


Use of Certificate and Logos Procedure - NABCB			
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USE OF CERTIFICATE AND LOGOS PROCEDURE

Version History

Version Number	Date	Description of Changes	Author	Reviewer	Approver
1	5-July-2013	First Release	Reddy GN	Prasad D	Satish Kumar Tumu
2	10-Dec-2013	Second Release with minor updates on storage	Reddy GN	Prasad D	Satish Kumar Tumu
3	24-July-2017	Updated based on I7021:2015	Reddy GN	Prasad D	Satish Kumar Tumu
4	3-March-2018	Updated information based on NABCB comments	Reddy GN	Prasad D	Satish Kumar Tumu
5	10-Jan-2020	Reviewed for completeness	Reddy GN	Prasad D	Satish Kumar Tumu
6	4-Aug-2023	Updated based on NABCB Accreditation Symbol policy and IAF ML2	Reddy GN	Prasad D	Satish Kumar Tumu



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1. PURPOSE

To define the procedure for the use of management system assessment certificates and CQAL and accreditation organization's registered logos and marks.

This procedure is in accordance with ISO/IEC – 17021-1:2015.

2. SCOPE

Applies to all CQAL NABCB registered clients.

3. RESPONSIBILITY

- 3.1 The CMS Management Committee has overall responsibility for the proper use of certificates, marks and logos both by CQAL and its clients.
- 3.2 CQAL Management is responsible for initiating suitable action for client actions in conflict with this procedure.
- 3.3 Program Coordinators are responsible for providing clients with the certificate and logos.
- 3.4 The client shall be responsible for adhering to this procedure.
- 3.5 The Lead Auditor is responsible to ensure, during each on-site assessment, proper use of logos.

4. PROCEDURE

- 4.1 Upon successful completion of the CQAL registration process, clients are entitled to publish and display the Certificate of System Assessment and CQAL/accreditation body logo(s) on promotional materials, correspondence and advertising with strict adherence to the fields of application, scope, and location specified in the Certificate of System Assessment. Clients are prohibited from any use of the accreditation body logo other than a complete copy of the certificate with the logo on it.
 - a) The published documents shall describe the approval of the client's management system and shall not imply registration of the client's product or service, therefore not misrepresenting the registration awarded.
 - b) The CQAL and/or accreditation body logos shall not be used on the actual product,

or on the product's individual packaging

- c) In case of the product testing/analysis, the test analysis/report is considered a product. Therefore, the CQAL and/or accreditation logs must not appear on the report or certificate.
- d) The Certificate of System Assessment does not exempt the client from legal obligations.
- e) The client will make available to CQAL promotional materials, correspondence and advertising examples.

4.2 Use of NABCB Accreditation Logo

Policy on use of NABCB accreditation symbols and claims of accreditation status is outlined below.

<https://nabcb.qci.org.in/Documents/BCB%20202%20-%20Conditions%20for%20Use%20of%20NABCB%20Accreditation%20Mark-%20Jan%202023.pdf>

For Concept QA Labs :

- CQAL shall not use NABCB accreditation in such a manner as to bring NABCB into disrepute and shall not make any statement regarding its accreditation that NABCB may consider inaccurate, misleading, or unauthorized.
- CQAL may use NABCB accreditation symbol only in conjunction with its own symbol on its certificates, advertising, stationery, and literature (in any medium including electronic media and websites) associated with its accredited certification subject to the conditions stated in NABCB Accreditation Rule.
- CQAL shall not use NABCB accreditation symbol on any document unless the document relates in whole or in part to certification activities of the CQAL. This would not preclude CQAL from including the accreditation symbol on its pre-printed Letterhead paper.

