



MAURITAS

R2

Regulations to be met by applicant and
accredited Conformity Assessment Bodies

Mauritius Accreditation Service

Contents

FOREWORD	2
1. INTRODUCTION	3
2. REFERENCES	3
3. APPLICATION AND THE APPLICATION PROCESS	4
4. THE EXTENT OF WITNESSING ASSOCIATED WITH APPLICATION FOR ACCREDITATION	6
5. SURVEILLANCE AND RENEWAL, SUBMISSION OF QUALITY MANUALS AND RELATED DOCUMENTS	6
6. MAURITAS WITNESSING OF AUDITS (APPLICABLE ONLY FOR CERTIFICATION BODIES)	7
7. APPLICATION FOR EXTENSION OF SCOPE.....	8
8. ACCESS TO PREMISES AND AVAILABILITY OF DOCUMENTS	8
9. GENERAL INFORMATION OBLIGATION.....	8
10. CERTIFICATION /INSPECTION OVERVIEW	8
11. REQUIREMENTS ON MAINTENANCE OF COMPETENCE AFTER ACCREDITATION HAS BEEN GRANTED	9
12. USE OF THE MAURITAS SYMBOL, AND REFERENCE TO THE ACCREDITATION	9
13. ACKNOWLEDGEMENT OF ISSUED CERTIFICATE	9
14. CHANGE OF CERTIFICATION BODY	10
15. ACTIONS WHEN FAILING TO COMPLY WITH THE REQUIREMENTS.....	10
16. TRANSFERRING OF ACCREDITATION.....	12
17. NOTICE ON TERMINATION OF ACCREDITATION OR TERMINATION OF CAB	13
18. FINANCIAL RESPONSIBILITY IN CONNECTION WITH ACCREDITATION.....	13
19. THE RIGHT TO COMPLAIN AGAINST DECISIONS MADE BY MAURITAS.....	13
20. THE RIGHT TO REFUSE AN ASSESSOR/TECHNICAL EXPERT PROPOSED BY MAURITAS	13
21. PARTICIPATION IN PROFICIENCY TESTING (APPLICABLE TO LABORATORIES AND INSPECTION BODIES)	14

Foreword

The MAURITIUS ACCREDITATION SERVICE (MAURITAS) is a governmental body established in 1998 to provide a national, unified service for the accreditation of conformity assessment bodies such as calibration/testing laboratories, certification bodies and inspection bodies. Organizations that comply with the MAURITAS requirements are granted accreditation by MAURITAS and are entitled to use the MAURITAS Accreditation symbol.

About MAURITAS publications

MAURITAS publications are categorized as follows:

- R series Publications containing general policy and requirements related to MAURITAS accreditation.
- G series Publications providing guidance on MAURITAS requirements.
- A series Publications related to assessment procedures.
- Directories Classified listing of accredited organizations.

Mauritius Accreditation Service (MAURITAS)
4th Floor, Crescent House,
Corner Deschartes and Foucault Streets
Port Louis
Mauritius
Tel: +230 208 16 90
Fax: +230 210 61 01
Email: mauritas@govmu.org
Website: www.mauritas.org

Regulations to be met by applicant and accredited Conformity Assessment Bodies (CAB)

1. Introduction

- 1.1 This document gives an overview of the conditions that an accredited or applicant CABs must fulfil.
- 1.2 Accreditation will be granted to all CABs which are able to document that they comply with the accreditation requirements. The accreditation does not replace any other necessary approval. It is the CABs own responsibility to make sure that all other necessary permissions is obtained.
- 1.3 Further information regarding the accreditation scheme may be obtained from MAURITAS.

2. References

The following documents contain provisions which, through reference in this text, constitute provisions of the MAURITAS accreditation system. For dated references, subsequent amendments to, or revisions of, any of these publications do not apply. For undated MAURITAS references, the latest edition of the document referred to, applies. MAURITAS maintains a register, of the current valid MAURITAS accreditation documents.

