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7.0 Process Requirements

7.1 General

7.1.1 **Jodova** operates as a Notifying Agency for the Certification of the Products as defined in the Scope of Accreditation. However, it may operate other Certification Scheme(s) covering its all Certification Activities. The elements of such schemes are coupled with Surveillance of Production. Certification Schemes (JTPL/E/QMS/04) are based on general guidance on the development of schemes given in ISO/IEC 17067 *as well as ISO/IEC TR 17026, in combination with ISO/IEC Guide 28 and ISO/IEC Guide 53.

7.1.2 All Products of the Client are evaluated against the requirements specified in the relevant Standards and other Normative Documents as per the defined Certification Scheme.

7.1.3 If explanations are required as to the application of these documents for a specific Certification Scheme, they are formulated by relevant and impartial persons or Committees, possessing the necessary Technical Competence, and are made available by the **Jodova** upon request.

7.2 Application

For receiving application from the Client, the **Jodova** has designed detail Product Certification Agreement (JTPL/F/CSD/01), which needs to be filled-up by Client seeking for Certification. It obtains all the necessary information to complete the Certification Process in accordance with the relevant Certification Scheme. The Product Certification Agreement (JTPL/F/CSD/01) includes and seeks following information as minimum: -

- the Product(s) to be Certified;
- the Standards and/or other normative documents for which the Client is seeking Certification;
- the general features of the Client, including its name and the address of its physical location(s), significant aspects of its process and operations (if required by the relevant Certification Scheme), and any relevant Legal Obligations;
- general information concerning the Client, relevant to the field of Certification for which the application is made, such as the Client's activities, its human and technical resources, including laboratories and/or inspection facilities, and its functions and relationship in a larger corporation, if any;
- information concerning all outsourced processes used by the Client that will affect conformity to requirements; if the Client has identified a legal entity/entities for producing the Certified Product(s) that is different from the Client, then the **Jodova** can establish appropriate contractual controls over the legal entity / entities concerned, if necessary for effective Surveillance; if such contractual controls are needed, they can be established prior to providing formal Certification Documentation;
- all other information needed in accordance with the relevant Certification Requirements, such as information for Initial Evaluation and Surveillance activities, e.g. the locations where the Certified Product(s) are produced and Contact Personnel at these locations.

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Product Certification Agreement (JTPL/F/CSD/01) are available on the web site of **Jodova**, Client can download it and then fill all such required information and then can pass on to **Jodova** for execution of Certification Process. Similarly, the application for an extension of the Certification Scope could involve similar products, different locations, etc.

7.3 Application Review (Contract Review)

7.3.1 Certification Manager or authorized person of **Jodova** reviews the information provided by the Client and ensure that:

- the information about the Client and the Product is sufficient to conduct the Certification Process;
- any known difference in understanding between the **Jodova** and the Client is resolved, including agreement regarding standards or other normative documents applicable to the Products / Services covered under the Certification;
- the Scope of Certification is defined clearly;
- the means are available to perform all Evaluation activities covered under the Scope of Products / Services Certification;
- Availability of Competence and Capability to perform the Certification activity, considering the available resources including the manpower resources.

7.3.2 **Jodova** has defined process to identify Client's request for Certification, including followings;

- a Type of Product, or
- a Normative Document, or
- a Certification Scheme

with which the **Jodova** has no prior experience. In certain cases, Products can be considered to be of the same type when the knowledge of the requirements, characteristics and technology related to one product is sufficient to understand the requirements, characteristics and technology of another product.

7.3.3 In case of above circumstances, **Jodova** ensure that it has the Competence and Capability for all the Certification Activities it is required to undertake, and maintain a record of the justification for the decision to undertake Certification.

7.3.4 **Jodova** may decline to undertake a specific Certification, if it lacks any Competence or Capability for the Certification Activities, asked by Client.

