman@tqcsi.com

Furthermore, if the client is still not satisfied after TQCSI Advisory Board involvement, the client may refer the complaint to JASANZ or ANAB, details for which are available at www.JASANZ.com.au or www.anab.org.

若对投诉处理结果不满, 或未在约定的时间内处理投诉, 客户可向 TQCSI 顾问委员会上诉。投诉应以书面形式邮寄给:

TQCSI 顾问委员会主席
TQCSI Advisory Board
PO Box 483 Woodville,
WOODVILLE SA 5011 AUSTRALIA
或以 email 寄至: chairman@tqcsi.com。

若客户对 TQCSI 顾问委员会的处理结果仍不满意, 还可向 JASANZ 或 ANAB 投诉。详情请参考网站: www.JASANZ.com.au 或 www.anab.org。

APPEALS 申诉

Appeals resulting from a complaint (described above) or a decision on certification must be made in writing to the:

Chairman
TQCSI Advisory Board
TQCS International Pty Ltd
PO Box 483
WOODVILLE SA 5011 AUSTRALIA
or by email to chairman@tqcsi.com.

If the appeal is in relation to a suspension or cancellation of certification, it must be made within 14 days of being advised of the respective action. The appeal must include all known and pertinent facts of the case.

因投诉 (如上所述) 或认证决定而引起的申诉, 须以书面形式告知 TQCSI 的顾问委员会主席, 其地址如下:

Chairman
TQCSI Advisory Board
PO Box 483, Woodville,
WOODVILLE SA 5011 AUSTRALIA
或以 email 寄至: chairman@tqcsi.com。

TQCSI RULES OF CERTIFICATION

如果申诉与证书的暂停或撤销有关，必须在被告知结果的 14 天之内提出。申诉内容必须包括整个事件的始末及相关事实。

The TQCSI Advisory Board, or a relevant sub-committee, will investigate the case and, if able, resolve the issue. The appellant will be informed in writing of the results of the appeal. If the appellant remains dissatisfied then a further appeal may be made directly to JASANZ or ANAB (in the case of JASANZ or ANAB accredited programs). The decision of JASANZ or ANAB will be final and binding on, both, the client and TQCSI.

TQCSI 的顾问委员会或者相关小组委员会，将会对事件进行调查，可能的话，还应解决问题。处理结果会以书面形式通知申诉人。如申诉人对结果不满意，可直接向 JASANZ 或 ANAB 上诉(只对 JASANZ 或 ANAB 认可的项目)。JASANZ 或 ANAB 的处理决定为最终结果，对客户与 TQCSI 均有约束力。

In instances where the appeal was upheld and the client is reinstated with certification, no claim may be made against TQCSI for reimbursement of costs or losses associated with the action taken. 客户因申诉成功而重新获得认证资格时，不得向 TQCSI 索赔申诉费用或相关损失。

LIST OF CERTIFIED ORGANISATIONS 获证客户名单

TQCSI will maintain a register of all clients who have achieved certification and maintain that certification through TQCSI. This register, known as the List of Certified Organisations, will be made available to the public through the TQCSI website (www.tqcsi.com). Additionally, all clients registered with TQCSI under a program for which TQCSI is accredited will automatically be included in the JASANZ Register (www.JASANZ.org) or Online Aerospace Supplier Information System (OASIS) Database (www.iaqg.org/oasis/login), QualityTrade website (www.qualitytrade.com) and IAF CertSearch (www.iafcertsearch.org), as appropriate.

TQCSI 建立并保持获证客户和保持认证的客户名单。获证客户名单可在 TQCSI 的网站(www.tqcsi.com)公开获取。若客户证书是 TQCSI 已获认可的项目，证书会自动录入 JASANZ 网站 (www.JASANZ.org)或航天供应商在线信息系统 (OASIS) 数据库 (www.iaqg.org/oasis/login)，Quality Trade 网站 (www.qualitytrade.com)和 IAF CertSearch (www.iafcertsearch.org) (视情况而定)。

PROGRAM SPECIFIC CONDITIONS

AQMS Specific AQMS 特殊要求

- Clients certified to AS 9100/9110/9120 (AQMS) agree to provide copies of audit reports and associated documents/records to customers and potential customers on request, unless justification can be provided (eg competitor confidentiality, conflict of interest, etc). AQMS clients are to be aware of and give their consent for AQMS Scheme owners, IAQG members and government agencies to access records and data associated with the AQMS Scheme, including the OASIS Database, for the purpose of confirming conformance with those Standards and overseeing the Scheme.
- 通过 AS 9100/9110/9120 (AQMS) 认证的客户，同意根据要求向客户和潜在客户提供审核报告和相关文件/记录的副本，除非可以提供正当理由（例如竞争对手的机密性，利益冲突等）。AQMS 客户须知悉并同意 AQMS 计划的拥有人可以查阅与 AQMS 计划相关的记录和数据，包括 OASIS 数据库，以确认符合这些标准并对计划实施监督。
- AQMS clients are to provide access to AQMS Scheme owners, IAQG members and government agencies for the purposes of inspection of AQMS related production areas and reviewing AQMS related records.
- AQMS 客户应向 AQMS 方案所有者、IAQG 成员和政府机构提供访问权限，以检便对 AQMS 相关的生产区域进行检查，并审查 AQMS 相关记录。

ISO 13485 Specific ISO13485 特殊要求

- Clients certified to ISO 13485 agree to provide copies of audit reports and associated documents/records to the respective Regulator, if requested.
- 通过 ISO 13485 认证的客户同意根据要求向各自的监管机构提供审核报告和相关记录的副本。

RFFR ISMS Specific (Australia only 只适用于澳大利亚)

- A compliance breach under the DESE ISMS Scheme is defined as a contravention against legal requirements directly relevant to RFFR ISMS, including but not limited to contractual requirements under the Deed utilised by DESE that exceed minimum requirements of ISO 27001. To avoid doubt, any data breach as defined under the Notifiable Data Breaches scheme or GDPR breaches also constitute a compliance breach.
- Clients agree that, in the event of any such breach or reasonable basis to conclude such a breach had occurred, TQCSI is obligated to notify the Australian Department of Education Skills and Employment (DESE) within 24 hours, and other authorities with legislated responsibility for monitoring data breaches.
- Clients agrees to provide TQCSI with its current Service Contract with DESE, and any revisions to it within seven days of the revised contract.
- Clients agree to provide any related audit reports to DESE, if requested or otherwise obligated to do so through other legal agreements; and that in the event of refusing to do so, TQCSI reserves the right to provide all such report(s) to DESE, if the latter requests TQCSI to do so.
- Short notice audits may be undertaken if any credible RFFR ISMS related concerns are raised by DESE, or other Government authorities, by end users of services; in online feedback, reviews, or commentary about the client.