- 2.1 **ISO/IEC 17065: General requirements for bodies operating product certification systems**
- 2.2 **ISO/IEC 17021 (Series)**
- 2.3 **ISO/IEC 17025: General requirements for the competence of testing and calibration laboratories.**
- 2.4 **ISO 15189: Medical Laboratories – Particular requirements for quality and competence.**
- 2.5 **ISO/IEC 17020: General criteria for the operation of various types of bodies performing inspection.**
- 2.6 **ISO/IEC 17024, Conformity assessment - General requirements for bodies operating certification of persons**
- 2.7 **MAURITAS R Series documents**
- 2.8 **MAURITAS G Series documents**
- 2.9 Documents published by IAF are available on Internet at IAF WEBSITE: www.iaf.nu
- 2.10 Documents published by ILAC are available on Internet at ILAC WEBSITE: www.ilac.org
- 2.11 **The Mauritius Accreditation Service Act 1998.**

3. Application and the application process

3.1 Application

3.1.1 When applying for accreditation, it is required that the applicant CAB sends a duly filled relevant application form with the necessary enclosures, before handling of the application can be started.

3.1.2 MAURITAS shall have an up to date copy of the quality-manual of the CAB, appendixes, procedures and also descriptions of relevant education and work experience (CV) and job descriptions for key personnel.

3.1.3 When applying for accreditation, MAURITAS requires that the CAB duly filled a matrix that shows detailed references between the accreditation standard and the CABs management system.

3.1.4 When a decision has been made by the Accreditation Committee, all documentation received will be returned to the applicant.

3.1.5 Applicants for accreditation or accredited CABs shall inform MAURITAS if they are applying for accreditation within the same area at another accreditation body, or if their application has been approved or declined by such body.

3.1.6 If an applicant for accreditation states to have applied, or got a rejection for applications at another body as described above, MAURITAS can request for the reason for this and if necessary request for the relevant assessment report or other relevant information.

3.1.7 If the applicant does not wish to obey these requests, MAURITAS will immediately after an accreditation has been granted inform the bodies, which is considering the applications (or have refused the application) regarding the decision. This is done to give the bodies a possibility to make a complaint against the decision.

3.2 Normative documents (applicable only for certification and inspection bodies)

3.2.1 The applicant shall state the normative document for certification/inspection. A normative document may be a national or international standard, a national law or regulation, a governmental guidance or another document that are accepted by interested parties. Another requirement is that the criteria for certification/inspection shall be so accurate that two independent bodies will reach the same decision regarding certification/inspection.

3.2.2 MAURITAS may require that the applicant make available for MAURITAS and/or the assessors a copy of the normative document.

3.2.3 MAURITAS cannot be put into a situation where it is in competition with its customers. Therefore it is not acceptable that a certification body is certifying CABs using any of the accreditation standards in ISO Guide series or in ISO/IEC 17000 series. This applies also when certification/inspection is done as a non-accredited service.

3.3 Application process

3.3.1 If MAURITAS makes use of external assessors/technical expert(s) during the handling of the application, MAURITAS shall get approval for the choice of assessor/technical expert(s) by the applicant. If the applicant wishes to refuse MAURITAS' proposal for assessor/technical expert(s) this shall be substantiated. MAURITAS will evaluate if the reasons for refusing the proposed assessor/technical expert(s) can be approved.

3.3.2 If MAURITAS shall be able to evaluate the functionality of the applicant's management system, it is a requirement that the system have been implemented before the accreditation is granted. It is the responsibility

of the CAB to ensure that all relevant information, including records, pertaining to accreditation are made available to MAURITAS upon request and to ensure that all its policies and procedures are documented in its manual.

3.3.3 In order to be able to decide if the accreditation requirements are fulfilled, an examination of the CAB's management system, assessment of the implementation of the system and witnessing of the performance of selected accredited activities (with respect to the extent of witnessing, see paragraph 4), shall be effected.

