QUALITY MANUAL

(Developed in line of the Requirements of the

ISO /IEC 17020:2012 International Standard)

For the Management System of

True Quality Certifications Pvt. Ltd.

B-410, 4th Floor,

Corporate House, Plot No. 169,

R.N.T. Marg Indore

District Indore (M.P.) 452001

Section 1.0 - Release Authorization

This Quality manual is the property of True Quality Certifications Pvt Ltd. and is a quality document. The manual is issued to the persons mentioned below. It will be the responsibility of the holder of this controlled copy for its safekeeping. This manual will be returned to the Quality Manager whenever the person holding the manual has no further use or its applicability and /or whenever leaving the employment of the organization.

This quality manual is released under the authority of

Quality Manager
True Quality Certifications Pvt Ltd.
B-410, 4th Floor,
Corporate House, Plot No. 169,
R.N.T. Marg Indore
District Indore (M.P.) 452001

COPY NUMBER 01 / 02

ISSUED TO Designation _____

ISSUED BY _____ (Quality Manager)
DATE _____

Section 1.1 - Amendment Record

Sl. No.	Page No.	Section / clause/ para / line number	Date of Revision/ amendment	Reason of Revision/amendment	Signature of the person authorizing amendment
1	All Pages	All Sections	Issue No: 01 Issue Date: 03.07.2023 Rev No. 00 Rev Date: -	Issue and Release of Quality Manual in line with ISO/IEC 17020:2012 and Specific requirement	
2.	All Pages	All Sections	Issue No: 01 Issue Date: 03.07.2023 Rev No. 01 Rev Date: 21.09.2024	Revision of the manual based on the review comments by NABCB	

Section 1.2 - Contents

Section 1.3 - Distribution list

Control copy number	Name / Designation of the holder of the Controlled copy
01	Quality Manager
02	Technical Manager
03	TQCPL Office
04	NABCB

Section 1 .4 - Scope

The scope of the Quality Management System is limited to scope of services defined in the Scope and Field of Application (Annex VIII).

Scope-28 (Green Audit of Campuses and Buildings at Initial and Final Stages)

See **Annex VIII** for details scope and field of application etc.

Section 2.0 - References

The following referenced documents are indispensable for the application of this document.

1	ISO / IEC 17020: 2012	Conformity assessment — Requirements for the operation of various types of bodies performing inspection
2	BCB 110 (IB) / Dec 2020	Accreditation Criteria – Inspection Bodies NABCB Inspection Body Accreditation Scheme
3	BCB 201 (IB) – Jun 2024	Accreditation Procedure for Inspection Bodies
4	ILAC-P15:05/ 2020	Application of ISO/IEC 17020:2012 for the Accreditation of Inspection Bodies
5	SP 7:2016	National Building Code of India 2016 (NBC 2016) Part 7
6	IGBC	Indian Green Building Council (IGBC)
7	GRIHA V3.1-2021	GRIHA India Code

Section 3.0 - Definitions

Specific to ISO 17020:

- INSPECTION - examination of a product, process, service, or installation or their design and determination of its conformity with specific requirements or, on the basis of professional judgment, with general requirements

- PRODUCT- result of a process

- PROCESS- set of interrelated or interacting activities which transforms inputs into outputs

- SERVICE- result of at least one activity necessarily performed at the interface between the supplier and the customer, which is generally intangible

- INSPECTION BODY- body that performs inspection
  NOTE: An inspection body can be an organization, or part of an organization.

- INSPECTION SYSTEM- rules, procedures, and management for carrying out inspection

- INSPECTION SCHEME- inspection system to which the same specified requirements, specific rules and procedures apply

- IMPARTIALITY- presence of objectivity

- APPEAL- request by the provider of the item of inspection to the inspection body for reconsideration by that body of a decision it has made relating to that item

- COMPLAINT- expression of dissatisfaction, other than appeal, by any person or organization to an inspection body, relating to the activities of that body, where a response is expected

General:

- AUDIT- Systematic, independent and documented process for obtaining evidence and evaluating it objectively to determine the extent to which the criteria are fulfilled.

- CONFORMITY- Fulfillment of a requirement

- CONTINUAL IMPROVEMENT- Recurring activities to increase the ability of the organization to fulfill requirements in the view of dynamically changing customer/system requirements.

- CORRECTIVE ACTION- Action to eliminate the cause of detected nonconformity or another undesirable situation

- CUSTOMER- Organization/ person who receives a product/ service. (Internal / External)

- CUSTOMER SATISFACTION - Customer's perception of the degree to which the customer's requirements have been fulfilled.

- DEFECT – Non-fulfillment of a requirement related to an intended/specified use.

- DOCUMENT- Information and its supporting medium

- MANAGEMENT- Coordinated activities to direct and control an organization

- MANAGEMENT SYSTEM- System to establish policy and objectives & to achieve those objectives.

- NON-CONFORMITY- Non - fulfillment of a requirement

- OBJECTIVE EVIDENCE- Data supporting the existence or verification of something

- ORGANISATION- Group of people and facilities with an arrangement of responsibilities, authorities and relationship

- PROCEDURE- Specified ways to carry out an activity or a process

- PROCESS- Set of interrelated/ interacting activities which transforms inputs to outputs

- PRODUCT- Results of a process /Result of a set of interrelated/interacting activities which transforms inputs to outputs

- QUALITY ASSURANCE- Part of quality management focused on fulfilling quality requirement

- QUALITY- degree to which a set of inherent characteristics fulfills requirements

- QUALITY MANAGEMENT- Coordinated activities to direct and control an organization with regard to quality

- QUALITY MANAGEMENT SYSTEM- A management system to direct & control an organization related to quality as formally expressed by top management

- QUALITY MANUAL- Document specifying the quality management system of an organization.

- QUALITY OBJECTIVE- Something sought, aimed for or related to quality, basic purpose of carrying out job in a manner on par with any National/International standard.

- QUALITY POLICY- Overall intentions and direction of an organization related to quality as formally expressed by top management

- RECORD- Document setting of the results achieved or provides evidence of

activities performed, recorded information.

