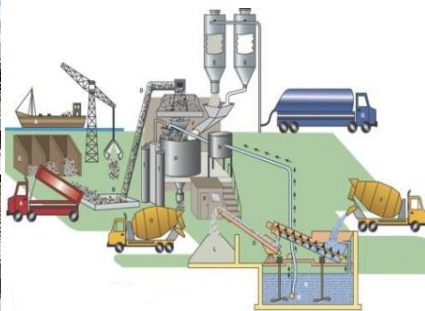
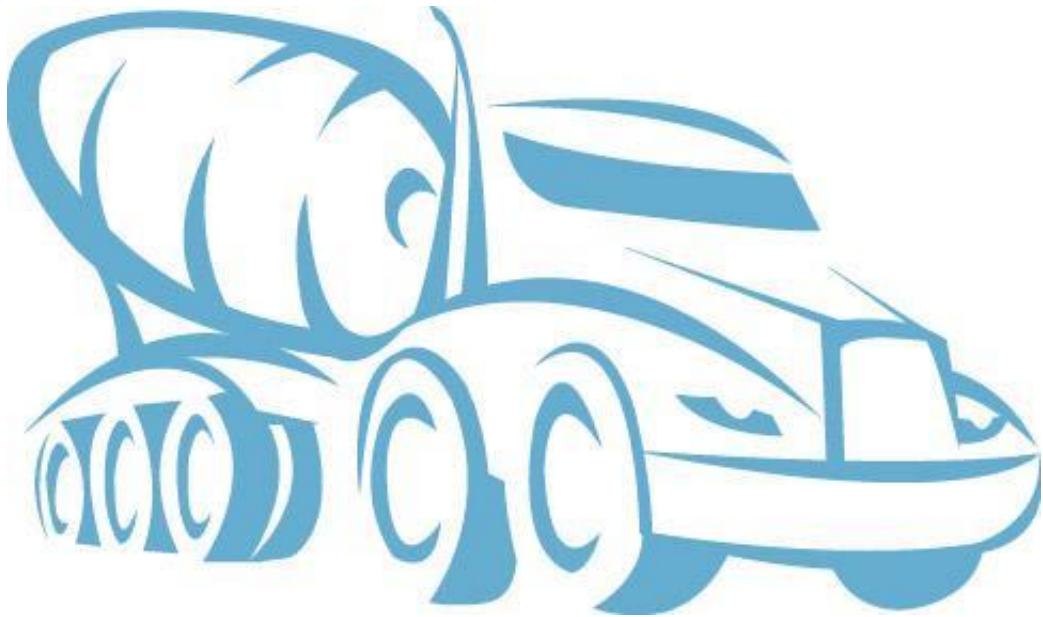




Ready Mix Concrete Plant Certification Scheme (RMCPSCS)



Requirements for Certification Bodies



QUALITY COUNCIL OF INDIA (QCI)

2nd Floor, Institution of Engineers Building, Bahadur Shah Zafar Marg, New Delhi – 110002
Phone: +91-11-2337 8056 / 57; Fax: +91-11-2337 8678; Web: www.qcin.org; E-mail: nabcb@qcin.org

Ready Mix Concrete Plant Certification Scheme (RMCPCS)

Requirements for Certification Bodies



QUALITY COUNCIL OF INDIA (QCI)

2nd Floor, Institution of Engineers Building, Bahadur Shah Zafar Marg, New Delhi – 110002
Phone: +91-11-2337 8056 / 57; Fax: +91-11-2337 8678; Web: www.qcin.org; E-mail: nabcb@qcin.org

0. Introduction

- 0.1** The **Quality Council of India (QCI)** has taken an initiative to establish an independent third party voluntary “RMC Plant Certification Scheme” at the behest of the **Ready Mixed Concrete Manufacturers Association (RMCMCA)**. The certification is based on the Ready Mixed Concrete Production Control Criteria (RMCPCS) developed by the **Buildings Materials and Technology Promotion Council (BMTPC)** which lays down, in detail, the requirements on plant and equipment, key personnel, concrete mix design, production, testing facilities, control on quality of concrete ingredients, final product, delivery, control and maintenance of process control equipment, etc, which the RMC Plant must comply with in order to get certified under the scheme. The RMC Plants Certification Scheme has two options for certification, one being ‘RMC Capability Certification’ and other being ‘RMC 9000+ Capability Certification’, the latter ensuring compliance to the requirements of ISO 9001 also in addition to the QCI Scheme requirements. For this purpose, the Scheme has also detailed the certification requirements vide the document “RMCPCS Certification Process” and these are required to be complied with by the RMC plants desirous of getting certified against the RMCPCS criteria.
- 0.2** The RMC plants requiring certification against this scheme are required to be certified ultimately by NABCB accredited Certification Bodies duly approved by the Quality Council of India, as the Scheme owner, and complying with the requirements as specified under this Scheme. The requirements that the Certification bodies need to comply with for getting approved by QCI under this Scheme are detailed in this document.

1. Scope and Purpose

- 1.1** This document specifies the Ready Mixed Concrete Plant Certification Scheme (RMCPCS) specific additional requirements that the certification bodies need to fulfil in order to be accredited by NABCB for their subsequent approval under the RMC Plant Certification Scheme operated by the Quality Council of India.
- 1.2** The certification bodies approved under this scheme shall then be able to offer the Ready Mixed Concrete plants certification against the Criteria for Production Control of Ready Mixed Concrete under the following two scheme options:
- a) RMC Capability Certification** based on compliance to the RMC Production Control Criteria.
 - b) RMC 9000+ Capability Certification** based on implementation of Quality Management Systems as per ISO 9001 and compliance to the RMC Production Control Criteria.
- 1.3** In order to be able to offer certification as stated above the certification bodies need to be accredited by NABCB as per the following requirements:



QUALITY COUNCIL OF INDIA (QCI)

2nd Floor, Institution of Engineers Building, Bahadur Shah Zafar Marg, New Delhi – 110002
Phone: +91-11-2337 8056 / 57; Fax: +91-11-2337 8678; Web: www.qcin.org; E-mail: nabcb@qcin.org

- 1.3.1** For being able to offer RMC Capability Certification as above, the certification bodies shall need to be accredited against ISO 17065:2012 for the additional requirements specified in this document. For being able to offer certification for RMC 9000+ Capability Certification, the certification body shall need to be accredited against ISO 17021:2011 for scope sector 16 (Concrete), with additional requirements specified in this document
- 1.4** The requirements prescribed in this document are additional requirements that the certification body shall fulfil. Irrespective of which scheme (refer clauses 1.2 and 1.3.1 of this document) the certification body opts for, the requirements mentioned in each clause, whether they pertain to ISO 17065 or ISO 17021, shall apply.

