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TQCSI RULES OF CERTIFICATION

INTRODUCTION

These Rules of Certification have been developed in accordance with the policies and procedures of the Joint Accreditation System of Australia and New Zealand (JASANZ), ANSI National Accreditation Board (ANAB) and the International Accreditation Forum (IAF). They apply to TQCS International Pty Ltd, its auditors, technical specialists and employees, applicants as clients, clients who have achieved certification and relevant stakeholders. TQCS International Pty Ltd (ABN 59 065 953 924) is referred hereunder as 'TQCSI'.

這些認證規則是根據澳洲和紐西蘭聯合認證體系 (JASANZ)、ANSI 國家認證委員會 (ANAB) 和國際認證論壇 (IAF) 的政策和程序制定的。它們適用於 TQCS International Pty Ltd、其審核員、技術專家和員工、客戶申請人、已獲得認證的客戶以及相關利害關係人。TQCS International Pty Ltd (ABN 59 065 953 924) 以下簡稱「TQCSI」。

SCOPE

TQCSI provides independent, third party auditing and certification of management systems operated by clients seeking compliance to various International and other Standards, including ISO 9001 (QMS), ISO 14001 (EMS), ISO 45001 (SMS), ISO 22000 (FSMS), FSSC 22000 (FSMS), HACCP, ISO/IEC 27001 (ISMS), ISO 55001 (AMS), ISO 13485 (MDQMS); AS 9100, AS 9110 & AS 9120 (AQMS); QHSE and other industry tailored Codes.

TQCSI 提供獨立的、第三方稽核和管理體系的驗證，針對客戶尋找符合國際及其他標準，包括 ISO 9001 (品質管理系統)、ISO 14001 (環境管理系統)、ISO 45001 (職業衛生管理系統)、ISO 22000 (食品安全管理系統)、FSSC 22000 (食品安全管理系統)、HACCP, ISO/IEC 27001 (資訊安全管理系統)、ISO 55001 (能源管理系統)、ISO 13485 (醫療器材品質管理系統)、AS 9100、AS 9110 & AS 9120 (航太品質管理系統)、QHSE 及其他產業客製化管理規則。

LEGAL STATUS

TQCSI, a proprietary company registered in Australia on 5 August 1994. It is an independently owned and managed certification body operating throughout Asia, the Middle East, Africa, Europe and north America. TQCSI is accredited by JASANZ (www.jasanz.org) and ANAB (www.anab.org).

TQCSI 是一家於 1994 年 8 月 5 日在澳洲註冊的專有公司。TQCSI 獲得 JASANZ (www.jasanz.org) 和 ANAB (www.anab.org) 的認可。

CONFIDENTIALITY

TQCSI is responsible for ensuring confidentiality is maintained by its employees, auditors and technical specialists relevant to any information with which they gain access as a result of their contact with clients involved in the certification process. Each employee, auditor and technical specialist is required to sign and conform to a Confidentiality Agreement which assures the confidentiality of client information at all times.

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TQCSI 的員工、稽核員和技術專家，保證對因驗證相關過程而得知的任何客戶資訊作保密。每個員工、稽核員和技術專家都被 TQCSI 要求簽署一份保密協議，要求保證對客戶的訊息無時無刻保密。

ORGANISATION STRUCTURE

A copy of the TQCSI Organisation Chart is available upon request and TQCSI procedures define responsibilities, authorities and relevant inter-relationships.

TQCSI 的組織圖是可以來索取的，且對 TQCSI 流程定義責任、授權及內部組織之間的關係。

INDEPENDENCE OF OPERATIONS

TQCSI is to conduct its operations separately and at arm's length from any other company associated with management system consultancy. Separate procedures have been established to ensure there is no conflict of interest in an auditor's assessment and the certification approval process.

TQCSI 與任何管理系統顧問相關的顧問公司為個別營運且保持公平性，他們建立個別的程序以確保與稽核員評估及驗證核可相關過程沒有衝突。

GENERAL CONDITIONS

The basic conditions and requirements for obtaining and maintaining certification, which each client must agree to and comply with, are as follows:

以下是對取得及維持認證核可的基本條件，這是客戶必需同意及遵守的：

- The client will comply with the requirements of the relevant Standard, the requirements outlined in this document and the relevant Certification Contract (Trade Mark Licence Agreement).

客戶必須遵守相關驗證標準、本文件及驗證合約(TMLA)所列的相關要求。

- TQCSI retains ownership of the content of audit reports and certificates.

TQCSI 保有更改稽核報告及證書內容的權利

- The issue of a Certificate of Registration in no way implies that the client's product or service is approved by JASANZ, ANAB or any government department.