3.3.4 If the applicant performs so called critical activities (qualification of personnel, contract review and/or decision on certification/inspection) in different locations, all these locations shall be visited before accreditation.

3.3.5 If the applicant performs critical activities in one or several countries outside Mauritius (land of origin), all these locations shall be visited before accreditation.

3.3.6 In the standard ISO/IEC 17011 for accreditation bodies, there are requirements for accreditation bodies to be impartial and avoid performing any consultancy towards applicants. If the applicant's cooperation with MAURITAS demands guidance activities from MAURITAS, which threaten MAURITAS' impartiality, MAURITAS has the right to terminate the application / assessment process.

3.3.7 Only staff of the Conformity Assessment Body will be assessed by MAURITAS. Consultants will not be assessed by MAURITAS. Consultants shall not be allowed to participate in the assessment or interfere in one way or the other during the assessment. Consultants may attend the Opening and Closing meetings as observer.

3.3.8 If it is clear during the assessment that the conditions, on which the visit was based on, are not fulfilled, the lead assessor can terminate the assessment visit. e.g. if key personnel are not available as agreed, the management system/procedures are not implemented, the CAB shows a lack of willingness to cooperate during the assessment or there are serious non-conformities so that a continuation of the assessment visit is not appropriate.

3.3.9 The management of the CAB shall be present at the opening and closing meeting.

3.3.10 If the assessment team fills in non-conformity forms during the assessment, the applicant shall within the agreed deadline fill in and send all non-conformity forms to MAURITAS, together with the documentation for the actions performed. MAURITAS shall send a copy of the non-conformity forms, together with the corresponding documentation, to the assessor/technical experts which have filled in the non-conformity forms. In the event that there are few non-conformities, the MAURITAS Staff may convene a meeting with the assessor/technical expert for a meeting to review implemented corrective action(s) together with the corresponding documentation.

3.3.11 If requirements given by MAURITAS are not fulfilled within the agreed time limit, or if the applicant during the next six months after the assessment has not made any progress in the accreditation process, MAURITAS may decide to terminate the application without refunding any fees paid by the applicant. The applicant is bound to pay all accrued costs.

3.3.12 The applicant has to apply again after each termination. All applications are valid for only two years as from the date of application.

3.3.13 Reports prepared by MAURITAS, either during or after an assessment, shall not be reproduced in parts without a written approval from MAURITAS.

4. The extent of witnessing associated with application for accreditation

4.1 For management system certification, it may occur that the certification body performs combined audits against two standards. In such cases one witnessing may be enough for the two standards.

4.2 For management system certification, the accreditation scope is defined by the standard and specific economic sectors (NACE codes). Before accreditation is granted for one economic sector, a certification audit shall be witnessed in that sector or a related sector.

4.3 For laboratory accreditation, all tests must be witnessed before granting of accreditation. Accredited parameters must be witnessed at least once during the accreditation cycle. In certain cases, MAURITAS will select test/calibration methods that will provide confidence in the competence of the laboratory in performing all the gamut of testing/calibration parameters for which it is accredited.

5. Surveillance and renewal, submission of quality manuals and related documents

5.1 Surveillance and renewal of accredited body

5.1.1 An accreditation is valid for 4 years provided that all requirements are fulfilled during the period. At the end of the 4 years period, the accreditation is renewed. In the period between renewals, MAURITAS will perform surveillance visits in order to have confidence in the accredited body.

5.1.2 In order to verify that the requirements for accreditation is fulfilled, MAURITAS will carry out ordinary surveillance visits no later than 6 months after the accreditation has been granted thereafter regularly after 12 months. The accreditation will be renewed after 4 years. The assessment before renewal will be as comprehensive as for the initial assessment. There will also be annual witnessing of certification bodies. In addition MAURITAS will, when required, carry out other control activities such as extraordinary assessments. All surveillance will be carried out within 1 month of the scheduled date. All re-assessments will be carried out within 2 months of the scheduled date.

