

Code	QTC-OP-7.10.1
Revision	01
Date	25/01/2025
Issue	1
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Quality Techno Certification

*Dissemination Of Significant Information To
The Scheme Owner And Other Concerned
Parties*



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Quality Techno Certification

ISO/IEC 17065: 2012

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0.0 Amendments and Revision list

	Issue / Revision by	Issue / Revision description	Issue/Rev No.	Issue / Rev date
0	First issue	Issue of procedure	01 Rev0	25/01/2025

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1.0 Scope

This procedure aims to describe the steps adopted by QTC GSO's Notified Body, 3rd party Certification Body of SASO, Authorized certification body of SFDA and independent Conformity Assessment Body for propagating the significant information and changes that could affect the certification system to the Scheme Owner and other concerned parties.

This also covers 'Other Concerned Parties' of QTC which refers to the Accreditation Bodies who grants certification of accreditation to QTC for certain schemes and scopes. e.g. Gulf Accreditation Center (GAC) Saudi Accreditation Center (SAAC) etc.

Scheme owners refer to, Saudi Standards, Metrology and Quality Organization (SASO), Gulf Standard Organization (GSO) and Saudi food and drug authority (SFDA)

2.0 Reference

Requirement of certification body /Notified body for GSO, SASO & SFDA.

3.0 Responsibility

- Quality Assurance Manager
- Senior Quality Engineer

4.0 Procedure:

On regular identified basis (a holistic report on a year basis), all following information is circulated to the scheme owners and other concerned parties. Mostly it will be done at time of surveillance audit from concern parties.

4.1 Internal Changes

QTC Organizational structure can be changed under many circumstances, in all below circumstances; QTC will notify the scheme owner on these changes:

- Hiring new employees including subcontractors.
- Resigned/Terminated employees/subcontractors or employees who has ended their contract with QTC.
- Change in designation or promotion (e.g. from an auditor to a lead auditor), including Training undergone by an employee/ subcontractor that is added to his/her credibility and competence and changing his designation in the hierarchy of certification function.
- Performance of employees/ subcontractors measured from evaluation and eligibility to perform the tasks

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- Change or Modification in key personnel appointment or position, such change will affect the product intended for certification due to the interference of those personnel in production or manufacturing of the products.

Supporting forms/documents shall be provided as following:

- QTC operations: any change in:
- Certification procedures adopted
- QTC System or documentation
- Updates on accreditation status
- External and internal changes both will also be evaluated internally in the management review report to measure the impact on the whole system in the risk assessment plan.
- Change of location / Office where conformity assessment activities are performed.
- Change in the legal status of the Notified Body or its legal representative (Where applicable)
- It shall also be the responsibility of QTC to provide relevant authorities with records as requested without undue delay

4.2 External Changes related to QTC Clients

- Changes brought about by the clients on the scope of certification are as follows: Any change concerning specification of the certified product, whether it is a change in the composition (removing or adding new raw materials), modification of production process, changes of manufacturing site, changes in the label (content, color or packaging materials) and any other change that is considered to affect certification. These changes will be shared with the scheme owner in a detailed manner. Supporting forms/documents shall be provided as following:

✓ **QTC -F-7.7.2 - Directory of certified Products** QTC Certified Clients/Products Registry

4.3 Experience Exchange of with other notified bodies by the scheme owner:

QTC may use its advantage of conducting trainings in the field that it is superior or expert with in exchange of experience. Trainings can be conducted to other notified bodies or other interested parties. This will be conveyed to the scheme owner through the yearly report.

4.4 Complaints from clients

QTC shall convey the information to the scheme owner, other notified bodies recognized by government authorities instructed by the scheme owner (Municipalities, Ministries, etc.) or any

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other interested parties (related applicants/Clients) within 3-7 working days from the receipt of the complaint.

4.5 Negative Issues in the Certificates

For the refusal, reduction, suspension, withdrawal, termination or any negative issues of a certificate that could give greater impact, QTC should inform scheme owners such as GSO, SFDA, SASO or any other concerned parties within 3-7 working days from the receipt of the issue.

5.0 Related forms

Directory of certified Products	QTC -F-7.7.2
Subcontracting list	QTC-F-6.2.2
Subcontract Performance Evaluation	QTC-F-6.2.1
List of approved internal Auditor	QTC-F-6.2.6
Personnel Competency and Qualification Plan	QTC-F-6.1.6