2. General Requirements

2.1 Legal and Contractual Matters

2.1.1 In addition to the requirements as specified in the respective accreditation standards (clauses 4.1 of ISO17065:2012 and clauses 5.1 of ISO 17021:2011) following requirements shall apply:

2.1.2 Certification agreement

2.1.2.1 The certification body shall ensure that its certification agreement requires that the client comply with the following requirements in addition to those specified in the respective standards as above:

- a)** Always fulfill the certification requirements including product requirement as specified in the document “Criteria for Production Control Ready Mixed Concrete”, the certification process described in the document “RMCPSC Certification Process” and the requirements specified in this document as applicable and the changes in them as communicated by the certification body, time to time;
- b)** The certified RMC Plant and its processes always fulfils the certification requirements;
- c)** The liability on account of non conforming processes shall rest with the certified RMC plant;
- d)** The client makes all necessary arrangements for the conduct of the initial and recertification onsite audit/evaluation, surveillance onsite audits/valuations (announced and unannounced), onsite special/short notice audits/evaluations for the purpose of complaints investigation, etc. It shall also include provision for examining documentation and records, and access to the relevant equipment and facilities, products, location(s), area(s), personnel, and client's subcontractors;



QUALITY COUNCIL OF INDIA (QCI)

2nd Floor, Institution of Engineers Building, Bahadur Shah Zafar Marg, New Delhi – 110002
Phone: +91-11-2337 8056 / 57; Fax: +91-11-2337 8678; Web: www.qcin.org; E-mail: nabcb@qcin.org

- e) The client shall make claims regarding certification only in respect of the location and the scope for which certification has been granted;
 - f) The client shall endeavor to ensure that no certificate or report nor any part thereof is used in a misleading manner;
 - g) Keeps a record of all complaints made known to the client relating to the compliance with certification requirement and to make these records available to the certification body for its verification. The client shall also agree to take appropriate action with respect to such complaints and any deficiencies found in products/process in accordance with the requirements of the Scheme;
 - h) The client shall inform the certification body, without delay, of matters that may affect its ability to conform to the certification requirements. These shall include changes in:
 - i. The legal, commercial, organizational status or ownership,
 - ii. Organization and management (e.g. key managerial, decision-making or technical staff),
 - iii. Contact address and production sites/premises,
 - iv. Modifications to the plant design and or processes or the production methods, changes in manufacturing/testing equipment and in the internal control measures which are significant in nature.
 - v. Any other information indicating that the RMC plant may no longer comply with the requirements of the certification criteria and the certification scheme.
- 2.1.2.2** Records kept by the client in respect of the complaints received and their resolution shall be verified by the certification body during the surveillance visits to the client's premises.
- 2.1.2.3** The client shall agree for re-audit/evaluation by the certification body as per the requirement of the certification scheme, in the event of changes significantly affecting its capability to comply with the requirements of the certification scheme.
- 2.1.2.4** The client shall also agree for re-evaluation by the certification body, in the event of changes in the standards to which compliance of the plant is certified.
- 2.1.2.5** In addition to the requirements as specified above the requirements specified vide clauses 2.5 (confidentiality) shall also be part of the agreement with the client.
- 2.1.3 Use of licence, certificate and marks of conformity** - In addition to the requirements as specified in the respective accreditation standards (clause 4.1.3 of ISO17065:2012 and clause 8.4 of ISO 17021:2011) following requirements shall apply:
- 2.1.3.1** The certification body shall document clear instructions regarding appropriate use of certification mark/certificate and for providing information



QUALITY COUNCIL OF INDIA (QCI)

2nd Floor, Institution of Engineers Building, Bahadur Shah Zafar Marg, New Delhi – 110002
Phone: +91-11-2337 8056 / 57; Fax: +91-11-2337 8678; Web: www.qcin.org; E-mail: nabcb@qcin.org

about certification status by its clients. It shall also identify the aspects that would be considered as misleading and unauthorised as relevant to the relevant certification scheme. The certification agreement shall make appropriate cross references to the above document, so as to make it legally binding. In no case, the mark shall be used to imply that the product (RMC) is certified.

2.1.3.2 In case the certification body runs more than one product/process certification schemes, then it may document a procedure specifying generic requirements common to all schemes and in line with the requirements of ISO/IEC 17065:2012 and additional section with specific requirements as specified for the RMC PCS.

2.1.3.3 The certification body shall ensure that the Certificate is used only with reference to the RMC plant (s) certified. Accordingly the Certification Mark shall be put on the delivery challan carrying reference to the supplies made by the certified Plant. Each delivery challan shall carry the following information:

- a) Address of the RMC Plant.
- b) Certification Number.
- c) Certification Mark.
- d) CB Logo.

2.1.3.4 The certification body shall have documented procedures for the measures to be adopted in case of non-compliances to specified requirements with respect to use of certification mark, misuse, including false claims as to certification and false use of certification body marks and these shall be part of its agreement with the certified clients (RMC plants). The procedure shall include the process steps and the actions (including penal actions as relevant), the certification body intends to take in the event of observing misuse/misleading use of RMCPCS certificates and marks.

2.1.3.5 The certification body shall ensure that the applicants are not misusing the certification mark in any way prior to grant of certification.