- REQUIREMENT- Need or expectation that is stated, generally (customers/ principals/ interested parties) implied or obligatory

- SUBCONTRACTOR /SUPPLIER- Organization/ person who provides a product/service

- TOP MANAGEMENT- Person or group of people who directs and controls an organization at the highest level

- TRACEABILITY- Ability to trace the history, application or location of that which is under consideration

- VALIDATION- Confirmation through the provision of objective evidence that the requirements for a specific intended use or application have been fulfilled

- VERIFICATION- Confirmation through the provision of objective evidence that the specified requirements have been fulfilled

Section 3.1 - Abbreviations

Abbreviations Used	Description
APAC	Asia Pacific Accreditation Cooperation
CIPM	International Committee for Weights and Measures
DoE	Design of Experiments
e.g.	For example,
Etc.	Etcetera
GHG	Green House Gas
IB	Inspection Body
i.e.	That is
IEC	International Electrotechnical Commission
ILAC	International Laboratory Accreditation Cooperation
ISO	International Organization for standardization
MRA	Mutual Recognition Arrangement
NABCB	National Accreditation Board for Certification Bodies
NABL	National Accreditation Board for Testing and Calibration Laboratories
NMI	National Metrology Institute
NPL	National Physical Laboratory
PT	Proficiency Testing
QCI	Quality Council of India
TQCPL	True Quality Certifications Pvt Ltd.

Section 3.2 – Quality Policy

QUALITY POLICY

We at True Quality Certifications Pvt Ltd. are committed to deliver the best of our services to our clients in terms of Inspection activities adhering to the regulations of ISO/IEC 17020:2012.

We are committed to take our decisions based on reliable objective evidences, safeguarding impartiality and avoiding conflict of interest.

TQCPL believes that the skillful, experienced human resource is the key for successful inspection and shall recruit/contract and deploy sufficient competent personnel. Also, shall periodically monitor and train them.

TQCPL is committed to keep confidentiality at any point in time that the information obtained during validation verification activities is safeguarded and not inappropriately disclosed. At the same time, we maintain openness in disclosing the results of inspection in a timely manner to relevant intended users.

We are also committed to monitor and continually improve our Quality Management System based on market scenarios, amendments to rules and regulations of the accreditation body standards, we are accredited and to be accredited to.

Everyone, in every function at all levels of TQCPL is committed to adhere to the Quality Policy.

The Quality Policy has been communicated and understood by all at TQCPL and the top management has given its full commitment to follow and support the Quality management system.

Director

True Quality Certifications Pvt Ltd.

Quality Objectives

- Apply and Achieve accredited Inspection Body status from QCI before end of 2024
- Ensure 100% adherence to quality management system by Dec 2024.
- Ensure 100% monitoring of the facilities and equipments and review the effectiveness every quarterly.

Commitment and Direction by Management

This Quality Manual and Quality Management System of TQCPL is designed to comply with ISO/IEC 17020:2012. It is the directive from the management that the documented system to be followed by everyone across the company in letter and spirit.

The defined Quality and Safeguarding policies shall be implemented and maintained at all the times.

The management of TQCPL is committed to review the system time to time and comply with the standards it is accredited to and to be accredited with.

Section 4. General requirements

4.1 Impartiality and Independence

4.1.1. TQCPL being a legal entity, is committed to conduct its activities impartially. The Top Management has its full commitment to impartiality and has designed its management system to identify, eliminate and safeguard impartiality throughout its operations.

4.1.2. TQCPL is responsible for the impartiality of its inspection activities and shall not allow commercial, financial or other pressures to compromise the impartiality of its activities.

4.1.3. TQCPL has developed a specific system through a procedure **IB-Pro-02 Procedure for impartiality and confidentiality** that could identify any risk that arises out of its operations, governance, ownership etc., and elimination process for the same.

4.1.4. If a risk to impartiality is identified, TQCPL has a system in place through **IB-Pro-02 Procedure for impartiality and confidentiality** in order to demonstrate the process of eliminating or minimizing such risk.

4.1.5. The Director of TQPCL provides the commitment to impartiality in its activities.

4.1.6. TQCPL is a 3rd party Inspection Body and shall follow and meet the requirements of Type A Clause A.1. .Board Resolution copy regarding this requirement is attached .

4.2 Confidentiality

4.2.1. TQCPL is committed and responsible for the management of all information obtained during the performance of inspection activities. If TQCPL intends to place client information in the public domain, it will inform the client in advance and will take their consent. Except for information that the client makes publicly available, or when

agreed between TQCPL and the client (e.g. for the purpose of responding to complaints), all other information is considered proprietary information and shall be regarded as confidential.

4.2.2. When TQCPL is required by law or authorized by contractual commitments to release confidential information, the client or individual concerned shall, unless prohibited by law, be notified of the information provided.

4.2.3. Information about the client obtained from sources other than the client (e.g. complainant, regulators) shall be treated by TQCPL as confidential.
Refer **IB-Pro-02 Procedure for impartiality and confidentiality**

Reference documents

- **IB-Pro-02 Procedure for impartiality and confidentiality**

Section 5. Structural requirements

5.1. Administrative Requirements

5.1.1. TQCPL is a legal entity, registered under Registrar of Companies, India through registration Number U74120MH2011PTC221425 issued by Registrar of Companies, Maharashtra dated 23-07-2017. The Inspection body to be accredited is part of TQCPL, under a Director. The other wings of TQCPL are

- An outsourced body for DoE Applause handling GHG projects
- Conducting Electrical audits
- Inspection of Government Warehouse

5.1.2. One wing of TQCPL is the inspection body for Green audits as explained in the procedure **IB-Pro-01 Procedure for Structural Requirements, Roles, Responsibilities and Authorities**.

5.1.3. TQCPL is competent for providing inspection services specific to Green audit of Campuses and Buildings at Initial and Final Stages.

5.1.4. TQCPL, has adequate insurance to cover all risks and liabilities out of its operations. TQCPL has Professional Liability with Policy No: 3121206059293600000 from HDFC ERGO General Insurance Company Limited for an amount of Rs. 50 lakhs valid till 23-01-2025

5.1.5. By using **'Contractual agreement with clients F-01.01'**, TQCPL follows documentation describing the contractual conditions under which it provides the inspection, except when it provides inspection services to the legal entity of which it is a part.

5.2. Organization and Management

5.2.1. **IB-Pro-01 Procedure for Structural Requirements, Roles, Responsibilities and Authorities** cover the structure of TQCPL covering all activities, all verticals clearly mentioning the line of controls, roles, responsibilities that shall safeguard

impartiality within all its activities.

5.2.2. TQCPL IB wing shall appoint a competent person, who is fully responsible for the inspection activities.

5.2.3. **IB-Pro-01 Procedure for Structural Requirements, Roles, Responsibilities and Authorities** shall also cover job descriptions, positions with name and other personnel information pertaining to TQCPL IB.

5.2.4. The Inspection body to be accredited is part of TQCPL, Under a Director.

5.2.5. TQCPL shall appoint a technical manager(s) who have overall responsibility to ensure that the inspection activities are carried out in accordance with this International Standard. He shall be technically competent and experienced in the operation of the inspection body. In case there is a need to appoint more than one technical manager, the specific responsibilities of each manager shall be defined and documented.

5.2.6. TQCPL shall appoint a Deputy Technical Manager who will deputize in the absence of the technical manager responsible for ongoing inspection activities.

