



External Quality Surveillance

**GENERAL CONDITIONS
within the scope of product certification**

ECB-S C14

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1 BASICS OF PRODUCT CERTIFICATION

As a certification body accredited according to ISO/IEC 17065, European Certification Body GmbH (ECB) carries out quality surveillance audits as part of the product certification process at the manufacturing plants or on construction sites.

2 METHODS OF DELIVERING THE AUDIT-SERVICE

ECB provides its audit services according the main principles of the ISO 19011 and the certification rules defined in the Certification Guideline ECB•S C10 (available on www.ecb-s.com).

The responsible auditor agrees the audit date with the certificate holder ⁽¹⁾, confirms the agreed date and provides an audit plan.

The certificate holder ⁽¹⁾ is obliged to provide the auditor with all necessary information and to guarantee him free access for the audit.

3 REASON OF DELIVERING THE AUDIT SERVICE

ECB carries out the following external quality surveillance audits:

- **Initial audit** (first external quality surveillance audit to determine whether the manufacturing plant of the applicant fulfils the requirements for the production of certified products).
- **Periodical audit** (ongoing external quality surveillance audit at the manufacturing plant of the certificate holder to determine whether the series products comply with the approved technical documentation according to the ECB•S certificate).
- **Unscheduled audit** (external quality surveillance at the request of the customer or at the instigation of ECB at the manufacturing plant of the certificate holder or at the construction site of the certified product).

4 CONTENT OF THE AUDIT

The external quality surveillance is carried out based on the ECB•S certificate and the technical documentation covered by the certificate.

5 RESPONSIBILITIES

The external quality surveillance audit is carried out by ECB staff or by ECB recognized bodies. The recognized bodies are listed in the document ECB•S C12 (available on www.ecb-s.com).

ECB is entitled to take part in all external quality surveillance audits through experts.

6 CONFIDENTIALITY

The accreditation standard (ISO/IEC 17065) requires the certification body to handle customer information confidentially to a high degree. Except for information that the certificate holder makes publicly available, or when agreed between the certificate holder and the certification body, all other information is considered proprietary information and shall be regarded as confidential.

ECB staff is strictly bound to professional secrecy.

Information will only be passed on to third parties with the express permission of the persons concerned. In exceptional cases in which the DAkkS ⁽²⁾ as accreditor of the ECB or laws require information to be passed on to third parties, the certificate holder will be informed of the information passed on.

The persons of the recognised bodies involved in the performance of audits are contractually bound to secrecy towards third parties.

7 COMMUNICATION OF RESULTS

At the end of the external quality surveillance, the responsible auditor shares the result with the audited company/certificate holder ⁽¹⁾ within a final discussion. The audit result is confirmed in writing by both the audited company/ certificate holder ⁽¹⁾ and the auditor.

The final audit report is either issued directly on site or submitted at short-term. The reports on the result of the audit are distributed exclusively in writing to the certificate holder ⁽¹⁾. Unless otherwise agreed with the consent of the certificate holder ⁽¹⁾, the report is sent by e-mail in a PDF file. ECB keeps an original copy of this report for a period of 5 years.

Transmission of replies by the certificate holder ⁽¹⁾:
The proposals for corrective actions must be sent in writing to ECB according to the methods included in the certification rules. ECB examines these proposals and gives its approval.

⁽¹⁾ or applicant, as appropriate

⁽²⁾ Deutsche Akkreditierungsstelle