2.2 Impartiality related requirements – In addition to the requirements as specified in clauses 4.2 ISO17065:2012 and clauses 5.2 of ISO 17021:2011, following requirements shall apply. The requirements as specified above are applicable to both the schemes as specified in clause 1.2 of this document.

2.2.1 The top management's commitment to impartiality shall be demonstrated through:

- a) Documenting the certification body's policy on safeguarding impartiality and ensuring that it is understood at all levels of the organization. Implementing good practices like establishing "Code of Conduct" and requiring internal and external personnel to abide by it.



QUALITY COUNCIL OF INDIA (QCI)

2nd Floor, Institution of Engineers Building, Bahadur Shah Zafar Marg, New Delhi – 110002
Phone: +91-11-2337 8056 / 57; Fax: +91-11-2337 8678; Web: www.qcin.org; E-mail: nabcb@qcin.org

- b) Having a defined institutional structure and impartiality policy and procedures, appropriate implementation of these policy and procedures and operation and conduct of its activities and personnel.
- c) Having a system that ensures appropriate management of conflict of interest for ensuring objectivity of its certification functions.
- d) Taking action to respond to any threats to its impartiality arising from the actions of other parts of the organization, persons outside of the organization, subcontractors, related bodies or other bodies or organizations.
- e) Maintaining a professional environment and culture in the organization that supports a behaviour of all personnel that is consistent with impartiality.
- f) Making available to public through its website, its policy on impartiality.

2.2.2 The certification body shall not have any relationship with the client except third party conformity assessment. There shall be a minimum separation of 2 years before application can be entertained, in case the certification body has had relationship which is generic (not RMC specific) in nature, for example, internal audit training, etc. In cases where the relationship pertained to RMC specific (product/process/mix design related) activities trainings, etc, then the certification body shall carry out impartiality risk analysis before entertaining the application. Purpose of risk analysis shall be to ascertain if, longer separation than two years is required from the last date of end of relationship as stated above or that the risk is of such unacceptable level so as to prohibit certification by the certification body. Based on the risk analysis appropriate decision shall be taken and the justification for the same shall be recorded.

2.2.3 Although, testing is considered as a conformity assessment activity, in case the certification body (the legal entity) also has a laboratory and if the RMC plant it has certified/intends to certify, has a contract/arrangement for getting all its raw material and RMC samples, as per the frequency described in the “Criteria for Production Control of RMC”, then this is considered as an unacceptable threat to impartiality. In such cases the certification body shall not certify such RMC plant. This is not applicable in case the RMC plant uses a number of NABL accredited laboratories by rotation or otherwise. This provision shall also be applicable if the laboratory is a separate business unit within legal entity as the certification body as well if the lab belongs to a related body (a separate legal entity).

Note – Definition of Related Body is based on the relationships as described in Note under clause 5.2.2 of ISO 17021:2011.

2.2.3.1 If the certification body and its client are both part of government, the two bodies shall not directly report to a person or group having operational responsibility for both. The certification body shall, in view of the impartiality requirement, be able to demonstrate how it deals with a case where both itself and its client are part of government. The certification body shall demonstrate that the applicant receives no advantage and that impartiality is assured.



QUALITY COUNCIL OF INDIA (QCI)

2nd Floor, Institution of Engineers Building, Bahadur Shah Zafar Marg, New Delhi – 110002
Phone: +91-11-2337 8056 / 57; Fax: +91-11-2337 8678; Web: www.qcin.org; E-mail: nabcb@qcin.org

2.2.4 When a relationship poses an unacceptable threat to impartiality then certification shall not be provided. Some of these situations requiring prohibitions as mitigation measures have been described vide clause 4.2.6 of ISO 17065:2012 and clause 5.2 of ISO 17021:2011. These shall be implemented together with the additional ones provided in this document.

2.2.4.1 In case the related body (see note under clause 2.2.2.3 of this document) is engaged in any of the activities as specified in clause 4.2.6 of ISO 17065:2012 or activities like management system consultancy, internal auditing or training, then certification shall not be provided to the relevant client to whom these services may have been provided by the related body. There shall be a minimum separation of 2 years, in case the related body has had relationship which is generic (not RMC specific) in nature, for example, internal audit training, etc. In cases where the relationship pertained to RMC specific (product/process/mix design related) activities, etc, then the certification body shall carry out impartiality risk analysis before entertaining the application. Purpose of risk analysis shall be to ascertain if, longer separation than two years is required from the last date of end of relationship as stated above or that the risk is of such unacceptable level so as to prohibit certification by the certification body. Based on the risk analysis appropriate decision shall be taken and the justification for the same shall be recorded.

2.2.4.2 The certification body shall not certify a RMC plant on which a client has received consultancy (product, processor system), internal evaluations/audit or training, where the relationship between the consultancy organization/individual and the certification body poses an unacceptable threat to the impartiality of the certification body. Allowing a minimum period of two years to elapse following the end of the relationship product consultancy is one way of reducing the threat to impartiality to an acceptable level however, it shall be considered based on the nature of services offered.

2.2.4.3 The certification body shall not outsource/subcontract any part of the certification work, evaluation, marketing, etc, to a legal entity that is engaged in designing, manufacture, installation, distribution or maintenance of the RMC plants. It shall also not be outsourced to organizations who are engaged in management system consultancy, internal auditing and training and similar services to RMC plants.

2.2.5 All certification body personnel, either internal or external, or committees, who could influence the RMC plant certification activities, shall act impartially and shall not allow commercial, financial or other pressures to compromise impartiality. Certification bodies shall require personnel, internal and external, to reveal any situation known to them that may present them or the certification body with a conflict of interests. These aspects shall be ensured through a signed agreement between the individuals and the certification body. Certification bodies shall use this information as input to identifying threats to impartiality



QUALITY COUNCIL OF INDIA (QCI)

2nd Floor, Institution of Engineers Building, Bahadur Shah Zafar Marg, New Delhi – 110002
Phone: +91-11-2337 8056 / 57; Fax: +91-11-2337 8678; Web: www.qcin.org; E-mail: nabcb@qcin.org

raised by the activities of such personnel or by the organizations that employ them, and shall not use such personnel, internal or external.