5.2.7. The job description for each position category involved in inspection activities of TQCPL has been defined in **IB-Pro-01 Procedure for Structural Requirements, Roles, Responsibilities and Authorities**.

Reference documents

- **IB-Pro-01 Procedure for Structural Requirements, Roles, Responsibilities and Authorities**

Section 6. Resource requirements

6.1. Personnel

6.1.1. TQCPL, has developed a procedure **IB-Pro-03 Procedure for Resource Requirements** that covers Personnel qualifications, training, recruitment, Facility and equipment, sub- contracting.

6.1.2. **IB-Pro-03 Procedure for Resource Requirements** defines the competence requirements of resources involved and control the operations.

6.1.3. The personnel responsible for inspection shall have appropriate qualifications, training, experience and a satisfactory knowledge of the requirements of the inspections to be carried out. They shall also have relevant knowledge as appropriate. They shall understand the significance of deviations found with regard to the normal use of the products. This has been explained under **IB-Pro-03 Procedure for Resource Requirements**.

6.1.4. TQCPL shall make clear to each person their duties, responsibilities and authorities, as defined in **IB-Pro-03 Procedure for Resource Requirements.**

6.1.5. The inspection body shall have documented procedures for selecting, training, formally authorizing, and monitoring inspectors and other personnel involved in inspection activities.

6.1.6. **IB-Pro-03 Procedure for Resource Requirements** addresses the following stages: an induction period, a mentored working period with experienced inspectors & continuing training to keep pace with developing technology and inspection methods.

6.1.7. The training required shall depend upon the ability, qualifications and experience of each inspector and other personnel involved in inspection activities, and upon the results of monitoring (see 6.1.8). This has been defined in **IB-Pro-03 Procedure for Resource Requirements**.

6.1.8. Personnel familiar with the inspection methods and procedures shall monitor all inspectors and other personnel involved in inspection activities for satisfactory performance. Results of monitoring shall be used as a means of identifying training needs (see 6.1.7). This has been defined in **IB-Pro-03 Procedure for Resource Requirements**.

6.1.9. Each inspector shall be observed on-site, unless there is sufficient supporting evidence that the inspector is continuing to perform competently. This has been defined in **IB-Pro-03 Procedure for Resource Requirements**.

6.1.10. TQCPL shall maintain records of monitoring, education, training, technical knowledge, skills, experience and authorization of each member of its personnel involved in inspection activities. This has been defined in **IB-Pro-03 Procedure for Resource Requirements**.

6.1.11. The personnel involved in inspection activities shall not be remunerated in a way that influences the results of inspections. This has been defined in **IB-Pro-03 Procedure for Resource Requirements**.

6.1.12. All personnel of TQCPL, either internal or external, that could influence the inspection activities shall act impartially. This has been defined in **IB-Pro-02 Procedure for impartiality and confidentiality**.

6.1.13. All personnel of TQCPL, including sub-contractors, personnel of external bodies, and individuals acting on the behalf of TQCPL, shall keep confidential all information obtained or created during the performance of the inspection activities, except as required by law. This has been defined in **IB-Pro-02 Procedure for impartiality and confidentiality**.

6.2. Facilities and Equipment

6.2.1. TQCPL is committed to have the required, suitable adequate facilities and equipments to conduct all inspection activities in safe and committed manner.

6.2.2. Currently TQCPL is planning to have the required facilities and equipments

outsourced and keep monitoring them in prescribed and regular intervals. TQCPL had developed a procedure **IB-Pro-03 Procedure for Resource Requirements** and added all the rules for the access to and use of such facilities and equipments.

6.2.3. TQCPL shall ensure the continued suitability of the facilities and the equipment mentioned in 6.2.1 for their intended use. Refer **IB-Pro-03 Procedure for Resource Requirements.**

6.2.4. A unique identification shall be given to all equipment used by TQCPL for the inspection. Refer **IB-Pro-03 Procedure for Resource Requirements.**

6.2.5. All equipments used at TQCPL shall be maintained in accordance with documented procedures and instructions. Refer Procedure **IB-Pro-03 Procedure for Resource Requirements.**

6.2.6. All equipments used at TQCPL shall be calibrated before being put into service, and thereafter calibrated according to an established programme. Refer Procedure **IB-Pro-03 Procedure for Resource Requirements.**

6.2.7. The overall programme of calibration of equipment shall be designed and operated so as to ensure that, wherever applicable, measurements made by TQCPL are traceable to national or international standards of measurement, where available. Where traceability to national or international standards of measurement is not applicable, TQCPL shall maintain evidence of correlation or accuracy of inspection results. Refer **IB-Pro-03 Procedure for Resource Requirements.**

6.2.8. Reference standards of measurement held by TQCPL shall be used for calibration only and for no other purpose. Reference standards of measurement shall be calibrated providing traceability to a national or international standard of measurement. Refer **IB-Pro-03 Procedure for Resource Requirements.**

6.2.9. Where relevant, equipment shall be subjected to in-service checks between regular recalibrations. Refer **IB-Pro-03 Procedure for Resource Requirements.**

6.2.10. Reference materials shall, where possible, be traceable to national or international reference materials, where they exist. Refer **IB-Pro-03 Procedure for**

Resource Requirements.

6.2.11. Where relevant for the outcome of inspection activities, TQCPL shall have procedures for the following: selection and approval of suppliers; verification of incoming goods & services; ensuring appropriate storage facilities. Refer **IB-Pro-03 Procedure for Resource Requirements.**

6.2.12. Where applicable, the condition of stored items shall be assessed at appropriate intervals to detect deterioration.

6.2.13. If TQCPL is required to use computers or automated equipment in connection with inspections, it shall ensure that: computer software is adequate for use; procedures are established and implemented for protecting the integrity and security of data; computer and automated equipment is maintained in order to ensure proper functioning. Refer **IB-Pro-03 Procedure for Resource Requirements.**

6.2.14. TQCPL shall have documented procedures for dealing with defective equipment. Defective equipment shall be removed from service by segregation, prominent labelling or marking. TQPCL shall examine the effect of defects on previous inspections and, when necessary, take appropriate corrective action. Refer **IB-Pro-03 Procedure for Resource Requirements.**

6.2.15. Relevant information on the equipment, including software, shall be recorded. This shall include identification and, where appropriate, information on calibration and maintenance. Refer **IB-Pro-03 Procedure for Resource Requirements.**

6.3. Subcontracting

6.3.1. TQCPL is committed to conduct /perform all inspection activities it contracts. TQCPL might subcontract in case if one the below reasons persists:

- Unexpected overload
- Facilities and equipments used of inspection are temporarily unfit for use
- Unexpectedly the scope of inspection for a client is beyond TQCPL's accredited scope of sectors after contracting.