5.2 Preparation and completion of assessments

5.2.1 Accredited CABs shall before an ordinary surveillance or re-assessment visit send to MAURITAS updated versions of documents including Quality Manual and relevant associated quality procedures. The documentation shall be sent to MAURITAS for transmission to the assessment team not later than 1 month before a surveillance, full assessment and renewal visit if nothing else is agreed on with MAURITAS.

5.2.2 The accredited CAB shall submit, at least 1 month before an ordinary surveillance or re-assessment visit, a copy of the latest complete internal audit and management review reports.

5.2.3 During assessment of the CABs, key personnel shall be available for the assessment team. The management of the CAB shall be present at the opening and closing meeting.

5.3 Closing of non-conformities

5.3.1 If the assessment team raises any non-conformities during a surveillance or renewal, the procedure in paragraph 3.3.10 in this document, (regarding non-conformity forms together with documentation) must be followed.

5.3.2 All non-conformities must be cleared within the appropriate time frame before the Accreditation Committee can make a decision.

5.4 Assessment of accredited CABs with several critical locations

5.4.1 The previous sections of this paragraph are valid for the head office and offices in other countries with critical activities.

5.4.2 If there are several critical locations in a country, the head office shall be assessed as described, and the other locations shall be assessed once within each accreditation cycle. In the case of medical testing laboratories, all collection points shall be assessed at least once in one accreditation cycle.

6. MAURITAS witnessing of audits (applicable only for certification bodies)

6.1 In connection with surveillance of bodies performing certification of management systems, MAURITAS will witness audits performed by the certification body. For product certifications, witnessing consist of the certification body's audit of the licensee. For certification of personnel, the certification body's performance of certification and evaluation of personnel competence against specific requirements will be witnessed.

6.2 MAURITAS shall have an access to make witnessing of audits and examinations carried out by the body. All accredited CABs must therefore, when applicable, inform their customer and perhaps include in the contract that MAURITAS may insist on witnessing accredited activities at the premises of their customer.

6.3 Usage of such witnessing in connection with application of extension of scope could for instance be relevant for:

- Applicant who has limited experience with regard to the carrying out of certifications/examinations within the accreditation area applied for.
- Application on extension within areas of business that does not have a close relation to the areas of business the certification body already is accredited for.

6.4 An eventual witnessing is carried out prior to the decision on extension of the accreditation is made. If a witnessing is necessary MAURITAS will give the applicant a feedback as soon as possible.

6.5 MAURITAS will perform at least one witnessing annually of an audit performed by the certification body. MAURITAS is free to choose what activity to be witnessed. The number of certificates issued by the body, the scope of accreditation, the certification scheme and scope of certification for which certification body is accredited, and certifications outside the homeland and the results of earlier witnessing can be the basis for a decision to increase the number of witnessing in addition to the one mandatory. Witnessing performed in connection with applications of extension of scope may be a part of the annual witnessing. If there have been low activities within the accredited scope, the witnessing can be postponed up to 24 months.

6.6 To make it possible for MAURITAS to plan the accomplishment of such witnessing the certification body shall, on request, forward to MAURITAS its latest updated list of planned audits. In connection with witnessing of audits of management systems, MAURITAS shall receive a summary showing the client's industrial sector, the auditing personnel, planned time, the certification standards to be met and which geographical and administrative units the audit includes. MAURITAS may also require to get access to the CABs quality manual and other relevant documentation for use by the certification body during the document review, prior to the witnessing.

6.7 The certification body is obliged to provide conditions that will enable MAURITAS to carry out these witnessing.

6.8 Clients of the certification bodies may complain against MAURITAS' choice of assessment team. Valid reasons for such complaints must be given to MAURITAS.

7. Application for extension of scope

7.1 Accredited CABs can at any time apply for extension of the accreditation scope. When applying for an extension, the CAB has to send a completely filled application form together with the necessary appendices, before the handling of the application can start.