For Concept QA Labs Clients

- All CQAL certified organization may use the NABCB accreditation symbol only in conjunction with the CQAL Logo symbol on the organization's stationery and literature, and in its advertising, subject to the conditions as per Conditions for Use of NABCB Accreditation Symbol and other claims of accreditation

- The NABCB accreditation symbol shall be reproduced on a background that will not impede readability:
 - a. In black or in blue (PMS 286 or equivalent) and red (PMS 485 or equivalent) on a white or light-colored background.
 - b. In a size that makes all features of the symbol clearly distinguishable, and
 - c. Without distortion of its dimensions.
- When using the NABCB accreditation symbol, its size must not exceed the size of the CQAL symbol.
- The organization may not place the NABCB accreditation symbol in isolation from the CQAL symbol.
- NABCB's accreditation symbol shall not be used on a product or in such a way as to suggest that the CQAL and/or NABCB have certified or approved any product, process, or service of a certified organization, or in any other misleading manner.
- If packaging, etc., used for transportation includes the symbol, a clear statement must be included to the effect that the product contained therein was manufactured in a facility with [specify] management systems certified as being in conformity with [specific standard]".
- Upon voluntary or otherwise withdrawal of the CQAL NABCB-accredited certification, the organization shall immediately discontinue use of both CQAL & NABCB's accreditation symbol, CQAL & NABCB's name, and claims of accredited certification in any medium, including letterhead, electronic media, etc., and return to CQAL or submit the proof destruction.
- If an organization continues to use the NABCB accreditation symbol or reference to NABCB will publish a notice on its website indicating that the organization is making a false claim of NABCB-accredited certification, and CQAL/NABCB may take legal action.
- For any New Accreditation for any new scheme, the respective Accreditation Bodies Rules for Usage of logo shall be followed.

4.3 Accredited Registration

The client shall be provided with the CQAL and accreditation body logos upon registration

The following conditions apply:

- a) The CQAL logo may be used by itself; the accreditation body logo must be used in conjunction with the CQAL logo.
- b) The logos must be used in conjunction with the client's name and location.
- c) The logos must be reproduced on a clearly contrasting background, in its entirety, including all "border lines," in the predominant color of the letterhead or printing.
- d) The logos must be in a size which makes all features of the mark clearly

distinguishable.

- e) The CQAL logo. The accreditation body logo shall be reproduced:
 - In black or in blue
 - In a size which makes all features clearly distinguishable
 - Without distortion of its dimensions
- f) CQAL encourages the use of logo, by client organization in their publicity and promotion. Use of logo shall be restricted to correspondence, advertisement and promotion relating to the certified organization
- g) CQAL ensures that information provided to any client or to the market place, including advertising, shall be accurate and not misleading
- h) Client does not make any misleading statements regarding its certification
- i) Client is not permitted to the use of certification document or any part thereof in a misleading manner
- j) Client should amend all advertising matter when the scope of certification is reduced
- k) Client is not permitted to imply that the certification activities and sites that are out of scope of the certification
- l) Client is not permitted to use its certification in such a manner that would bring CQAL into disrepute and lose public trust

4.4 Statements regarding certification system:

- a. The certified client shall not make any statement on the product packaging or accompanying information that in any way implies that the product, process or service is certified by this means
- b. Product package is considered as that which can be removed without the product disintegrating or being damaged. Accompanying information is considered as separately available or easily detachable. Type labels or identification plates as considered as part of the product.
- c. The statement shall include reference to
 - a. - Identification (Brand Name) of the certified client
 - b. - Type of Management system (eg. Quality) and the applicable standard
 - c. - the certification body issuing the certificate

4.5 Upon withdraw of its certification, the client should discontinue its use of all advertising matter that contains a reference to its certification

4.6 Upon cancellation of the registration agreement the client shall refrain from any use of the Certificate of System Assessment and/or logos. The certificate(s) shall be returned to CQAL upon request.

4.7 CQAL shall determine and initiate suitable action against a client if the use of the Certificate of System Assessment and/or logo(s) is not in compliance with this procedure.



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This action shall include client corrective actions, suspension, with drawl of certification, and may include withdrawal and potential legal action. These actions shall be documented to the client.

5. RECORDS

- 5.1 Certificate of Quality System Assessment
- 5.2 Client correspondence regarding misuse of Certificate and/or logos