7.3.5 If **Jodova** relies on Certifications it has already granted to the Client, or has already granted to other Clients, to omit any activities, then **Jodova** references the existing Certification(s) in its records. If requested by the Client, **Jodova** provides justification for omission of activities of the Certification.

Reference Documents	
JTPL/QP/01	Procedure for Review of Request, Tenders and Contract for the Product Certification

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JTPL/F/CSD/01	Product Certification Agreement		

7.4 Evaluation

- 7.4.1 Jodova** has a plan for the Evaluation activities to allow for the necessary arrangements to be managed. Depending on the characteristics of the Certification Scheme and the Product Requirements, the plan can be either a generic plan applicable to all activities, or a specific one for a particular activity, or a combination of both. All such details are recorded in the Evaluation Plan (JTPL/F/OPN/01).
- 7.4.2 Jodova** assigns adequate Personnel to perform each Evaluation task that it undertakes with its internal resources. However the Outsourced tasks are completed by Personnel usually assigned by the Organization to which the task is outsourced. Such Personnel are not normally assigned by the **Jodova**.
- 7.4.3 Jodova** ensures all necessary information and / or documentation is made available for performing the Evaluation tasks. The Evaluation tasks mainly include activities such as design and documentation review, sampling, testing, inspection and audit. In case any Non-conformities are observed in documentation a Non-conformity report (JTPL/F/OPN/06/XX) is shared to the client
- 7.4.4 Jodova** carries-out the Evaluation activities that it undertakes with its internal resources and manages outsourced resources in accordance with the Evaluation plan. The Products are evaluated against the requirements covered by the Scope of Certification and other requirements specified in the Certification Scheme.
- 7.4.5 Jodova** only relies on Evaluation results related to Certification completed prior to the application for certification, where it takes responsibility for the results and satisfies itself that the body that performed the Evaluation fulfils the requirements and those specified by the Certification Scheme. This also includes work carried-out under recognition agreements between Certification Bodies. All such details are recorded in the Product Evaluation Report (JTPL/F/OPN/02)
- 7.4.6** All Non-Conformities are informed to Clients at the end of Evaluation in the Non-Conformity Report (JTPL/F/OPN/06/XX).
- 7.4.7** If one or more Non-Conformities have identified at the end of Evaluation, and if the Client expresses interest in continuing the Certification Process, **Jodova** provides information regarding the additional Evaluation Tasks needed to verify that Non-Conformities have been corrected.
- 7.4.8** If the Client agrees to completion of the additional Evaluation Tasks, the process specified above will be repeated to complete the additional Evaluation Tasks.
- 7.4.9** The results of all Evaluation Activities are documented prior to review. This documentation provides an opinion as to whether Product Requirements have been fulfilled. The Certification Scheme can indicate whether the Evaluation is performed by the **Jodova**, under its responsibility, or is performed prior to the application for the Certification Process. In the latter case, the requirements of Evaluation are not applicable.

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7.5 Review

7.5.1 Jodova has assigned a *Certification Committee (headed by Managing Director) to review all information (such as data gathered during Evaluation by Evaluation Personnel, such as Evaluation checklist, test reports collected from Manufacturer, copies of valid Accreditation status of the laboratories used in testing etc.) and results related to the Evaluation. The review is carried-out by Managing Director and Certification Manager, who have not been involved in the Evaluation Process. Details of all such review are maintained in the Product Evaluation Report (JTPL/F/OPN/02).

7.5.2 A recommendation for a Certification Decision is based on the review documented, unless the review and the Certification Decision are completed concurrently by the Certification Committee.

7.6 Certification Decision

7.6.1 Jodova is responsible for, and retains authority for, its decisions relating to Certification.

7.6.2 Certification Manager is assigned to make the Certification Decision based on all information related to the Evaluation, its review, and any other relevant information. The Certification Decision is either carried-out by a Certification Manager or Certification Committee that has not been involved in the process for Evaluation as per the Certification Scheme. The Review and the Certification Decision are completed concurrently by Certification Manager or Certification Committee. The decision on Certification is documented in the Product Evaluation Report (JTPL/F/OPN/02).