7.2 If the application of extension is sent to MAURITAS not later than 3 months before an ordinary surveillance or renewal, the application for extension will normally be treated during the planned visit. In such cases, full documentation for evaluation of the application shall be sent to MAURITAS within 8 weeks before the date of the planned visit.

7.3 The assessment related to the extension of scope will follow the relevant parts of the descriptions given in this document such as: "The extent of witnessing associated with application for accreditation as referred in paragraph 4", and "MAURITAS witnessing of audits/inspections as referred in paragraph 6" of this document.

8. Access to premises and availability of documents

8.1 Applicants as well as accredited CABs have a duty to give MAURITAS as well as ILAC, IAF, AFRAC, SADCA evaluators the necessary access to their premises and to all relevant documentation. Necessary access means access, which is necessary to be able to verify conformity with the requirements in the relevant standards. Relevant documentation means documentation, which gives support in the evaluation of conformity with relevant standards, including documents related to the work of the CAB. Documents concerning related bodies shall be available to MAURITAS if it is necessary in order to confirm independence and stable economy. Relevant documentation shall on request be available for MAURITAS as soon as possible.

8.2 During the assessment the CAB has a duty to adjust their normal activities so that the assessment team can perform an efficient assessment.

8.3 MAURITAS will inform the CAB about the visit within suitable time, but when it is required MAURITAS' assessment team shall be given access without being informed in advance.

8.4 Documentation and premises shall be accessible for staff employed in MAURITAS as well as the assessors/technical experts, who are engaged by MAURITAS and accepted by the CAB.

9. General information obligation

9.1 MAURITAS shall be informed if the certification body has received a complaint or have been criticised from the pollution authorities concerning ISO 14001 certification.

9.2 Specific information regarding the situation in foreign countries under MAURITAS' accreditation scheme shall be given. If the CAB starts activities in other countries under MAURITAS' accreditation scheme, MAURITAS shall be informed.

10. Certification /inspection overview

10.1 The accredited body is responsible to keep an updated list of certifications/inspections performed under MAURITAS accreditation programme. The list shall be available to MAURITAS upon request.

11. Requirements on maintenance of competence after accreditation has been granted

11.1 If no accreditation service has been carried out within 2 years for an industrial sector or a related sector, according to a system standard or a related group of standards, against a competence standard, or according to standard of products or inspection in accordance to an inspection method, MAURITAS may terminate the accreditation for the activities in question. If MAURITAS finds it to be proven that competence is maintained, for instance through carrying out in practice of related accredited activities, there will be no termination of the accreditation.

11.2 Accredited laboratories shall inform MAURITAS in the event that they have not performed any testing/calibration for an accredited parameter for more than 1 year. The laboratory shall inform MAURITAS whether the competency of the laboratory staff has been maintained in such cases.

12. Use of the MAURITAS Symbol, and reference to the accreditation

12.1 Accredited CABs are encouraged to use MAURITAS' symbol. Use of MAURITAS' symbol and reference to accreditation shall be in accordance with MAURITAS R4 document.

12.2 The CABs shall have rules for how they (and if relevant their customer) refer to the accreditation in advertising materials and in other connections.

13. Acknowledgement of issued certificate

13.1 A certificate issued within an accreditation scheme must in addition to an extent definition described in the relevant standard, include the issuers name, accreditation number and MAURITAS' name or symbol in order to be acknowledged as an "accredited certificate".

("Accredited" certificate is here understood as a certificate being issued by an accredited body within the bodies' valid scope of accreditation and where all procedures for accredited certification have been followed). An accredited certificate that is embraced by the multilateral agreement MAURITAS has entered with other accreditation bodies, would according to the agreement be acknowledged by all those having signed the agreement.

13.2 For certification of products, the certification bodies are requested to accept the suppliers' management system to sufficient extent, if this management system is certified by another certification body which is accredited by a signatory to the relevant IAF's multilateral agreement.

13.3 An accredited certificate should only describe compliances to the standards/normative documents the body is accredited for.