核發的證書並不代表客戶的產品或服務通過 JASANZ、ANAB 或政府的核可。

- The client is required to maintain a register of complaints which may be audited by TQCSI. Each complaint received must be investigated and corrective action taken, where considered appropriate.

客戶需將其顧客抱怨存檔，以供 TQCSI 稽核。每一抱怨必需適當地做調查及執行矯正。

- The client is expected to internally audit the management system once per calendar year and not more than 18 months following the previous internal audit. It may be conducted by a second party who is appropriately qualified and independent.

客戶應每(日曆)年至少執行一次全系統的內部品質稽核，稽核間隔不可超過 18 個月。內部稽核也可由核可及獨立的第三方來執行。

- The client is expected to conduct a review of the effectiveness of the management system by senior management once per calendar year and not more than 18 months following the previous management review.

客戶應由高級管理階層每(日曆)年至少執行一次對管理系統有效性的審查。管理審查的間隔不可超過 18 個月。

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- The client is not to use its certification in a manner likely to bring TQCSI into disrepute or make any statement regarding its certification which TQCSI may consider misleading or unauthorised.

客戶不可使用 TQCSI 的證書以致損及 TQCSI 的名聲，或未經授權而發表任何關於證書的聲明，以致使人產生對 TQCSI 的誤解。

- The client is to have procedures that ensure information supplied by TQCSI is kept up to date.

客戶要有程序以確定所收到 TQCSI 的資訊是最新的。

- Auditors may occasionally be accompanied by TQCSI, JASANZ or ANAB witness assessors for monitoring of TQCSI processes. This will not incur any cost to the client nor impede the scheduled audit in any manner. Witness assessors also require access to facilities and associated records during the audit.

稽核員偶爾會被 TQCSI 或 JASANZ 或 ANAB 見證稽核，以監測確實依 TQCSI 程序執行稽核。這並不會對客戶收取任何額外費用，也不會以任何形式妨礙稽核計畫。在見證稽核期間，見證稽核員也可要求稽查機器設備和相關聯之紀錄。

- Should JASANZ or ANAB perceive TQCSI is not following correct certification processes, they may visit the client to validate the accuracy of previously conducted audits. This will only occur in exceptional circumstances and the client will not incur any fees.

當 JASANZ 若察覺 TQCSI 或 ANAB 可能有不正確的驗證過程，他們可能會查訪客戶以查驗先前執行驗證的準確性。這只會發生在特殊情況下，並不會對客戶產生任何額外費用。

- JASANZ and ANAB have accredited TQCSI to certify clients to specific Standard(s) – clients may market themselves as being “certified to the respective Standard(s)” but not that they are “accredited”.

JASANZ 和 ANAB 授權 TQCSI 驗證特定標準 – 客戶可以以“通過一個標準的驗證”作為行銷，而不是“被授權”

AUDITING CONDITIONS

- The client is to ensure that all necessary information is made available to TQCSI auditors to complete the certification audit.

客戶須保證提供所有必須的資訊給 TQCSI 的稽核員以便其執行稽核。

- The frequency of all audits is to be determined by assessment of the risk and technical factors pertaining to the certification. TQCSI reserves the right to increase the frequency of auditing if the relevant management system is considered to be nonconforming such that continued certification cannot be assured.

依稽核時判斷的危險性、技術性等的因素綜合結果決定稽核頻率。當管理系統被認為不能持續維持品質管理時，TQCSI 保留增加稽核頻率的權利。

- A surveillance audit is to be conducted within 12 months of initial certification and then at least once per calendar year or more frequently depending on the maturity of the System and size of the operation.

首次的年度續評稽核應在正評稽核後 12 個月內進行，而第二次之年度續評稽核可至少每(日曆)年一次或更多，取決於系統的成熟度及企業的規模大小。

- A re-assessment of the client's System, known as a Triennial Audit, is to be conducted during the third year of the certification cycle and before expiry of certification. It is to follow the same format as the initial Stage 2 Audit. The validity of a certificate cannot be extended as a result of a partial re-assessment.

換證稽核，(或稱為三年重審)，將於稽核循環的第三年執行。並同第二階稽核的格式執行。如果只執行部份稽核，證書的有效性將不可展延。

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- TQCSI may conduct short notice or unannounced audits to investigate complaints, in response to changes or as follow up on suspended clients.

TQCSI 可能會進行臨時通知稽核或未公告稽核，調查客戶抱怨，以因應改變或對暫停中止的客戶採取後續行動。

- If TQCSI is not satisfied that all requirements for certification are being met, the client will be informed of those relevant areas requiring attention.

當客戶無法滿足所有驗證的要求，TQCSI 將告知客戶哪些地方需要注意。

- TQCSI will re-assess only the necessary parts of the System in order to review corrective action taken as a result of previously identified major nonconformances.