- 2.2.6** The certification body's personnel involved in certification activities shall be bound by the certification body's impartiality policy and act impartially in their work through contractual or employment conditions and assignment conditions for each evaluation/audit activity. The certification body shall also take an undertaking with respect to freedom from conflict of interest for every audit/evaluation assignment allotted to the individuals.
- 2.2.7** The certification body's personnel involved in certification activities shall not provide, while carrying out evaluation/audit, any advice, consultancy or recommendation to the client on how to address any deficiencies that may be identified during the evaluation/audit.
- 2.2.8** The certification body shall require its personnel, internal and external, to report any situation of influence or pressure from the client that may threaten their independence in the course of certification activities. Based on such report, the certification body shall take appropriate actions to ensure its independence in its certification work.
- 2.2.9** The certification body shall be responsible for ensuring that neither related bodies, nor sub-contractors, nor internal or external assessors/auditors operate in breach of the undertakings that they have given. It shall also be responsible for implementing appropriate corrective action in the event that such a breach is identified.
- 2.2.10** The certification body shall ensure that a conflict of interest analysis is carried out in accordance with the requirements specified in clauses 4.2.3/4.2.4 of ISO 17065:2012 and clause 5.2.2 of ISO 17021:2011, at least once annually and whenever a significant change occurs in the CB's activities, such as changes in the organizational structure and business activities or of the legal status and mergers with, or acquisitions of other organizations. This analysis shall be approved by the impartiality committee (see clause 3.3 of this document) established by the certification body.
- 2.2.10.1** Further, where risks to impartiality have been identified as a result of risk analysis (clause 2.2.10), the certification body shall establish and implement a documented procedure for mitigation of threats against impartiality. These shall be through any of the following mitigation means:
- Not provide certification, since the situation poses unacceptable threat to impartiality – prohibition. Some of the prohibitions are already stated in the respective standards (ISO 17065:2012 and ISO17021:2011) and this document.
 - Carry out the certification in a restricted manner based on disclosures
 - Minimize the risks on the basis of clearly defined control points to ensure mitigation.



QUALITY COUNCIL OF INDIA (QCI)

2nd Floor, Institution of Engineers Building, Bahadur Shah Zafar Marg, New Delhi – 110002
Phone: +91-11-2337 8056 / 57; Fax: +91-11-2337 8678; Web: www.qcin.org; E-mail: nabcb@qcin.org

2.3 Liability and financing

2.3.1 In addition to the requirements as specified in clause 4.3 of ISO17065:2012 and clause 5.3 of ISO 17021:2011, following requirements shall apply. The requirements as specified above are applicable to both the schemes as specified in clause 1.2 of this document.

2.3.2 The certification body shall also be able to demonstrate that it has evaluated the risks arising from its certification activities and that it has adequate arrangements (e.g. insurance or reserves) to cover liabilities arising from its operations in each of its fields of activities and the geographic areas in which it operates.

2.3.3 The certification body shall be able to demonstrate that it has a reasonable expectation of being able to provide and to continue to provide the service in accordance with its contractual obligations. Certification bodies shall also be able to provide sufficient evidence to demonstrate its viability, e.g. management reports or minutes, annual reports, financial audit reports, financial plans, etc.

2.3.4 The means by which the certification body obtains financial support shall be such to allow the certification body to retain its impartiality.

2.3.5 In addition to the above the certification body shall also demonstrate to the Impartiality committee, that initially, and on an ongoing basis, commercial, financial or other pressures do not compromise its impartiality.

2.4 Non-discriminatory conditions

2.4.1 The certification body shall have means of demonstrating compliance to this requirements of ISO 17065:2012 (clause 4.4), through its policies and procedures as well as actual practice.

2.4.2 The certification body's policies and procedures shall ensure that it does not practice any form of hidden discrimination by speeding up or delaying the processing of applications.

2.4.3 Certification Fees

2.4.3.1 The requirements as specified in clause 12 of the document "RMCPSC Certification Process" shall apply.

2.4.3.2 The certification body's fee structure shall be publically available on its website. The structure may be generic in nature and shall generally include break up of costs.

2.4.3.3 On request from a specific applicant/client, based on the specific conditions concerning the applicant, the certification body shall inform the applicable fees, which shall essentially be derived from the fee structure made publicly available. It shall not substantially defer from the one available publicly, unless some plausible justifications are recorded.



QUALITY COUNCIL OF INDIA (QCI)

2nd Floor, Institution of Engineers Building, Bahadur Shah Zafar Marg, New Delhi – 110002
Phone: +91-11-2337 8056 / 57; Fax: +91-11-2337 8678; Web: www.qcin.org; E-mail: nabcb@qcin.org

- 2.5 Confidentiality** - In addition to the requirements as prescribed in the respective accreditation standards (clause 4.5 of ISO17065:2012 and clause 8.5 of ISO 17021:2011) following requirements shall apply:
- 2.5.1** Personnel, including any committee members, contractors, personnel of external bodies or individuals acting on the certification body's behalf, shall keep confidential all information obtained or created during the performance of the certification body's activities. There shall be a mechanism such as obtaining signed confidentiality agreements, etc, for ensuring the same.
- 2.5.2** The certification body shall have available and use equipment and facilities that ensure the secure handling of confidential information (e.g. documents, records).
- 2.5.3** When confidential information is made available to other bodies (e.g. accreditation body, agreement group of a peer assessment scheme), the certification body shall inform its client of this action, in advance, through agreements, etc.
- 2.5.4** In case of transfer of certificate or application, when the client decides to move from one certification body to another certification body, the certification body to which the client is now moving may ask the previous certification body for information on the reasons for such movement or the performance of the client with respect to the certification requirements. The previous certification body shall be obliged to share this information within a reasonable time, not exceeding 10 days from the date of receipt of the request. Such information shall not be considered as confidential and the certification body shall inform its client of this requirement, in advance, through agreements, etc.
- 2.6 Information Requirements** - In addition to the requirements as specified in the respective accreditation standards (clause 4.6 of ISO17065:2012 and clauses 8.1, 8.3, 8.6 of ISO 17021:2011) and the document "RMCPSC Certification Process", the following requirements shall apply:
- 2.6.1 Publicly available information**
- 2.6.1.1** Making the information publicly available through the certification body's website shall be the only means of meeting this requirement.
- 2.6.1.2** The following information with respect to RMCPSC Scheme shall be made publicly available on the certification body's website. The information provided shall be accurate, non-misleading and where relevant detailed enough for the reader to clearly understand:
- a) Information related to the terms and conditions of certification and the use of certificates/certification mark for RMCPSC, as contained in the Certification Agreement (clause 3 of this document). a description of the rights and duties of applicants and clients, including requirements, restrictions or limitations on the use of the certification body's name and certification mark and on the ways of referring to the certification granted.