TQCPL has developed a set of guidelines for subcontracting covered under procedure **IB-Pro-03 Procedure for Resource Requirements**.

6.3.2. TQCPL shall inform the client of its intention to subcontract any part of the inspection.

6.3.3. Whenever subcontractors carry out work that forms part of an inspection, the responsibility for any determination of conformity of the inspected item with the requirements shall remain with TQCPL only.

6.3.4. TQCPL shall record and retain details of its investigation of the competence of its subcontractors and of their conformity with the applicable requirements of this International Standard or in other relevant conformity assessment standards. TQCPL shall maintain a register of all subcontractors.

Reference documents

- **IB-Pro-02 Procedure for impartiality and confidentiality**
- **IB-Pro-03 Procedure for Resource Requirements**

Section 7. Process requirements

7.1. Inspection methods and Procedures

7.1.1. TQCPL shall use the standard or regulations accepted internationally or regionally for specific inspections. In case if there is no published regulations or standards for a specific inspection, TQCPL shall have a documented procedure or shall have adequate justification to use client's procedure for inspections that are non-standard. TQCPL shall inform the client if the inspection method proposed by the client is considered to be inappropriate. Refer **IB-Pro-04 Procedure for process requirements**

7.1.2. TQCPL shall have and shall use adequate documented instructions on inspection planning and on sampling and inspection techniques, where the absence of such instructions could jeopardize the effectiveness of the inspection process. TQCPL ensures that it has sufficient knowledge of statistical techniques to ensure statistically sound sampling procedures and the correct processing and interpretation of results. Refer **IB-Pro-04 Procedure for process requirements**.

7.1.3. When TQCPL has to use inspection methods or procedures which are non-standard, such methods and procedures shall be appropriate and fully documented. Refer **IB-Pro-04 Procedure for process requirements**.

7.1.4. All instructions, standards or written procedures, worksheets, check lists and reference data relevant to the work of TQCPL are maintained up-to-date and be readily available to the personnel. Refer **IB-Pro-04 Procedure for process requirements**

7.1.5. **IB-Pro-04 Procedure for process requirements** covers contracts, work orders, instructions for inspections to be carried out etc.

7.1.6. When TQCPL uses information supplied by any other party as part of the inspection process, it shall verify the integrity of such information. Refer **IB-Pro-04 Procedure for process requirements.**

7.1.7. Observations or data obtained in the course of inspections are recorded in a timely manner so as to prevent loss of relevant information. Refer **IB-Pro-04 Procedure for process requirements.**

7.1.8. Calculations and data transfers are subject to appropriate checks. Refer Procedure **IB-Pro-04 Procedure for process requirements**

7.1.9. TQCPL shall have documented instructions for carrying out inspection in a safe manner. TQCPL has developed and implemented a procedure that covers the methods of inspections and specific guidance for each sector of inspections it intends to carry out in Pro-04 Inspection Methods. Refer **IB-Pro-04 Procedure for process requirements.**

7.2. Handling Inspection items and Samples

7.2.1. TQCPL shall ensure items and samples to be inspected are uniquely identified in order to avoid confusion regarding the identity of such items and samples. Procedure **IB-Pro-04 Procedure for process requirements** has a specific clause and guidelines for the same. It covers identification of items, samples, and proper traceability.

7.2.2. TQCPL shall establish whether the item to be inspected has been prepared. Refer **IB-Pro-04 Procedure for process requirements**.

7.2.3. Any apparent abnormalities notified to, or noticed by, the inspector shall be recorded. Where there is any doubt as to the item's suitability for the inspection to be carried out, or where the item does not conform to the description provided, TQCPL shall contact the client before proceeding. Refer **IB-Pro-04 Procedure for process requirements**.

7.2.4. TQCPL shall ensure that inspection items, samples are handled appropriately. It also ensures TQCPL has adequate arrangements for the safety and to avoid any damage to items and samples under their inspection. Refer **IB-Pro-04 Procedure for process requirements.**

7.3 Inspection Records

7.3.1. TQCPL shall maintain a record system (see 8.4) to demonstrate the effective fulfilment of the inspection procedures and to enable an evaluation of the inspection. Refer **IB-Pro-04 Procedure for process requirements**.

7.3.2. The inspection report or certificate shall be internally traceable to the inspector(s) who performed the inspection. The records follow a unique numbering system developed and implemented as per **IB-Pro-04 Procedure for process requirements**.

7.4. Inspection Reports and Inspection Certificates

7.4.1. The work carried out by TQCPL shall be covered by a retrievable inspection report or inspection certificate. TQCPL shall issue an inspection report along with an inspection certificate as a result of its inspection activities. It shall make sure the report and the certificate are internally traceable. Refer **IB-Pro-04 Procedure for process requirements**.

7.4.2. Any inspection report/certificate shall include all of the following: identification of the issuing body;

- unique identification and date of issue;
- date(s) of inspection;
- identification of the item(s) inspected;
- signature or other indication of approval, by authorized personnel;
- a statement of conformity where applicable;
- the inspection results, except where detailed in accordance with 7.4.3.

The reports and certificates follow a unique numbering system developed and implemented as per **IB-Pro-04 Procedure for process requirements**.

7.4.3. TQCPL shall issue an inspection certificate that does not include the inspection results [see 7.4.2 g)] only when the inspection body can also produce an inspection report containing the inspection results, and when both the inspection certificate and inspection report are traceable to each other. Refer **IB-Pro-04 Procedure for**

process requirements.

7.4.4. All information listed in 7.4.2 shall be reported correctly, accurately, and clearly. Where the inspection report or inspection certificate contains results supplied by subcontractors, these results shall be clearly identified. Refer **IB-Pro-04 Procedure for process requirements.**

7.4.5. Corrections or additions to an inspection report or inspection certificate after issue shall be recorded in accordance with the relevant requirements of this subclause (7.4). An amended report or certificate shall identify the report or certificate replaced. Refer **IB-Pro-04 Procedure for process requirements**.

7.5. Complaints and Appeal

7.5.1. TQCPL has a documented process to receive, evaluate and make decisions on complaints and appeals. TQCPL has developed and implemented a procedure **IB-Pro-06 Procedure for Appeals and Complaints**, that manages, evaluates, and guides necessary actions and take decisions against complaints, and appeals.

7.5.2. A description of the handling process for complaints and appeals shall be available to any interested party upon request. Refer **IB-Pro-06 Procedure for Appeals and Complaints**.

7.5.3. Upon receipt of a complaint, TQCPL shall confirm whether the complaint relates to inspection activities for which it is responsible and, if so, shall deal with it. Refer **IB-Pro-06 Procedure for Appeals and Complaints**.