13.4 Certificates issued by an accredited certification body prior to the accreditation being assigned, can be converted to an accredited certificate if the following conditions are met:

- The certification body has carried out at least one surveillance audit on the certification holder after the accreditation is granted;
- The certificate is issued with a new date;
- The certification is carried out within the scope of accreditation;

- No significant changes had been made within the certification system since the certificate was issued, alternatively that the surveillance covers areas in the certification system that because of earlier lackings were not satisfactorily covered.

13.5 If a non- accredited certificate shall be converted to an accredited certificate, the certification body shall perform a complete new assessment if the validity period has expired.

14. Change of certification body

14.1 If a certified CAB wishes to change to another certification body, the new certification body shall issue a new certificate based on a certification audit/examination. It is up to the new certification body to judge in what way earlier audit reports/examinations can be used. If they can be used, a reduction in the number of auditor days can be achieved for the certification audit/examination.

15. Actions when failing to comply with the requirements

15.1 If the accredited CAB fails to comply with the requirements for accreditation, MAURITAS can put in effect one or more of the following actions, depending on how serious the non-conformities are:

- a) Instructions for corrective actions (non-conformities);
- b) Suspend the accreditation or parts of it;
- c) Terminate the accreditation or parts of it.

15.2 MAURITAS will evaluate which action to be used. When it is necessary to do terminations, instructions for corrective actions and/or suspension shall be used first if MAURITAS finds that appropriate. The actions can be described as following:

a) Instructions for corrective actions (non-conformities).

15.2.1 MAURITAS can require that the CAB correct the non-conformity within a specified date. If the CAB wishes to keep the accreditation, it must prove that the non-conformity is satisfactory corrected within the time limit.

15.2.2 The instructions may include termination of accredited certificates and reports. MAURITAS may also decide that an extraordinary visit to the CAB is required to check that the corrective actions are satisfactorily implemented.

b) Suspension:

15.2.3 If the non-conformity is not corrected within the agreed time, or if the non-conformity is very serious, the accreditation or part of it can be suspended for a limited time. A suspension is a blocking of the CABs accredited activity because of serious deficiency in fulfilling the requirements set by MAURITAS. Examples of serious deficiency:

- a) Non-satisfactory competence because of changes in personnel/changes in the qualifications of key personnel;
- b) Lack of performance of satisfactory corrections within the time limit;
- c) Big mistakes in the performance of bodies involved in certifications that show serious errors in the management system;

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- d) Misuse of the accreditation;
 - e) Missing follow-up of relevant governmental requirements.

15.2.4 A CAB can ask to be suspended on voluntary basis. An argument for this voluntary suspension can be i.e. that the CAB itself finds that the requirements for accreditation are not fulfilled. The consequences of a suspension will be the same regardless of the suspension being voluntary or not.

15.2.5 When the accreditation or parts of it is suspended, the CAB shall not offer or refer to accredited services for the suspended activities as long as the suspension lasts. Accredited certificates/licences shall not be issued within the area which is included in the suspension. Certification bodies shall however perform ordinary surveillance of certified clients. On request from MAURITAS the CAB shall return the accreditation certificate and accreditation document.

15.2.6 Suspensions shall be for a period of 4 months, but MAURITAS can prolong the limit up to 9 months. MAURITAS will perform an assessment in view of re-instating accreditation 3 months prior to the expiry of the suspension period. The accreditation will be re-established by MAURITAS if the conditions which caused the suspension are improved in a satisfactory way within the time limit. If the non-conformity is not corrected within the time limit, the accreditation will be terminated.

15.2.7 When the accreditation or parts of it is suspended, MAURITAS may require that the CAB give information to the affected customers about the consequences.

15.2.8 Already paid fees are not returned when a CAB is suspended. The CAB has to pay all accumulated costs. Fees shall be paid as normal during suspension.

15.2.9 Appeals on decisions on suspensions can be made.

c) Voluntary Suspension of accreditation:

15.2.10 An accredited CAB may request for voluntary suspension of its scope of accreditation or part of its scope of accreditation if it has valid reasons to believe that for a period of time not exceeding 6 months, it will not be able to satisfy the accreditation requirements. The request shall be made to the MS in writing.