QUALITY COUNCIL OF INDIA (QCI)

2nd Floor, Institution of Engineers Building, Bahadur Shah Zafar Marg, New Delhi – 110002
Phone: +91-11-2337 8056 / 57; Fax: +91-11-2337 8678; Web: www.qcin.org; E-mail: nabcb@qcin.org

- b) The CB may also provide any other guidance documents on the certification criteria for the benefit of the applicant, as long as they are not advisory/consultative in nature.
- c) The certification body shall make publicly available on its website the information about applications registered and certifications granted, suspended or withdrawn.
- d) On request from any party, the certification body shall provide the means to confirm the validity of a given certification and the provision for the same shall be made available on the website.
- e) The certification body shall maintain and make publicly available on its website, a directory of valid certifications under RMCPSC scheme, that as a minimum shall show the name, relevant certification criteria, scope and geographical location (e.g. city and country) and contact details for each applicant and certified client and validity of certification for the certified clients. Please also see additional requirements given in the document “RMCPSC Certification Process (clause 1.3)”, which are required to be placed on the certification bodies website.
- f) The certification body shall also make arrangement for providing and updating of information with respect to status of certified clients, based on classification of non-conformities raised during audits/evaluations in line with the requirements specified in clause 5.3.2 of “RMCPSC Certification Process”.

2.6.1.3 The certification body shall have procedure for frequent updating of the information on its website. The responsibilities for ensuring accuracy of the information made available on the website, ensuring frequent updates, etc shall be documented.

2.6.1.4 The information on complaints handling process and the certification body’s procedure shall be directly available to the public, without the public having to go through layers of cross linkages.

2.6.2 Information exchange between a certification body and its clients

2.6.2.1 Information on the certification activity and requirements- The certification body shall provide and update clients on the following:

- a) a detailed description of the initial and continuing certification activity, including the application, initial audit/evaluation, surveillance audit/evaluation, and the process for granting, maintaining, reducing, extending, suspending, withdrawing certification and recertification;
- b) the certification criteria for RMCPSC certification scheme;
- c) information about the fees for application, initial certification and continuing certification;



QUALITY COUNCIL OF INDIA (QCI)

2nd Floor, Institution of Engineers Building, Bahadur Shah Zafar Marg, New Delhi – 110002
Phone: +91-11-2337 8056 / 57; Fax: +91-11-2337 8678; Web: www.qcin.org; E-mail: nabcb@qcin.org

- d) the certification body's requirements for prospective clients;
- e) documents describing the rights and duties of certified clients as well as obligations on part of the certification body including the changes within certified RMC client that need to be informed to the certification body [see clause 3.1.1h) of this document]; information on procedures for handling complaints (both by the certification body as well by the certified RMC plant, in respect of complaints against certified products) and appeals;

3.6.2.2 Based on the changes affecting certification, including those initiated by the client the certification body shall decide upon the appropriate actions in accordance with its documented procedure, which shall include any of the actions as specified in clause 7.10.3 of ISO 17065, singly or in combination. Responsibility for deciding about the course of actions to be taken shall also be documented.

3. Structural requirements

3.1 In addition to the requirements as specified in the respective accreditation standards (clause 5 of ISO17065:2012 and clause 6 of ISO 17021:2011) following requirements shall apply:

3.2 Organizational structure and top management

3.2.1 The organization structure shall include structure of the parent body (legal entity) if separate from the department/division that offers certification. It shall also include structure of the related departments in relation to the department offering certification services.

3.2.2 The certification body shall identify and document all related bodies (separate legal entities) as well as other departments of the same legal entity and their activities and functions and their relationships with the certification body when describing its organizational structure. This shall cover all relationships and related bodies, bodies related to the certification body based on ownership; governance; management; management personnel; shared resources, finances, contracts and marketing. The activities of all related bodies shall also be documented for the purpose of identifying any potential conflict of interest. The certification body shall also have a system for disclosure and documentation of the types of activities carried out by its internal and external personnel and subcontractors in general and in particular regarding the designing of relevant product/process/service, consultation, internal evaluation/auditing, training, etc. The above information shall also be used for identification of actual/potential risks to impartiality.

3.2.3 The identification of responsibilities, however done, shall clearly and unambiguously reflect the responsibilities for activities/functions as described vide clause 5.1.3 a) to n) of ISO/IEC 17065:2012 and clause 6.1.2 a) to i) of ISO 17021:2011.



QUALITY COUNCIL OF INDIA (QCI)

2nd Floor, Institution of Engineers Building, Bahadur Shah Zafar Marg, New Delhi – 110002
Phone: +91-11-2337 8056 / 57; Fax: +91-11-2337 8678; Web: www.qcin.org; E-mail: nabcb@qcin.org

3.2.4 The requirement specified vide clause 5.1.4 of ISO/IEC 17065:2012 shall cover the Impartiality committee and any other committees, if established by the certification body for certification scheme development, planning for certification evaluation (sampling and determination), certification review and decision making, appeals process, etc.