7.5.4. TQCPL shall be responsible for all decisions at all levels of the handling process for complaints and appeals. Refer **IB-Pro-06 Procedure for Appeals and Complaints.**

7.5.5. Investigation and decision on appeals shall not result in any discriminatory actions. Refer **IB-Pro-06 Procedure for Appeals and Complaints.**

7.6. Complaints and Appeal Process

7.6.1. TQCPL has developed and implemented a procedure **IB-Pro-06 Procedure for Appeals and Complaints**, that manages, evaluates, and guides necessary actions and take decisions against complaints, and appeals. TQCPL shall take inputs from these processes and work on preventive and corrective actions accordingly. They also form agenda points to Impartiality committee and Management Review. TQCPL shall make this procedure publicly available on its website.

7.6.2. TQCPL shall be responsible for gathering and verifying all necessary information to validate the complaint or appeal. Refer **IB-Pro-06 Procedure for Appeals and Complaints**.

7.6.3. Whenever possible, TQCPL shall acknowledge receipt of the complaint or appeal and shall provide the complainant or appellant with progress reports and the outcome. Refer **IB-Pro-06 Procedure for Appeals and Complaints**.

7.6.4. The decision to be communicated to the complainant or appellant shall be made by, or reviewed and approved by, individual(s) not involved in the original inspection activities in question. Refer **IB-Pro-06 Procedure for Appeals and Complaints**.

7.6.5. Whenever possible, TQCPL shall give formal notice of the end of the complaint and appeals handling process to the complainant or appellant. Refer **IB-Pro-06 Procedure for Appeals and Complaints**.

Reference documents

- **IB-Pro-04 Procedure for process requirements**
- **IB-Pro-06 Procedure for Appeals and Complaints**

Section 8. Management system requirements

8.1 Options

8.1.1. General

TQCPL has established and maintained a management system that is capable of achieving the consistent fulfilment of the requirements of this International Standard in accordance with Option A.

8.1.2. Option A

TQCPL has developed and implemented a procedure **IB-Pro-05 Procedure for Quality Management system** that includes

- Control of documents – documented procedure that gives clarity on internal and external documents control, authorities, and responsibilities of creating and amending documents.
- Control of records – documented procedure that guides on how and how long results/records of inspections to be maintained and controlled.
- Internal audits – TQCPL's decision on Internal audit intervals, qualification of Internal auditors, Reports are documented and implemented under this section.
- Preventive actions – Points to be considered for taking preventive actions, their documentation and reviews are mentioned under this section of Pro-05.
- Corrective actions – Results of various audits internal; and external, their tracking and implementation, effectiveness of such actions are elaborated under this section.
- Management review – Procedure established by Top Management to ensure the suitability, adequacy and implementation of documented procedures and standard at regular intervals are part of this section. It also includes the review inputs and outputs and the effectiveness of the same.

8.1.3 Option B

TQCPL has implemented the requirements of Option A, and hence, requirements of this clause are not applicable.

8.2. Management System Documentation (Option A)

8.2.1. The top management of TQCPL shall establish, document, and maintain policies and objectives for fulfilment of this International Standard and shall ensure the policies and objectives are acknowledged and implemented at all levels of TQCPL.

8.2.2. The top management shall provide evidence of its commitment to the development and implementation of the management system and its effectiveness in achieving consistent fulfilment of this International Standard.

8.2.3. The top management of TQCPL shall appoint a member of management who, irrespective of other responsibilities, shall have responsibility and authority that include the following:

- ensuring that processes and procedures needed for the management system are established, implemented and maintained; and
- reporting to top management on the performance of the management system and any need for improvement.

8.2.4. All documentation, processes, systems, records, etc. related to the fulfilment of the requirements of this International Standard shall be included, referenced, or linked to documentation of the management system.

8.2.5. All personnel involved in inspection activities shall have access to the parts of the management system documentation and related information that are applicable to their responsibilities.
Refer **IB-Pro-05 Procedure for Quality Management system.**

8.3. Control of Documents (Option A)

8.3.1. TQCPL shall establish procedures to control the documents (internal and external) that relate to the fulfilment of this International Standard.

8.3.2. The procedures shall define the controls needed to:

- approve documents for adequacy prior to issue;
- review and update (as necessary) and re-approve documents;
- ensure that changes and the current revision status of documents are identified;
- ensure that relevant versions of applicable documents are available at points of use;
- ensure that documents remain legible and readily identifiable;
- ensure that documents of external origin are identified and their distribution controlled;
- prevent the unintended use of obsolete documents, and apply suitable identification to them if they are retained for any purpose.

Refer **IB-Pro-05 Procedure for Quality Management system.**

8.4. Control of Records (Option A)

8.4.1. TQCPL shall establish procedures to define the controls needed for the identification, storage, protection, retrieval, retention time and disposition of its records related to the fulfilment of this International Standard.

8.4.2. TQCPL shall establish procedures for retaining records for a period consistent with its contractual and legal obligations. Access to these records shall be consistent with the confidentiality arrangements.

Refer **IB-Pro-05 Procedure for Quality Management system.**

8.5 Management Review (Option A)

8.5.1. General

8.5.1.1. The top management of TQCPL shall establish procedures to review its management system at planned intervals, in order to ensure its continuing suitability, adequacy and effectiveness, including the stated policies and objectives related to the fulfilment of this International Standard.

8.5.1.2. These reviews shall be conducted at least once a year. Alternatively, a complete review broken up into segments (a rolling review) shall be completed within

a 12-month time frame.

8.5.1.3. Records of reviews shall be maintained.

8.5.2. Review inputs

The input to the management review shall include information related to the following:

- results of internal and external audits;
- feedback from clients and interested parties related to the fulfilment of this International Standard;
- the status of preventive and corrective actions;
- follow-up actions from previous management reviews;
- the fulfilment of objectives;
- changes that could affect the management system;
- appeals and complaints.

8.5.3. Review outputs

The outputs from the management review shall include decisions and actions related to:

- improvement of the effectiveness of the management system and its processes;
- improvement of the inspection body related to the fulfilment of this International Standard;
- resource needs.

Refer **IB-Pro-05 Procedure for Quality Management system.**

8.6. Internal Audits (Option A)

8.6.1. TQCPL shall establish procedures for internal audits to verify that it fulfils the requirements of this International Standard and that the management system is effectively implemented and maintained.

8.6.2. An audit programme shall be planned, taking into consideration the importance of the processes and areas to be audited, as well as the results of previous audits.

8.6.3. TQCPL shall conduct periodic internal audits covering all procedures in a planned and systematic manner, in order to verify that the management system is implemented and is effective.

8.6.4. Internal audits shall be performed at least once every 12 months. The frequency of internal audits may be adjusted depending on the demonstrable effectiveness of the management system and its proven stability.

