



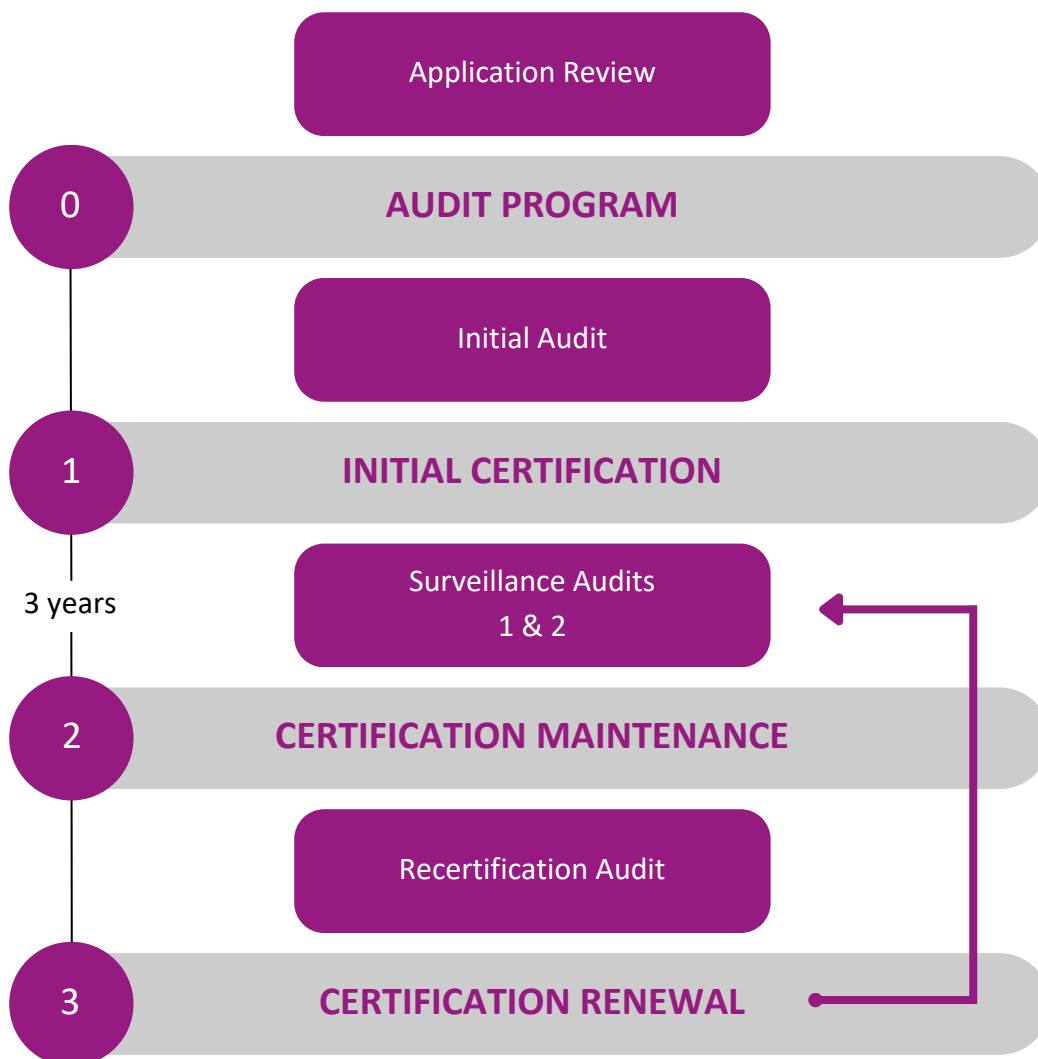
Certification of organizations to ISO 9001 and/or ISO 14001 and/or ISO 19443 and/or ISO 26000 and/or ISO 27001 and/or ISO 45001 and/or ISO 50001.



- Certification program for organizations according to ISO 9001 | ISO 14001 | ISO 19443 | ISO 26000 | ISO 27001 | ISO 45001 | ISO 50001 (PRO SMA 201, latest applicable revision).



The chronological stages of certification are defined by ISO/IEC 17021-1 (Conformity Assessment – Requirements for Bodies Providing Audit and Certification of Management Systems).





Certification audits are conducted by an independent certification body for the purpose of certifying a management system. Certification audits may be performed against one or several standards; in the latter case, this is referred to as a combined audit.



Following a review of your application, QUALIANOR develops an audit program to clearly identify the audit activities required to demonstrate that the management system complies with the requirements of the selected standard(s).

An initial certification audit is conducted in two stages with distinct objectives: the review of the management system and the evaluation of the implementation and effectiveness of the management system.

Certification is granted for a period of three years, subject to confirmation that:

- The information provided by the audit team is sufficient with regard to the certification requirements and scope;
- All major nonconformities have been satisfactorily closed.

The maintenance of certification is subject to the successful completion of two annual surveillance audits.

The recertification audit is scheduled in consultation with the certified organization. The recertification process begins at least four months before the certification expiry date to ensure that the renewal decision is made before the certificate expires.



Extensions or reductions of the certification scope may be requested during the certification cycle. Your request will be reviewed by QUALIANOR, which will determine the most appropriate evaluation method for assessing and approving the proposed scope modification.



Certification may be suspended or withdrawn either at your request or at the initiative of QUALIANOR, particularly in cases involving: failure to maintain compliance of your services, non-compliance with contractual commitments, failure to comply with the rules governing the use of the QUALIANOR certification mark. In the event of suspension, QUALIANOR will determine the most appropriate evaluation method to restore certification within a specified timeframe. In the event of withdrawal, the entire certification process must be restarted.



Our pricing structure is designed to ensure fair and equitable processing of all applications. Fees are based on a revisable fixed-price model and are available upon request through our online application forms.



Information regarding the handling of complaints and appeals is available upon request and through the MyQUALIANOR customer portal for all certification contract applications.



The rules governing the use of the QUALIANOR certification mark are available upon request and through the MyQUALIANOR customer portal for all certification contract applications.



You may transfer your certification to QUALIANOR at any time. QUALIANOR will take over your existing certification cycle without modifying or advancing audit and certification deadlines. Processing times are short, ensuring that your organization experiences no disruption.



For any questions, our teams are available Monday to Friday from 8:30 a.m. to 5:00 p.m. by téléphone, mail (certification@qualianor.com) ou directement dans nos locaux.