3.3 Mechanism (Impartiality Committee) for safeguarding impartiality

3.3.1 An Impartiality committee with specific responsibility for safeguarding the certification body's impartiality in its certification functions and for ensuring that the policy on safeguarding impartiality and related procedures and other systems are effectively implemented shall be the only means of fulfilling this requirement. The impartiality committee as specified in clause 6.2 of ISO 17021:2011 will fulfil the requirement as specified in this document.

3.3.2 The Impartiality Committee shall:

- a) Assist the certification body in developing the policies relating to impartiality of its certification activities,
- b) Counteract any tendency on the part of a certification body to allow commercial or other considerations to prevent the consistent objective provision of certification activities,
- c) Advise on matters affecting confidence in certification, including openness and public perception, and
- d) Conduct a review, as least once annually, of the impartiality of the audit, certification and decision making processes of the certification body.
- e) Approve the conflict of interest analysis and the mitigation measures described in clause 2.2.8 of this document.

Other tasks or duties may be assigned to the committee provided these additional tasks or duties do not compromise its essential role of ensuring impartiality.

The composition, terms of reference, duties, authorities, competence of members and responsibilities of this committee shall be formally documented and authorized by the top management of the certification

This committee shall meet regularly, at least once a year, and a complete record of the proceedings of this committee shall be maintained.

3.3.3 The certification body shall ensure that

- a) The committee for safeguarding impartiality shall be separated from the management of the certification body operations and established at the highest level within the organization, independent of its day-to-day operations.
- b) In the composition of the committee, participation of key interested parties shall be ensured, with a representation of a balance of interests such that no



QUALITY COUNCIL OF INDIA (QCI)

2nd Floor, Institution of Engineers Building, Bahadur Shah Zafar Marg, New Delhi – 110002
Phone: +91-11-2337 8056 / 57; Fax: +91-11-2337 8678; Web: www.qcin.org; E-mail: nabcb@qcin.org

single interest predominates. Internal or external personnel of the certification body are considered to be a single interest, and shall not predominate.

- c) Its chairman shall be a person independent from and external to the certification body.

3.3.4 Impartiality Committee meetings may be observed by the Accreditation Body's Assessment Teams as part of the Certification body's accreditation process.

3.3.5 Although every interest cannot be represented in the mechanism, a certification body shall identify and invite significantly interested parties. Such interests may include: clients of the certification body, customers of organizations whose management systems are certified, representatives of industry trade associations, representatives of governmental regulatory bodies or other governmental services, or representatives of non-governmental organizations, including consumer organizations.

4. Resource related and team competence requirements

4.1 In addition to all generic personnel related requirements as specified in clause 6 of ISO17065:2012 and clause 7 of ISO 17021:2011) following specific requirements shall apply:

4.2 Audit/evaluation team competence

4.2.1 The auditors/evaluators used by the certification body to carry out the audit/evaluation of the RMC plant for against the "Criteria for Production Control Ready Mixed Concrete" for the both the scheme options as described in clause shall have all the following qualifications as described below:

a) Minimum Bachelor's Degree in engineering in related field(s) with at least 5 years of relevant working experience or Diploma in engineering in related field(s) with 7 yrs of relevant working experience in RMC / Batching Plants (Commercial, Captive at construction site, Precast Manufacturing plants); the experience shall be in core technical processes like QA/QC or Production & Process Control.

b) In the absence of nature of experience in a) above, experience in auditing and inspection of RMC plants or Consultancy of RMC manufacturing or academic/standards related experience of RMC manufacturing is acceptable provided -

EITHER

- i) Such an auditor is assessed by conducting a written examination by CBs covering areas such as (i) knowledge of material storage and handling, batching and mixing control equipments and delivery fleet (ii) knowledge on key provisions in various Indian Standards on concrete and its different ingredients (iii) basic knowledge on salient properties of various ingredients of concrete and their quality control (iv) knowledge on concrete



QUALITY COUNCIL OF INDIA (QCI)

2nd Floor, Institution of Engineers Building, Bahadur Shah Zafar Marg, New Delhi – 110002
Phone: +91-11-2337 8056 / 57; Fax: +91-11-2337 8678; Web: www.qcin.org; E-mail: nabcb@qcin.org

mix proportioning and on managing day-to-day variations in the material properties (v) knowledge of properties of fresh and hardened concrete (vi) knowledge on basic laboratory tests on concrete and its ingredients, etc. The written examination shall be of min 2 hour duration and the questions should be set in such a manner as to assess in-depth knowledge of the potential auditor.

OR

- ii) satisfactory certification from the NRMCA's Concrete Technologist India (CTI) Program

In either case above, the auditor shall audit a minimum of three audits of RMC plants under the supervision of a qualified auditor before being allowed to audit independently.

The entire process under b) shall be subject to verification by the AB. The AB shall give priority to witnessing such auditors in its assessment programme.

OR

c) Post-graduate degree in science with relevant working experience of 5 years in core processes like QA/QC or production control in RMC/batching plant (Commercial, Captive at construction site, Precast Manufacturing plants), subject to the satisfactory certification from the NRMCA's Concrete Technologist India (CTI) Program.

d) Training and Experience in auditing.

4.2.1.1 The certification body may use auditors who do not have the requisite qualifications as prescribed above provided they are supported by technical experts (TEs) who meet the qualifications at 4.2.1 above. The time spent by the TE on an audit shall be in addition to the audit time as prescribed under the 'Certification Process' which the CB is expected to spend.

4.2.1.2 The auditor/evaluator involved in offsite documentation review of information received with the application and before going for onsite assessment (Tables 1 – 11 as given in "Criteria for Production Control Ready Mixed Concrete" shall have the qualifications as described in clause 4.2.1 of this document.