8.6.5. TQCPL shall ensure that:

- internal audits are conducted by qualified personnel knowledgeable in inspection, auditing and the requirements of this International Standard;
- auditors do not audit their own work;
- personnel responsible for the area audited are informed of the outcome of the audit;
- any actions resulting from internal audits are taken in a timely and appropriate manner;
- any opportunities for improvement are identified;
- the results of the audit are documented.

Refer **IB-Pro-05 Procedure for Quality Management system.**

8.7 Corrective Actions (Option A)

8.7.1. TQCPL shall establish procedures for identification and management of nonconformities in its operations.

8.7.2. TQCPL shall also, where necessary, take actions to eliminate the causes of nonconformities in order to prevent recurrence.

8.7.3. Corrective actions shall be appropriate to the impact of the problems encountered.

8.7.4. The procedures shall define requirements for the following:

- identifying nonconformities;
- determining the causes of nonconformity;
- correcting nonconformities;

- evaluating the need for actions to ensure that nonconformities do not recur;
- determining the actions needed and implementing them in a timely manner;
- recording the results of actions taken;
- reviewing the effectiveness of corrective actions

Refer **IB-Pro-05 Procedure for Quality Management system.**

8.8. Preventive Actions (Option A)

8.8.1. TQCPL shall establish procedures for taking preventive actions to eliminate the causes of potential nonconformities.

8.8.2. Preventive actions taken shall be appropriate to the probable impact of the potential problems.

8.8.3. The procedures for preventive actions shall define requirements for the following:

- identifying potential nonconformities and their causes;
- evaluating the need for action to prevent the occurrence of nonconformities;
- determining and implementing the action needed;
- recording the results of actions taken;
- reviewing the effectiveness of the preventive actions taken.

Refer **IB-Pro-05 Procedure for Quality Management system.**

Reference documents

- **IB-Pro-05 Procedure for Quality Management system**

NABCB Accreditation Criteria Requirements

5.0 Metrological Traceability and Calibration

5.1 TQCPL shall be able to demonstrate the calibration of equipment(s) used in inspection are traceable to the International System of Units (SI units) in accordance with the requirements specified in ISO/IEC 17025. This shall be specifically controlled for critical equipments (i.e. those equipment(s) that have significant influence on results), whether owned by TQCPL or others.

5.2 TQCPL shall have a rationale to classify the equipment into a Critical category and it shall be documented and maintained.

5.3 When using external calibration services, traceability of measurement shall be assured by the use of calibration services from laboratories that can demonstrate competence, measurement capability and traceability.

5.4 TQCPL shall ensure this by getting the critical equipments calibrated as per the below criteria, recommended in the same hierarchy-

- Option 1: National Metrology Institutes such as NPL-India or other CIPM (International Committee for Weights and Measures) MRA Signatories;
- Option 2: Calibration laboratories accredited by NABL-India, an ILAC and APAC MRA Signatory, or calibration laboratories accredited by other accreditation bodies under ILAC / APAC MRA ,
- Option 3: An NMI not covered under CIPM MRA but services are suitable for intended use.
- Option 4: Calibration laboratories demonstrating compliance to ISO/IEC 17025, as assessed by the inspection body, if need be.

5.5 Right now, TQCPL neither performs any in-house calibration, not it plans to have in the near-future. In case it is planned to start, the requirements shall be understood and fulfilled before start of in-house calibration.

5.6 Where equipment is subjected to in-service checks between regular re-

calibrations, the nature of such checks, the frequency and acceptance criteria shall be defined.

6.0 Use of Testing Laboratories as part of Inspection:

6.1 Testing at external lab:

6.1.1 When as a part of inspection, for confirming product compliance to relevant standard, tests are required to be carried out in a laboratory, the inspection personnel of TQCPL draw sample(s) and send it to an independent external laboratory.

6.1.2 During this process, TQCPL shall ensure that the laboratories to which samples are sent for testing are either accredited or compliant to ISO/IEC 17025 for the scope of tests being undertaken. TQCPL will not use testing laboratories recommended or decided by its clients unless they are either accredited or compliant to ISO/IEC 17025.

6.1.3 In case TQCPL opts to verify compliance of an external testing laboratory to ISO/IEC 17025, instead of using a laboratory accredited as per ISO/IEC 17025, then the following shall be ensured-

- it shall be done as per the documented procedure to assess the external testing laboratory to the requirements of ISO/IEC 17025,
- the external testing laboratory shall be assessed by an assessor trained in ISO/IEC 17025 and relevant testing procedures,
- and shall maintain records of assessing compliance of external testing laboratories to ISO/IEC 17025.

Only in the above cases, the laboratory test report as received from the laboratory may be directly attached to the inspection report.

6.2 Review of test report

6.2.1 When as a part of inspection, TQCPL is required to review test reports for the purpose of assessing conformity to specified requirements/criteria, the testing shall have been carried out in laboratories complying with ISO/IEC 17025 as established by the TQCPL or accredited to ISO/IEC 17025.

6.2.2 The tests for which results are to be reviewed shall either be covered under

accreditation in accordance with ISO/IEC 17025 or the compliance of the laboratory performing the tests shall have been verified by TQCPL for compliance to applicable requirements of ISO/IEC 17025 for the tests under consideration.

6.3 Witness of testing

6.3.1 When as a part of inspection, the inspection personnel of TQCPL witness testing at client's laboratory or vendor's laboratory at the site, TQCPL shall ensure that these laboratories demonstrate compliance to relevant requirements as specified in Clauses 6.1, 6.2 and 7.1 of ISO/IEC 17020:2012.

6.3.2 TQCPL shall ensure that client's or vendor's personnel performing such tests are competent and use standard / validated test methods.

6.3.3 TQCPL shall also ensure that the inspection personnel conducting the test witness shall also be knowledgeable about the above requirements to be able to assess the same.

7.0 Proficiency Testing (PT)

7.1 The purpose of PT is to establish the technical competence and the quality of inspection activities. TQCPL establishes the PT by the following ways-

- Comparison of findings
- Measurement audits
- Technical witnessing
- Review of inspection reports, records and supporting materials
- Evaluation of performance and characteristics of specific methods

TQCPL identifies its approach to assuring the quality of inspection services, by including a statement, policy or procedure in their management system. TQCPL has prepared a plan on their intended participation in relevant proficiency testing activities, as applicable, to cover the major technical areas included in the scope of accreditation and organise to undertake the same at a frequency of once on annual basis for each individual accredited scope.

8.0 Use of NABCB Accreditation Mark

The below requirements shall be fulfilled once the accreditation for the claimed scope has been received from NABCB.