15.2.11 The CAB will no longer be able to use the MAURITAS symbol and make any implication of having an association with MAURITAS during the period of suspension. However, accreditation certificates and schedules need not be returned to MAURITAS until voluntary suspension is maintained.

15.2.12 It is the duty of the CAB to inform MAURITAS when it is ready for a complete assessment exercise. In case the CAB is not able to meet specified deadlines, the accreditation of the CAB may be considered for termination.

15.2.13 MAURITAS reserves the right to be able to make publicly available information about the voluntary suspension of the CAB.

15.2.14 By reinstatement of accreditation after voluntary suspension, MAURITAS shall inform the CAB about its right to use the MAURITAS symbol according to MAURITAS R4 document.

d) Termination of accreditation:

15.2.15 If the CAB does not want to or is not able to correct the non-conformities within the time limit, or the non-conformity is so serious that the CAB no longer has the necessary qualifications to carry out accredited services, the accredited scope or parts of the scope will be terminated. By termination of the accreditation, the CAB is required to return the accreditation certificate and the accreditation documents to MAURITAS.

15.2.16 If parts of the accreditation are terminated, the CAB shall hand over to MAURITAS accreditation documents for destruction or alteration. The CAB shall no longer offer to carry out accredited services within the areas terminated.

15.2.17 If the accreditation is fully or partially terminated, the CAB shall, in writing, inform the clients concerned about the consequences. For certification bodies (system, product and personnel), the consequence will be to withdraw and destroy all certificates with MAURITAS' symbol and/or other references to accreditation. A copy of the letter sent to the clients shall be sent to MAURITAS.

15.2.18 In the case of termination, paid fees will not be refunded. The CAB has a duty to pay all accumulated costs.

15.2.19 Before a decision to terminate accreditation can be made, the CAB must be given a notice and the possibility to comment on the decision.

15.2.20 MAURITAS reserves the right to be able to make publicly available information about the termination of the CAB.

15.2.21 Appeals on decisions concerning actions can be made.

16. Transferring of accreditation

16.1 By purchase, merger, changes of name etc. some situations arise where accredited CAB wishes to transfer an accreditation from one CAB to another.

16.2 Transfer implies that an assigned accreditation is transferred from one CAB to another. The accreditation number will normally be kept, or chosen by the CABs that are involved in a merger or similar. MAURITAS may choose to deviate from this practice.

Conditions for approval of transmission are as follows:

- a) The system of performance of the accredited certification shall not in principal be changed, and the changes shall not be in conflict with the accreditation conditions;
- b) The changes do not lead to weakening of the quality of the work or the integrity of the CAB;
- c) The changes have no influence on fulfilment of the requirements of accreditation;
- d) The transferring of accreditation does not mislead the market;
- e) The CAB attends to the responsibility towards customers and MAURITAS. (This implies that, at any time in the transfer process, there have to be a clearly defined legal body that is responsible towards customers and MAURITAS);
- f) The changes are not in conflict with Mauritius' (or another nations if the CAB is located in another country) laws.

16.3 If transfer is requested, the accredited CAB has to send an application by letter for transfer of the accreditation. The application must include:

- a) Complete description of the background of the application;
- b) Clearly and precise description of new legal status, when it is relevant;
- c) Description of possible changes in the management system;
- d) Company-attestation;
- e) Binding statement from the new owner/management that they will fulfil the requirements for accreditation;
- f) Binding statement from the new owner/management that possible relevant responsibility is taken over from the one the accreditation was transferred from (e.g. acceptance of previous contracts for delivery of accredited services);
- g) Plan for updating of the quality manual, procedures, catalogues, and other affected documents (e.g. change of name);

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- h) Information regarding updating of necessary contract of employments, agreement with subcontractors etc. when relevant.

