挪亚检测认证集团有限公司

Noa Testing & Certification Group Ltd.

权利和义务

Rights and Obligations

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权利和义务
Rights and Obligations

1 获证组织的权利和义务 Rights and obligations of certificate holder

1.1 权利 Rights

1) 有权宣传获准认证的事实；To publicize the registration of certification

2) 享有由于获准认证以及使用认证认可标志取得的经济利益；

The certificate holder is entitled to benefit the economical interest by using the registration certificate and mark.

3) 获证组织对挪亚关于认证的暂停、注销和撤销决定有权提出申诉，有权对不规范的认证行为提出投诉。

The certificate holder has the right to appeal for the Noa's determination of certification's suspension, decertification and withdrawal, and to make the complaint for the improper certification behavior.

1.2 义务 Obligations

1) 始终遵守认证的要求；

Follow requirements of certification at all times

2）为实施审核做出所有必要的安排，包括在初次认证、监督、再认证和解决投诉时，为检查文件和接触所有过程与区域、记录及人员提供条件；

To provide the arrangement for the auditing conducted by Shanghai Noa, including the initial, surveillance and recertification, the complaints, provide the coordination for document checking, the processes and areas involved, records and personnel.

3) 为现场审核组成员、观察员（如认可评审员或实习审核员）提供必要的交通、食宿、通讯、审核期间办公场所及其它必要的工作条件；

To provide the necessary transportation, accommodation, communication, office during the audit and other necessary working conditions for audit team, observers(including the accreditation assessors or provisional auditor)

4) 提供至少三个月体系运行（建筑业、监理业等高风险或特殊行业应提供六个月）的全部文件和资料证据，证据应该是真实的；

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To provide all files and document evidences that the system has been implemented for three months at least (the high risk or special sectors such as construction and supervision industry should be six months);

5) 获证组织维持管理体系的有效运行，按规定接受初审、监督审核、再认证审核，并按期向挪亚交纳认证合同确定的费用以保证证书有效性；

The certificate holder shall maintain the effective running of management system, accept the initial audit, surveillance audit and recertification as specified, also pay the fees confirmed in certification contract to Noa on time in order to ensure the effectiveness of certificate;

6) 在证书有效期内，当管理体系发生变更时（如：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、最高管理者变更；生产经营或服务的工作场所变更；质量管理体系覆盖的活动范围变更；质量管理体系和重要过程的重大变更等），应根据《认证服务合同书》在变更后及时书面通知挪亚；

Within the effect period of certificate, the certificate holder shall notify Noa in writing once the management system is changed according to the"certification services contract"(including the change of legal status, producing and operating status, organization status or change in ownership; the change of the obtained administrative licensing qualification, compulsory certification or other qualification certificate; the change of legal representative, top management, management representative; the change of workplace of manufacturing and business or service; the change of activities scope covered by management system; the significant change of management system and important process etc.)

7) 按照认证合同的规定接受挪亚的定期监督审核、再认证审核，当获证组织所在区域发生自然灾害（例如台风、海啸及地震以及其他的破坏性的有可能对组织有影响的灾害还包含但不限于恐怖主义的威胁，恶意的电脑攻击，地区政治的紧张，全国流行疾病及局部工人运动等），导致挪亚可能不能或者能力所限无法在规定日期实施原定监督审核或再认证审核时，获证组织应及时以邮件、电话的方式通知挪亚客服部并接受挪亚的后续应急回应措施。

The certificate holder shall accept the periodic surveillance audit, reassessment as the specified in certification contract. Natural disasters such as hurricanes, tsunamis, and

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earthquakes may have an impact on organizations with accredited certifications. Other potentially devastating situations that may have an impact on organizations include but are not limited to threats of terrorism, malicious computer hacking, geopolitical tension, pandemic diseases, and crippling labor strikes. When these situations occur, we may be unable or restricted in their ability to conduct regularly scheduled assessments. When these situations occur, the certified clients shall inform us by Email, phone call with our customer service department and accept our planned course of action

8) 希望注销认证证书时，应书面通知挪亚，将证书交还挪亚，办理注销手续；

When the certificate holder requires withdrawing certificate, it shall notify Noa in writing and return the certificate, and implement de-certification procedures;

9) 认证证书被注销、撤销后，应停止使用挪亚认证证书和认证、认可标志，并向挪亚交还认证证书。同时停止有关认证资格内容的广告和宣传。

Certificate holder shall stop using the certificate, logos and return them to the Noa when the certificate is withdrawn or canceled. At the same time, stop propagandizing about the certifications.

2 挪亚的权利和义务 The rights and obligations of Noa

2.1 权利 Rights

1) 通过审核表明不满足认证要求的，挪亚有权不颁发认证证书、不允许获证组织使用挪亚认证标志，但应收取已经发生的认证活动费用。

When it is proved that the management system does not meet the certification requirements by audit, the Noa has the right to do not issue the certificate and permit certificate holder to use the certification mark in any method. But, it shall charge the produced fees.

2) 如获证组织管理体系、产品发生重大变化或异常情况时（包括 1.2 6 条款的事例），挪亚有权增加监督审核频次；

If the management system or products of certificate holder have major changes or abnormalities(including the situations stated in clause 1.2.6), Noa has the right to increase the frequency of surveillance audit.

3) 获证组织获准挪亚认证后，如不按时支付年金和监督审核费，挪亚有权暂停、撤销获证组织的认证证书并要求获证组织停止使用并交还相关的认证证书和认证标志；

If the certificate holder does not pay the annual payment and surveillance audit payment after

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obtaining the registration certification, Noa has the right to suspend and withdraw its certificate and require certificate holder to stop using and return the certificate and mark.

4) 有权公布获证组织的获准、暂停、注销和撤销认证状态。

To give the publicity for its certification state including registration, suspending, cancelling and withdrawing.

2.2 义务 Obligations

1) 根据认证方案在委托的认证范围内公正、客观、科学地开展认证活动；

The Noa should conduct certification activities with impartiality, objective and scientific within the proposed scope in accordance with the certification programme;

2) 派遣适宜的审核人员，并征得获证组织同意；

To appoint the proper auditors and gain the agreement of certificate holder;

3) 通过审核表明满足认证要求后，颁发认证证书并告知获证组织挪亚认证证书和标志的使用规则；

If it is proved that the management system meets the certification requirements by audit, the Noa shall issue the certificate and inform certificate holder of the rules on using certificate and mark;

4) 认证要求发生更改时，书面通知获证组织；

When the certification requirements have changes, the Noa shall inform certificate holder;

5) 不受理认证申请以及在认证后做出暂停、撤销认证证书的决定时，必须书面通知获证组织，说明理由。

When making the suspension, withdrawal certification decisions, it shall notify certificate holder in writing and give the reasons.

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