8.1 TQCPL understands its responsibility to ensure that it describes its NABCB Accreditation Status in a manner that does not imply that accreditation is held in areas that are outside the scope of accreditation, for its other activities and branch offices facilities that are not included in the accreditation or for products or services that NABCB accreditation does not cover.

8.2 TQCPL understands that while the use of “NABCB Accreditation Mark” on inspection reports/ certificates is not mandatory, only inspection reports/ certificates bearing the “NABCB Accreditation Mark” can benefit from the acceptance established through mutual recognition agreements/ arrangements amongst accreditation bodies globally.

8.3 TQCPL also understands that Inspection reports/ certificates issued by it for the scope and locations covered under NABCB accreditation, irrespective of whether NABCB Accreditation Mark is used or not on such reports/ certificates issued, shall be deemed to be covered under accreditation and shall be subject to assessment during routine NABCB Surveillances and/ or Reassessments.

8.4 NABCB Fee based on per inspection report/ certificate or on % of inspection contract value as announced annually in the NABCB Fee Structure shall be applicable on all inspection reports/ certificates issued by TQCPL for the scope and locations covered under NABCB accreditation, with or without NABCB Accreditation Mark.

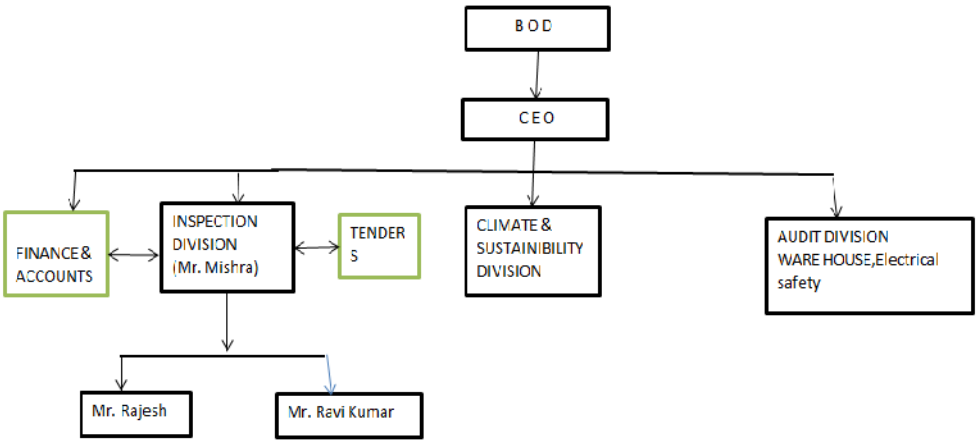
8.5 TQCPL shall consider its responsibility and obligation to declare quarterly (every 3 months) the number of such reports/ certificates issued or inspection contracts signed / executed and related information, correctly to NABCB.

11.0 Time for Inspections undertaken by the Inspection Body

TQCPL shall have a system for ensuring required time is spent by the inspection personnel for carrying out inspections and for monitoring the time spent on inspections. Timelines prescribed by regulatory bodies, if any, shall be strictly complied.

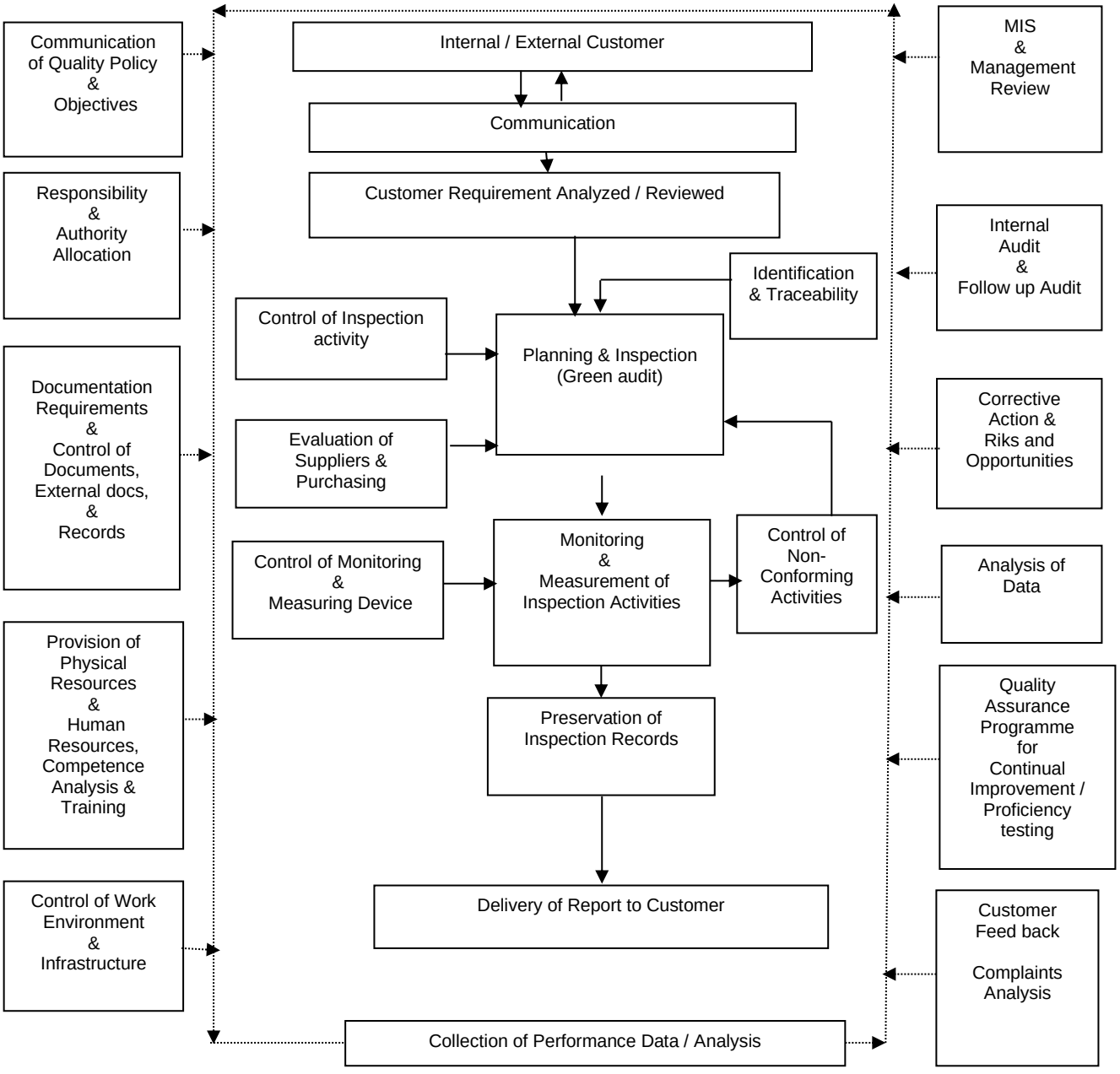
Annex I

Organizational Structure (Revised)