4.2.2 In case of audit for the RMC 9000+ Capability Certification based on implementation of Quality Management Systems as per ISO 9001 and the RMC Production Control Criteria, the audit team shall have at least one auditor qualified for technical area "Manufacture of Concrete" within the EA Code 16 with



QUALITY COUNCIL OF INDIA (QCI)

2nd Floor, Institution of Engineers Building, Bahadur Shah Zafar Marg, New Delhi – 110002
Phone: +91-11-2337 8056 / 57; Fax: +91-11-2337 8678; Web: www.qcin.org; E-mail: nabcb@qcin.org

the competence specified in cl. 4.2.1 in the absence of which a technical expert shall be used.

- 4.2.3** One of the auditors/evaluators in the team shall be nominated as the team leader. The team leader shall be a ISO 9001 Auditor, qualified as team leader as per the requirement given in ISO 17021:2011.
- 4.2.4** The certification body will have a system for qualifying lead auditor/evaluators for RMCPSCS, based on experience of having performed at least three audits/evaluations under the RMCPSCS scheme. For one time initial qualification, some other evaluation methods such as audit experience as team leader in other similar areas, may be used.
- 4.2.5** While carrying out audit/evaluation of a RMC plant for both requirements specified in ISO 9001 and the “Criteria for Production Control Ready Mixed Concrete”, the audit team shall collectively have competence as specified in clauses 4.2.1 and 4.2.2 above.
- 4.3 Other certification body personnel as relevant to the RMPCSCS - Other certification body personnel involved in the RMC scheme certification evaluation activities shall have the competence as stated below:**
- 4.3.1 Application Review personnel** – The functions to be carried out by the personnel involved in review of application review is to confirm the adequacy of the information provided by the applicant and identification of the deficiencies observed, if any, vis-à-vis the requirements specified in the documents like “Criteria for Production Control Ready Mixed Concrete” and “RMCPSCS Certification Process”. Further in case the application reviewer also needs to carry out mandays estimation (especially for RMC 9000+ Capability Certification scheme) and team nomination, the persons involved in application review process, shall have thorough knowledge of RMCPSCS certification requirements as defined in above stated documents, in addition to meeting the requirements specified in the relevant requirements for application review personnel as specified in ISO17021:2011. The application review personnel shall be qualified based on experience of having performed at least three applications under the RMCPSCS scheme or through any other equivalent route.
- 4.3.2 Technical Reviewer** – The certification body personnel involved in technical review function shall have the same requirement as that specified in clause 4.2.1 of this document. When reviewing the audit reports for RMC 9000+ Capability Certification, the technical reviewer shall also meet the qualification criteria as specified in the relevant requirements of ISO17021:2011 and shall preferably be qualified on the basis of demonstrated competence to carry out the review function say based on experience of having performed at least three technical reviews under the RMCPSCS scheme. The technical reviewer shall be independent from the audit/evaluation team. Only person(s) employed by the certification body or on long term (2 – 3 years) full time contract with the



QUALITY COUNCIL OF INDIA (QCI)

2nd Floor, Institution of Engineers Building, Bahadur Shah Zafar Marg, New Delhi – 110002
Phone: +91-11-2337 8056 / 57; Fax: +91-11-2337 8678; Web: www.qcin.org; E-mail: nabcb@qcin.org

certification body shall be entrusted the responsibility of technical review functions.

4.3.3 Decision maker - Any authorized person(s) of the certification body, independent of the persons involved in the evaluation function.

- a) The person(s) or committee, who take(s) the decision on granting certification under the RMCPCS, shall have a level of knowledge and experience sufficient to evaluate the information obtained from the evaluation process and the review.
- b) The technical review and the decision may be completed concurrently by the same person(s), provided they fulfil the necessary requirements as specified in clause 4.3.2 above and has been specifically authorized for decision making functions.
- c) Impartiality and absence of conflict of interest shall be ensured before entrusting the task of certification decision making.

5. Certification process requirements

5.1 The certification body shall establish appropriate operational systems (internal processes and procedures) for carrying out certification activities as per the requirements documented in the “RMCPCS Certification Process” of the Scheme and meeting the generic certification process requirements as stated in respective standards – clause 7 of ISO 17065:2012 and clause 9 of ISO 17021:2011.

5.2 The certification body may also develop and document any additional guidance documents considered essential for uniform application of the certification criteria and certification/scheme requirements by its personnel and for the purpose of knowledge sharing.

5.3 Application requirements - The certification body shall design an application format to ensure receipt of all the relevant information in accordance with the requirements specified in clause 1.4 of the RMCPCS “Certification Process”, from the applicant RMC plants. While designing the application format, the relevant requirements as specified in ISO 17065:2012 and ISO17021: 2011, shall also be considered. In addition, the certification body shall also ensure receipt of all the relevant requirements for carrying out appropriate impartiality checks as per requirements specified in clause 2.2 of this document.

5.4 Reporting requirements - At the end of the surveillance /recertification onsite audit/evaluation of RMC plants as a carried out by the certification body’s audit team, a summary report of the findings shall be handed over to the RMC plant d CB. The summary report shall essentially contain the following details:

- a) Name of the client,



QUALITY COUNCIL OF INDIA (QCI)

2nd Floor, Institution of Engineers Building, Bahadur Shah Zafar Marg, New Delhi – 110002
Phone: +91-11-2337 8056 / 57; Fax: +91-11-2337 8678; Web: www.qcin.org; E-mail: nabcb@qcin.org

- b) Date of audit/evaluation,
- c) Audit team details,
- d) Number of non-conformities raised and their categorization,
- e) Time lines for non-conformity closure
- f) Audit conclusions / recommendations, if any.

5.5 Certification Document

5.5.1 The certificate to be issued to certified RMCPSC for the two options as specified in clause 1.2 of this document shall be as per the certification document template as enclosed vide Annex A.