7.6.3 The person(s) [excluding members of committees] assigned by the Jodova to make a Certification Decision is employed by, or under contract with, one of the following:

- the Jodova;
- an entity under the Organizational control of the Jodova.

7.6.4 Jodova Organizational control is one of the following:

- whole or majority ownership of another entity by the Jodova;
- majority participation by the Jodova on the board of directors of another entity;
- a documented authority by the Jodova over another entity in a network of legal entities (in which the Jodova resides), linked by ownership or board of director control.

7.6.5 The persons employed by, or under contract with, entities under Organizational control fulfill the same requirements as per ISO/IEC 17065 as persons employed by, or under contract with, the Jodova.

7.6.6 Jodova notifies to the Client of a decision not to grant Certification, and identifies the reasons for the decision taken on the Certification. Based on decision, if the Client expresses interest in continuing the Certification Process, the Jodova can resume the process for Evaluation as per the details given above.

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Reference documents	
JTPL/QP/13	Procedure for the use of Information and Communication Technology for the Auditing and Assessment purpose
JTPL/QP/14	Procedure for Conducting a Remote Audit in the Event of an Extraordinary Occurrence
JTPL/E/QMS/04	Certification Scheme
JTPL/F/OPN/01	Evaluation Plan
JTPL/F/OPN/02	Product Evaluation Report
JTPL/F/OPN/03	Product Non-Conformity Report
JTPL/F/OPN/04/X	Evaluation Checklists

7.7 Certification Documents

7.7.1 Jodova provides the Client with Certificate of Conformity that clearly conveys, or permits identification of the following information in the certificate:

- the name and address of the Jodova;
- the date of issue of Certificate (or date of granting) (the date does not precede the date on which the Certification Decision was completed);
- the name and address of the Client;
- the Scope of Certification in detail including the reference of standard(s) or other normative document(s) against which **Conformity** is being Certified.
- expiry date of Certificate,
- any other information required by the Certification Scheme, such as name of products, categories, group etc.

7.7.2 The formal Certificate of Conformity includes the signature of the person(s) of the Jodova assigned with such responsibility related to Certificate issued. The name and title of an individual whose agreement to be responsible for Certification Documentation is on record at the Jodova is an example of a "Defined Authorization" other than a signature.

7.7.3 Formal Certification Documentation (Certificate of Conformity) is issued only after, or concurrent with, the following;

- the decision to grant or extend the Scope Of Certification has been made;
- Certification Requirements have been fulfilled;
- the Product Certification Agreement has been completed / signed by Jodova and its Client.

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Reference documents	
JTPL/F/CSD/04	Certificate of Conformity

7.8 Directory Of Certified Products

7.8.1 **Jodova** maintains information on Certified Products, having following information:

- (a) identification of the product – Mainly by name;
- (b) the standard (Such as ISO, IEC, EN, DIN, etc.) and other normative document against which conformity has been certified;
- (c) identification of the Client, by its name and address, name and designation of contact person and other useful information.

The part of this information is made available on the web site. Client can review the web site and can search the directory of Certified Products, by keyword such as Name of Product or Name of Manufacturer. Similarly directory of Certified Product is prepared in PDF and can be downloaded by user from the web site. The information related to Certified Product complies with the requirements given in a) to c) of above.

7.9 Surveillance

7.9.1 All Products Certified under the defined Certification Scheme are subject to **Annual Surveillance (Surveillance must be conducted within 18 months from the date of Issue of Certificate under the Certification Scheme)** as per the details given in the successive steps. **Jodova** initiate Surveillance of the Product(s) covered by the Certification Decision in accordance with the Certification Scheme. Surveillance Scheme is designed based on ISO/IEC 17067 in the defined Certification Schemes. The Criteria and Process for Surveillance Activities are defined by each Certification Scheme.

