



فرونٲير جروب إنٲرناشيونال ذ.م.م.  
Frontier Group International w.L.L.

# GUIDELINE FOR CONTROL OF MISUSE OF CERTIFICATION MARK & ACCREDITATION BODY MARKS BY FGI CLIENTS

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|--------------------------|---------------------|
| <b>IMS DOCUMENT NO.:</b> | <b>L4-MSD-004</b>   |
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# CONTROL OF MISUSE OF CERTIFICATION MARK & ACCREDITATION BODIES MARKS

L4-MSD-004

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**REVIEWED & APPROVED BY:**

**Pradip Bhattacharyya**

# CONTROL OF MISUSE OF CERTIFICATION MARK & ACCREDITATION BODIES MARKS

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## 1.0 Purpose

This guideline is established to ensure effective and uniform action over the existing and potential misuse of the Certification Mark and old certificates by the FGI clients.

## 2.0 Scope

This guideline applies to the misuse of FGI certification mark (specifically the Accreditation Body Mark, IAF logo etc.) and old certificates by the FGI clients. This guideline may also be applied to the misuse of non- accredited FGI marks, logos and certificates.

## 3.0 Definitions & Abbreviations

All Definitions in this document are determinable from ISO 9000:2015- Quality Management fundamentals & Vocabulary & ISO 17000. Some of the Definition applicable, but not limited to are;

**Mark** Certification mark (which includes Accreditation Body mark) provided by FGI to its clients for their usage.

**Misuse** Incorrect or wrong representation of the certification mark, accreditation mark, old certificates etc. violating FGI and Accreditation Body policies / regulations.

All Definitions & Abbreviations as per FGI's Certification Quality Manual.

## 4.0 Responsibilities

- Communication of policy on use of certification mark to FGI clients: MSC Coordinators
- Identification of misuse of mark by clients through audits and issue of NC: LA
- Identification of misuse of mark by clients or any other agency: FGI staff or any interested party
- Follow up and closing of issued NC: MSC Coordinator & LA
- Communication with clients / agencies on matters related to misuse of mark: MSC Coordinator
- Issue of Suspension letter / Withdrawal letter : CSM
- Overall Implementation of this guideline: CSM and Decision Committee

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## 5.0 Procedure

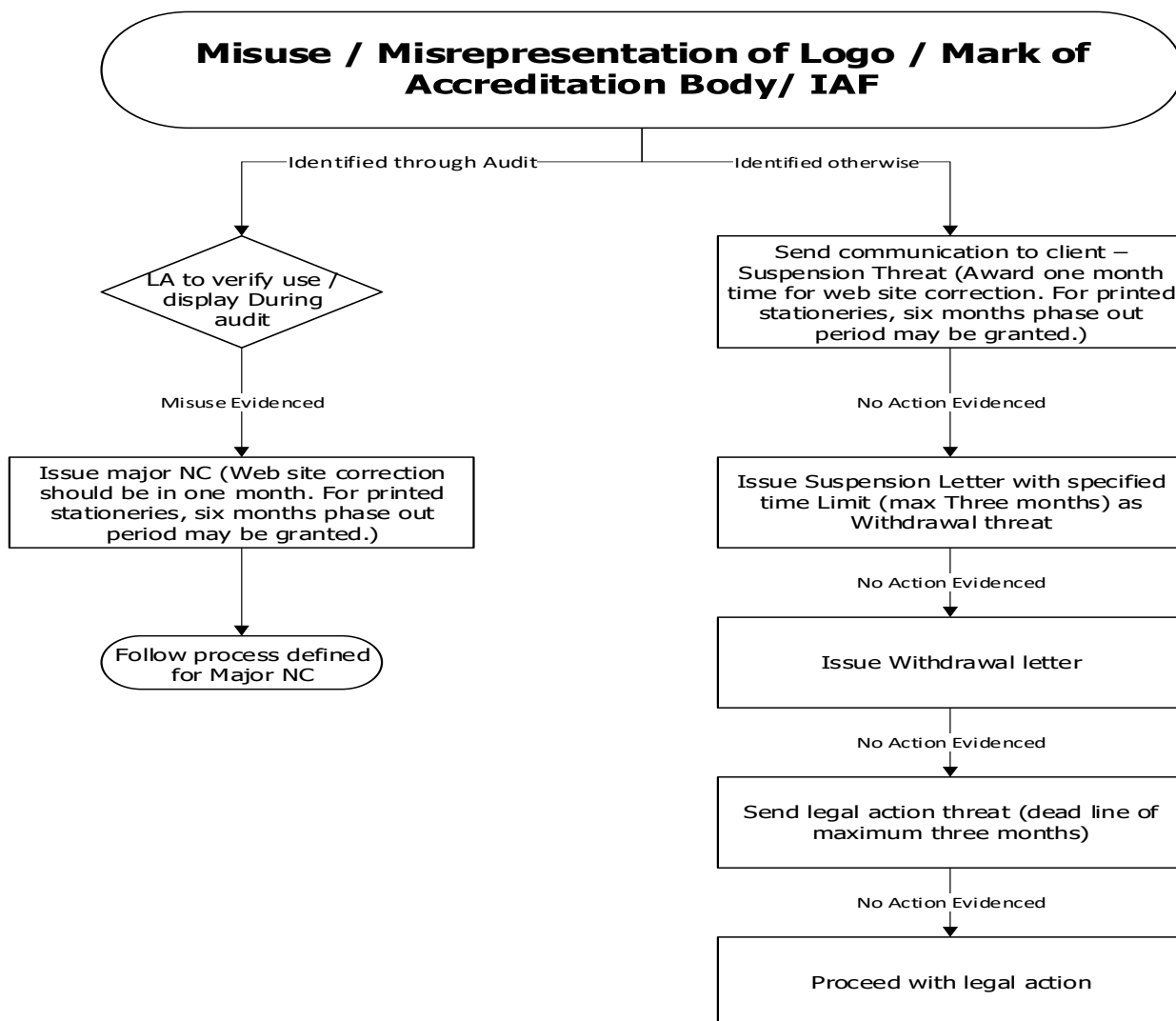
The method of use of certification mark is communicated to the existing and prospective clients through Rules of Certification (L5-MSD-006).