5.6 Complaints and appeals handling system

5.6.1 All the requirement as specified in clause 7.13 of ISO 17065:2012, clauses 9.7, 9.8 of ISO 17021:2011, those specified in clause 8 of the document "RMCPSC Certification Criteria" are applicable in addition to those specified below:

5.6.2 In case of complaints related to a certified client and the products manufactured by the certified client, then the examination and evaluation of the complaints shall take in to consideration the effectiveness and implementation of the clients production control system. The process of establishing validity of the complaint shall generally involve processes like conduct of additional surveillance activities – visit to certified client's premises for special evaluation, testing and evaluation of the products manufactured in the plant, if necessary, etc. The decisions on complaint shall then be based on the result of additional surveillance activities.

5.6.2.1 The certification body's complaint handling process shall document the actions to be taken by the certification body as well as the certified client, in case the complaint is established to be valid and the plant's production control is found to be non compliant with the specified criteria. Some of these actions/conditions shall also be included in the certification body's legally enforceable contract with the client.

5.6.3 In respect of appeals, the certification body shall ensure that the individual(s)/committee entrusted with handling of appeal and its resolution/ decision shall be independent of the persons involved in certification related recommendations and decision and their position in the certification body shall be such that it shall not be possible to influence their decisions with respect to the subject of the appeal.

5.6.3.1 The procedure shall also have provision for giving a written statement to the appellant, of the appeal findings including the reasons for the decisions reached and also communicating to the appellant about the provision for giving an opportunity to formally present his case. Based on the presentation made, the individual or a committee appointed for hearing the case shall take a final



QUALITY COUNCIL OF INDIA (QCI)

2nd Floor, Institution of Engineers Building, Bahadur Shah Zafar Marg, New Delhi – 110002
Phone: +91-11-2337 8056 / 57; Fax: +91-11-2337 8678; Web: www.qcin.org; E-mail: nabcb@qcin.org

decision on the appeal and a formal notice of the outcome and the end of the appeal process shall be given to the appellant.

6. Management system requirements

6.1 In addition to the requirements as specified in the respective accreditation standards (clauses 7.12, 8 of ISO17065:2012 and clauses 9.9, 10 of ISO 17021:2011) following requirements shall also apply:

6.2 Documentation requirements

6.2.1 The certification body shall document its RMCPSC scheme specific documentation in accordance with the requirements specified in the document “RMCPSC Certification Process” and this document, in order to ensure that the certified clients comply with the requirements specified in “Criteria for Production Control Ready Mixed Concrete”.

6.2.2 All applicable requirements of the above document shall be addressed either in a manual or in a combination of manual and associated operational procedures.

6.3 Requirements with respect to records

6.3.1 Records of Applicant and Clients – The certification (applicants and clients) related records shall include records for all Organizations, including all organisations that submitted applications, and all organizations evaluated, RMC plants certified or with certification suspended or withdrawn/cancelled. Specifically the records shall include the following:

- a) Application information and results of application review and mandays estimation and team competence records;
- b) Audit/Evaluation planning including decision on site visits in case of multisite certification and preparation records, evaluation plans and other related records;
- c) Justification for evaluation time determination (RMC 9000+ Capability Certification).
- d) Records of initial/surveillance and recertification audit/evaluation reports and related records;
- e) Records of verification of correction and corrective actions;
- f) Records of technical review and certification decisions; committee deliberations and decisions, if applicable;
- g) Certification agreement;
- h) Certification Documentation including scope of certification;
- i) Records of complaints and appeals, and any subsequent correction or corrective actions;



QUALITY COUNCIL OF INDIA (QCI)

2nd Floor, Institution of Engineers Building, Bahadur Shah Zafar Marg, New Delhi – 110002
Phone: +91-11-2337 8056 / 57; Fax: +91-11-2337 8678; Web: www.qcin.org; E-mail: nabcb@qcin.org

- j) Related records necessary to establish the credibility of the certification of RMC plants, such as evidence of the competence of auditors/evaluators, technical experts, technical review personnel and decision makers, etc, as relevant;
- k) Any other records as relevant to the RMCPSC certification process, in order to provide confidence that the scheme requirements were complied with.

6.4 Internal audit – following additional requirements shall be applicable:

- 6.4.1** The objectives of the internal audit shall also include verification of fulfilment of requirements of the additional RMCPSC scheme specific requirements as specified in “RMCPSC Certification Process” and this document.
- 6.4.2** The audit program shall cover all applicable elements of ISO 17065:2012 and ISO 17021:2011 and those specified in “RMCPSC Certification Process” and this document.
- 6.4.3** The internal audit shall be conducted by personnel knowledgeable in certification, auditing and the requirements of ISO 17065:2012 and ISO 17021:2011 and the scheme specific requirements as specified in “RMCPSC Certification Process” and this document.
- 6.4.4** The internal audit report shall clearly report both the compliance (to the requirements specified vide clause 6.4.1 above and the certification bodies own systems) aspects as well as the observed gaps (non-conformities), areas for improvement, along with the objective evidences to support the conclusions drawn.



QUALITY COUNCIL OF INDIA (QCI)

2nd Floor, Institution of Engineers Building, Bahadur Shah Zafar Marg, New Delhi – 110002
Phone: +91-11-2337 8056 / 57; Fax: +91-11-2337 8678; Web: www.qcin.org; E-mail: nabcb@qcin.org

Annex – 1 - Certificate Template

Certificate No.....

This is to certify that

Company's Name
Company's Address

Operating RMC Plant at
RMC Plant Address

has been assessed and is in compliance with the requirements of

**QCI Ready Mixed Concrete
Plant Certification Scheme
(RMCPCS) for**

**RMC Capability
Certification/
RMC 9000+ Capability
Certification**

**The Scope of Certification covers
Production Control of Ready Mixed
Concrete as per Building Materials &
Technology Promotion Council (BMTPC)
Criteria**

This certificate, valid from **dd/mm/yy** until **dd/mm/yy**, is subject to satisfactory continued compliance by the producer to the requirements for certification and is subject to stipulated Surveillance visits¹.

Authorised by:

Certification Manager
(Full Details including office address)

¹ The current status of certification is available on www. (CB and QCI website www.qcin.org).

Name and Logo
of the CB

Size not to exceed
3.5cm x 3.5 cm

RMCPCS – Approval
Code