7.9.2 During each Surveillance, Evaluation is carried-out and is ensured that all such Evaluations, Review and Decision on Certification is done based on the processes given in the clause no. 7.4, 7.5 or 7.6, respectively, and are fulfilled. Records of Evaluations, Review and Decision on Certification for each of the Surveillance are maintained in the Product Evaluation Report (JTPL/F/OPN/02) and Evaluation Checklists (JTPL/F/OPN/04/XX).

7.9.3 When continuing use of a Certification Mark is authorized for placement on a Product (or its packaging, or information accompanying it) of a type which has been Certified, Surveillance is established and includes periodic Surveillance of marked Products to ensure ongoing validity of the demonstration of fulfilment of Product Requirements.

7.9.4 As **Jodova** is engaged in the Product Certification only, and hence requirements of this clause is not applicable.

7.10 Changes Affecting Certification

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7.10.1 When the Certification Scheme introduces new or revised requirements that affect the Client, **Jodova** ensures that these changes are communicated to all Clients. Certification Manager circulates such information to all Clients to make them aware regarding these requirements. **Jodova** also verifies the implementation of the changes by its Clients and takes action required by the relevant Certification Scheme. As per the Contractual Arrangements with Clients, it is mandatory for Client to ensure implementation of these requirements.

7.10.2 **Jodova** considers other changes affecting Certification, including changes initiated by the Client, and decides upon the appropriate action. A change affecting Certification includes new information related to the fulfilment of Certification Requirements obtained by the **Jodova** after Certification has been established.

7.10.3 The actions to implement changes affecting certification includes, if required, the followings:

- Evaluation as per the processes described in 7.4;
- Review as per the processes described in 7.5;
- Decision as per the processes described in 7.6;
- Issuance of revised formal Certification Documentation (as per the processes described in 7.7) to extend or reduce the Scope of Certification;
- Issuance of Certification Documentation of revised Surveillance Activities (if Surveillance is part of the Certification Scheme).

These actions are completed in accordance with applicable parts of 7.4, 7.5, 7.6, 7.7 and 7.8. Records of all such processes include the rationale for excluding any of the above activities (e.g. when a Certification Requirement that is not a Product Requirement Changes, and no Evaluation, Review or Decision activities are necessary).

7.11 Termination, Reduction, Suspension or Withdrawal of Certification

7.11.1 When a Non-Conformity with Certification Requirements is substantiated, either as a result of Surveillance or otherwise, **Jodova** considers and decide upon the appropriate action as described below:

- a) Continuation of Certification under conditions specified by the **Jodova** (e.g. increased surveillance);
- b) Reduction in the Scope of Certification to remove Non-Conforming Product variants;
- c) Suspension of the Certification for pending remedial action by the Client;
- d) Withdrawal of the Certification.

7.11.2 When the appropriate action includes Evaluation, Review or a Certification Decision, the requirements specified above in clause no. 7.4, 7.5 or 7.6, respectively, are fulfilled.

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7.11.3 If Certification is terminated (by request of the Client), Suspended or Withdrawn, the **Jodova** takes action specified by the Certification Scheme and make all necessary modifications to formal Certification Documents, public information (such as removal of name of Client and its Products from the Certification Directory), authorizations for use of marks, etc., in order to ensure it provides no indication that the product continues to be Certified. If a Scope of Certification is reduced, the **Jodova** takes action specified by the Certification Scheme and makes all necessary modifications to formal Certification Documents, public information, authorizations for use of marks, etc., in order to ensure the reduced Scope of Certification is clearly communicated to the Client and clearly specified in Certification Documentation and Public Information. This is being done by the Certification Manager,

7.11.4 If Certification is Suspended, **Jodova** assigns the task to Certification Manager to formulate and communicate the following to the Client:

- actions needed to end suspension and restore Certification for the product(s) in accordance with the Certification Scheme;
- any other actions required by the Certification Scheme.