On certification, FGI provides the certification mark for the client use through L5-MSD-029 (which describes do's and don'ts about the usage of the mark).

Appropriateness of the usage of the certification mark by clients is verified at different stages:

- During the FGI audits (surveillance and re-certification)
- During the Decision Committee decision (specifically on the client website)

As a result of above verifications or otherwise (as identified by interested parties), if it is observed that the mark is misused or misrepresented (on web site or in stationery or other means), below process shall be used as guideline for the actions to be taken:



In the event that there are historical photographs or a gallery displaying photographs of which such misused mark appears as component of the photograph, it would not be under the control of FGI to enforce removal of such historical photographs / galleries. Moreover, it will not be feasible for FGI to ask the client to recall the leaflets / brochures / stationeries /communications issued by client in the market before the correction actions are taken.

In the event that the misuse is noticed during the recertification audit and that the LA feels that actions related to the major NC (NC issued during the audit about misuse of mark) are not feasible within the expiry date of the certificate, he / she may recommend for continuation / recertification if he/she perceives that the client justification and phase out plan is acceptable and that there are no other situations:

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- That evidence failure to fulfil one or more requirements of the management system standard, and
- That raise significant doubt about the ability of the client's management system to achieve its intended outputs

## 6.0 Documented Information

### 6.1 Associated Documents

- ISO/IEC 17021-1: Conformity assessment – Requirements for bodies providing audit and certification of management systems- Part 1 requirements
- Accreditation Bodies policies/ regulations regarding use of mark
- L5-MSD-006- Rules of Certification
- L5-MSD-029- Certification Marks

### 6.2 Records

- NCR Reports

## 7.0 Revision History

| Rev. | Date       | Section     | Outline of Change  | Authorization        |
|------|------------|-------------|--|----------------------|
| 0    | 01-09-2018 | First Issue | First Issue  | M. Nabil             |
| 1    | 01-06-2019 | All         | Change of Procedure no. from L4-MSD-005 to L4-MSD-004.   | M. Nabil             |
| 2    | 10-08-2019 | All         | Change in the name of procedure and incorporation of responsibility.                           | M. Nabil             |
| 3    | 01-01-2020 | All         | Incorporation of Management Change within the Procedure and Clarification of responsibilities. | Y. Zakaria           |
| 4    | 15-08-2020 | Cover Page  | Change of Logo   | Y. Zakaria           |
| 5    | 03-01-2021 | All         | Incorporation of change in management in accordance to the Organization Structure.             | Pradip Bhattacharyya |
| 6    | 23-03-2023 | All         | Re-Issued with incorporation of Company Name Change and Logo Change                            | Pradip Bhattacharyya |