16.4 Depending on the changes due to the transfer, MAURITAS will decide if verifications must be done at the location of the CAB or if a transfer can be granted based on the received documentations.

16.5 In the cases where changes will lead to a new accreditation certificate and accreditation document, the one who is accredited have the duty to return the earlier edition of these documents to MAURITAS when the transfer is granted.

17. Notice on termination of accreditation or termination of CAB

17.1 An accredited CAB may terminate its accreditation, without any argument, with a 2 months' notice; the notice must be in writing. In special cases, this period might be shortened.

17.2 If the CAB is in the process of ceasing its operation, it has a duty to immediately inform MAURITAS, which will terminate the accreditation at once. The requirements, which are described in paragraph 15(d) of this document regarding termination are valid. The same requirements are valid if the CAB for different reasons has to reduce the accreditation scope.

17.3 The accreditation number for a terminated CAB will not be used by another CAB at a later time.

18. Financial responsibility in connection with accreditation

18.1 MAURITAS is not to be held responsible for the accredited CABs obligations towards their clients.

19. The right to complain against decisions made by MAURITAS

19.1 Any complaints against MAURITAS' decisions must be presented to MAURITAS within 3 weeks after the CAB received MAURITAS' decision. MAURITAS shall perform the necessary investigations and may annul or alter the decision, or reject the complaint if the terms to deal with it does not exist. If the decision is not altered, MAURITAS shall send all documents concerning the matter to the Appeal Panel appointed by the Minister. The Appeal Panel makes the final decision.

19.2 The CABs have however, at any time the opportunity to make a complaint regarding MAURITAS' activities, as e.g. administrative work and interpretation of the requirements for accreditation. Complaints have to be in writing and be substantiated. During the handling of complaints, deadlines for closing of possible related non-conformity will be postponed.

20. The right to refuse an Assessor/Technical Expert proposed by MAURITAS

20.1 CABs have the right to object to the appointment of the nominated Lead Assessor or Technical Assessor or technical experts, by providing valid reasons in writing, and, in such cases, MAURITAS will endeavour to offer an alternative including foreign assessors/technical experts at the cost of the applicant CABs.

21. Participation in Proficiency Testing (applicable to Laboratories and Inspection Bodies)

21.1 All applicant/accredited laboratories and inspection bodies, where relevant, seeking extension of scope, shall participate with satisfactory results in proficiency Testing program or measurement audit for all parameters for which accreditation is sought. The outcome of the Proficiency Testing participation shall be available at latest during the initial assessment/extension of scope exercise. Proficiency Testing participation which are more than two years prior to the initial assessment/extension of scope shall not be considered.

21.2 All accredited laboratories and inspection bodies, where relevant, shall submit, to MAURITAS, a Proficiency Testing Participation Plan for each accreditation cycle at the beginning of each cycle. The plan shall be suitable to the scope of accreditation of the laboratory/inspection body and must show the frequency of participation in Proficiency Testing. All accredited laboratories/inspection bodies, where relevant, shall submit to MAURITAS an updated Proficiency Testing Participation Plan in case they are granted an extension for new parameters.

21.3 Laboratories shall analyse Proficiency Testing participation data in such a way to identify trends. Laboratories/inspection bodies that do not have sufficient results for Proficiency Testing for performing the trend analysis shall combine the Proficiency Testing results from the previous and current accreditation cycle and provide same to the assessment team at each visit.

21.4 Where performance in the Proficiency Testing program is deemed to be questionable or unsatisfactory, the laboratory/inspection body shall be required to investigate, take corrective actions and report back to MAURITAS.

21.5 In turn, MAURITAS may accept the explanation provided, accept the corrective actions undertaken, require a further assessment or reduce the accreditation scope.

21.6 In the event that there are areas for which Proficiency Testing is not available, the laboratory/inspection body shall discuss with MAURITAS and agree on suitable options by which competence of the laboratory/inspection body can be recognised and monitored. This information shall be documented in the Proficiency Testing Plan of the laboratory/inspection body.