Certification Manager is competent in their knowledge and understanding of all aspects of the handling of Suspended Certifications. Certification Manager may take help of Managing Director for handling such issues.

7.11.5 Any Evaluations, Reviews or Decisions needed to resolve the suspension, or that are required by the Certification Scheme, will be completed in accordance with the applicable parts of 7.4, 7.5, 7.6, 7.7.3, 7.9 and 7.11.3.

7.11.6 If Certification is reinstated after suspension, **Jodova** make all necessary modifications to formal Certification Documents, Public Information, Authorizations for use of marks, etc., in order to ensure all appropriate indications exist that the product continues to be Certified. If a decision to reduce the Scope of Certification is made as a condition of reinstatement, **Jodova** makes all necessary modifications to formal Certification Documents, Public Information, Authorizations for use of marks, etc., in order to ensure the reduced Scope of Certification is clearly communicated to the Client and clearly specified in Certification Documentation and Public Information.

7.12 Records

7.12.1 **Jodova** retains records to demonstrate that all Certification Process requirements (as per ISO/IEC 17065 and as per the defined Certification Scheme) have been effectively fulfilled.

7.12.2 **Jodova** keeps all records Confidential and ensures Confidentiality of records related to Certification. All such records are Transported, Transmitted and Transferred in a way that ensures Confidentiality is maintained. Hard copies of the records related to Certification Scheme are maintained in the Client wise file and all such files are stored in the lock and key cup board under the custody of Certification Manager.

7.12.3 If the Certification Scheme involves complete Re-Evaluation of the product(s) within a determined cycle, records will be retained at least for the current and the previous cycle. Otherwise, records retained for a period defined by the Certification Body. Records of all such Certification including different Certification Scheme are maintained for the period of **5 years**. Retention period of all such record is defined based on legal circumstances and recognition arrangements.

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7.13 Complaints and Appeal

- 7.13.1** **Jodova** has a documented procedure (JTPL/QP/04) to receive, evaluate and make decisions on Complaints and Appeals. **Jodova** records and tracks all the Complaints and Appeals, as well as actions undertaken to resolve them are including the Corrective Actions taken to prevent its recurrence.
- 7.13.2** Upon receipt of a Complaint and Appeal, Certification Manager confirms whether the Complaint and Appeal relates to Certification Activities for which it is responsible and, if it is found related to Certification, then the Complaint and Appeal will be addressed.
- 7.13.3** Certification Manager acknowledges the receipt of a formal Complaint and Appeal in writing to the initiator.
- 7.13.4** Certification Manager is responsible for gathering and verifying all necessary information (as far as possible) to progress the Complaint and Appeal to a decision.
- 7.13.5** The decision related to resolving the Complaint and Appeal is made by, or reviewed and approved by, person(s) not involved in the Certification Activities related to the Complaint and Appeal. In **Jodova**, the same is done by the Management Representative, who is not involved in the Certification Activities.
- 7.13.6** To ensure that there is no conflict of interest, Personnel (including those acting in a managerial capacity) who have provided consultancy for a Client, or been employed by a Client, is not used by the **Jodova** to review or approve the resolution of a Complaint and Appeal for that Client within two years following the end of the Consultancy or Employment.
- 7.13.7** Formal notice of the outcome of the Complaint is given to the complainant by Certification Manager and the end of the Complaint Process to the complainant.
- 7.13.8** Formal notice of the outcome of the Appeal is given to the appellant by Certification Manager and the end of the Appeal Process to the appellant.

Jodova takes subsequent action needed to resolve the Complaints and Appeals. It is ensured that all such Complaints and Appeals are handled, analyzed, resolved and root cause is analyzed. At the end of Root Cause Analysis, Correction Action is identified, selected and implemented to prevent future recurrence.

JTPL/QP/04	Procedure for Receive, Evaluate and make decision on Complaints and Appeals
JTPL/F/CSD/02	Complain / Appeal Report

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