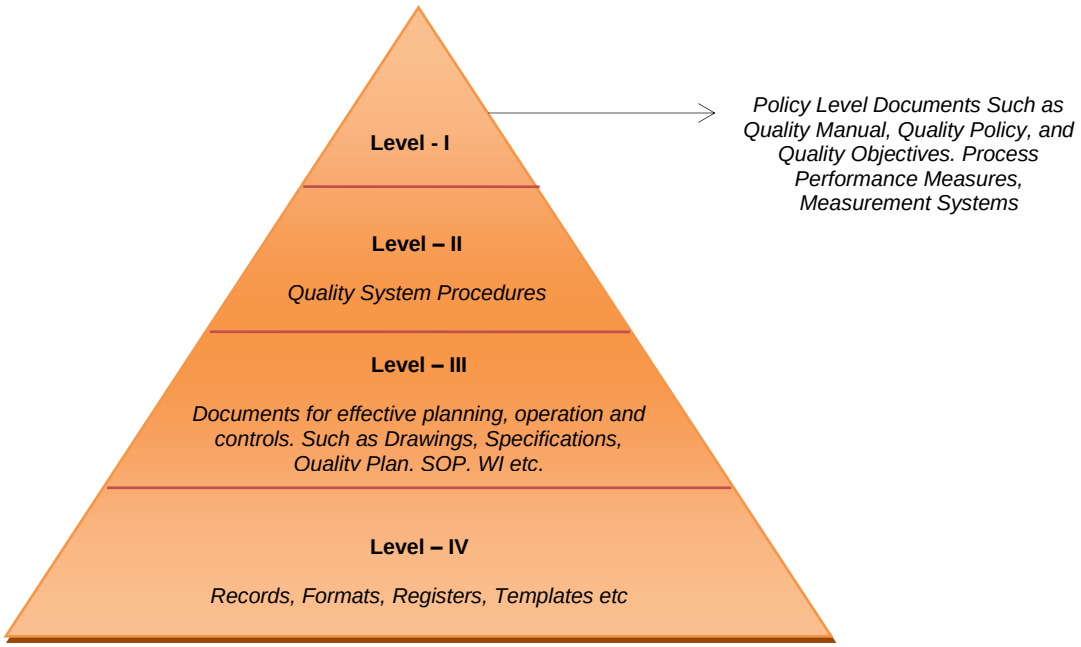
Annex II

Interaction Of The Processes



Annex III

Document Structure



Annex IV

List Of Quality System Procedure

Sl No.	Document No.	Title of the Document
1.	IB-Pro-01	Procedure for Structural Requirements, Roles, Responsibilities and Authorities
2.	IB-Pro-02	Procedure for impartiality and confidentiality
3.	IB-Pro-03	Procedure for Resource requirements
4.	IB-Pro-04	Procedure for Process requirements
5.	IB-Pro-05	Procedure for Quality Management system
6.	IB-Pro-06	Procedure for Appeals and Complaints

Annex V

Scope And Field Of Application

INSPECTION BODY SCOPE OF ACCREDITATION						TABLE – B
S. No.	**IAF Scope Sector Classification Code2 (Indicative)**	**Inspection Field and Specific Item(s)[3]**	**Stage[4] and Range[5] of Inspection(s)**	**Inspection Requirement(s)[6] [Standards / Regulations / Methods/ Procedures] See Note 4 below the Table**		**Office(s) where competence for each scope exists**
				Number identification with year of publication	**Title**	
1.	Type A Scope sector 28	Green audit of campuses and buildings	Initial Stage & Final Stage	1. SP 7: 2016 2. IGBC 3. GRIHA V3.1- 2021	1. National Building Code of India (NBC 2016)- Part 7 2. Indian Green Building Council 3. GRIHA India Code	Indore

Approved By

Quality Manager

Annex VI

P1. POLICY STATEMENT

TQCPL will select their suppliers based on their ability to meet the TQCPL ’s requirements. Which includes cost, quality, service, support and timely delivery. This will be done through the defined processes and procedures.

Approved By

Director

This is the policy for TQCPL, during the selecting and purchasing of services and supplies that affect the quality of the inspection.

P.2 POLICY STATEMENT

TQCPL will equally treat all customer's complaints and feedback and take timely corrective action to resolve it in effective manner. TQCPL will protect all customer confidential information and proprietary rights including procedures for protecting the electronic storage and transmission of results; This will be done through the defined processes and procedures.

Approved By

Director

This is the policy for TQCPL, for all customer complaints and other interested parties and protection of customer confidential information

P.3 POLICY STATEMENT

TQCPL will control all the Non-Conforming activities from enquiry stage to reporting stage. This will be done through the defined processes and procedures.

Approved By

Director

This is the policy for TQCPL, for all non-conforming test work

P.4 POLICY STATEMENT

TQCPL will take effective corrective action to eliminate the cause(s) of the detected non-conformities at all stages. This will be done through the defined processes and procedures.

Approved By

Director

This is the policy for TQCPL Corrective Action

P.5 POLICY STATEMENT

TQCPL will identify the training needs for its personnel to carry out the test activates effectively and timely. This will be done through the defined processes and procedures.

Approved By

Director

This is the TQCPL ‘s Training Policy

P.6 POLICY STATEMENT

TQCPL aiming at personnel safety and will perform its inspection activities at controlled environment, where all the hazards are identified and controlled to avoid incidents. This will be done through the defined processes and procedures.

Approved By

Director

This is the policy for TQCPL Inspection Safety.

P.7 POLICY STATEMENT

True Quality Certifications PVT LTD as a whole dealing with TPI,GHG audit, Sustainability/Climate Projects.

The Management of TRUE QUALITY is taking the overall responsibility of all the activities of TRUE QUALITY.

In all our operations (inspection), Top management of TQCPL is committed to independence and impartiality in our dealings with customers, vendors, suppliers and partners.

We maintain a presence of objectivity, independence, neutrality and freedom from conflict of interest.

All our personnel are aware of their duties and responsibilities and the requirement for impartiality is to be maintained at all times so as to ensure possible conflicts of interests do not arise.

Approved By

Director

This is the policy for TQCPL impartiality

P.8 QUALITY OBJECTIVES

1.impartiality in decision making ,contibually upgrade the inspection and certification

Process through technology and other means

1.process improvement- improving the process through technology

3.customer satisfaction – customer feed back /repeated orders

4.training and competency-ensuring that all inspection perform ,receive adequate training at least 2 man day/year/person

5.documentary r/ecords –maintsaining comprehensive records,all process and standards and procedures to demonstrate compliance and facilitate audits