TQCSI 將(只)針對前次紀錄中重大缺失的部分作再次查驗，以作為評論主要缺失是否有適當的矯正行動。

CERTIFICATION CONDITIONS

- TQCSI may suspend certification if the client fails to take sufficient corrective action to close or downgrade a major nonconformance within three months of identification or any other period of time determined by TQCSI based on the associated risk. Certification may then be cancelled if the major nonconformance is not closed or downgraded following that period.

若客戶無法在三個月之內或 TQCSI 根據相關風險所訂的期限內，提出充分的證據證明重大缺失已被關閉或降級，證書將會被 TQCSI 中止。期限之後，重大缺失若沒有被關閉或降級，證書將被撤銷。

- Except in exceptional circumstances (eg a division of a multi-national company which operates as a complete business unit itself), the entire business of the client, including all departments and sites, are to be covered under the scope of certification.

除了特殊狀況(如：多國籍的公司操作的一個部門，以一個完整的公司型態)，組織全體，包含全部部門、廠區，都應依驗證範圍接受稽核。

- Certification is to apply only to the sites within the scope of certification (also known as capability description) as agreed between TQCSI and the client and as stated on the Certificate of Registration or Schedule of Registration. This capability description and any sub-scopes for other sites included in the certification is to be the subject of the Certification Contract (Trade Mark Licence Agreement) between the respective client and TQCSI.

驗證將應用於客戶與 TQCSI 所同意的驗證範圍(也稱作能力描述)的廠址，也作為證書或證書附件的內容。此驗證範圍及任何其他廠址的子驗證範圍，將成為客戶和 TQCSI 的驗證合約(TMLA)中的主題。

- A request for an extension to scope of certification or an upgrade to another Standard may, at the discretion of TQCSI, require an additional review of documentation or additional audit time to assess compliance to the relevant Standard.

對驗證範圍擴增或標準升級的要求，依 TQCSI 的立場，可以要求增加文件審查或增加稽核時間，以評估符合對標準的要求。

- TQCSI reserves the right to revise the requirements of certification within the period of validity of the certificate.

TQCSI 保留權利在證書的有效期限內修正證書的要求。

- Where interpretation of a Standard's requirements is required, it will be published under 'ISO Systems Policies' on the TQCSI website (www.tqcsi.com) and those interpretations are expected to be complied for certification to be maintained.

認證標準被要求解釋時，它將會被發佈在 TQCSI 網站(www.tqcsi.com)之“ ISO 系統政策” 欄位中，以及這些解釋是預計符合認證要求的。

COMMUNICATION CONDITIONS

- The client is to inform TQCSI immediately of any changes which may affect the management system fulfilling requirements of the respective Standard, including changes in key staff and ownership, contact addresses, including any multiple or other sites, any major changes to products or manufacturing processes, or extension to the scope of its certification. TQCSI will determine the action required to maintain confidence that the management system meets the requirements of the Standard or, in the case of an extension to scope, will decide whether or not extension may be granted.

當有以下敘述狀況發生時，客戶應立即通知 TQCSI：產品或生產過程有任何改變或增加，以致須修改或擴大證書上的驗證範圍，而會影響證書上資訊的有效性，包括多個或其他廠址、管理上或擁有者的改變。TQCSI 會決定是否核可擴大驗證範圍。登錄的證書，決不暗指客戶的產品或服務是通過 JANS-ANZ 或任何政府部門認可的。

- The client is to inform TQCSI within three working days of any significant event that may affect the fulfilment of the respective management system. A significant event may include legal proceedings, a legal notice of required action from a regulatory or government authority for a breach of legislation or regulations (eg environmental breach if ISO 14001 certified, food safety breach if ISO 22000 or HACCP certified, workplace safety breach if ISO 45001 certified, etc). It may also include events which may not necessarily be a breach of legislation or regulations but are considered significant (eg a fatality or very serious incident if ISO 45001 certified, **significant security breach/cyber incidents if ISO 27001 certified** or a food recall if ISO 22000 or HACCP certified). TQCSI will then investigate and take appropriate steps to ensure the integrity of certification is maintained.

客戶應在三天內通知 TQCSI 任何會影響管理系統的事件或改變。事件包括：法律訴訟、因違法法規，而政府、行政單位通知的法律聲明，(如：環境環保法規之於 ISO 14001、食品安全法規之於 ISO 22000, FSSC 22000 或 HACCP、勞工衛生安全之虞 ISO 45001...等)；非違反法規，但若有重大改變時，也需通知 TQCSI，(如：發生重大公安事件之於 ISO 45001、**發生重大安全漏洞/網路事件之於 ISO 27001**、食品下架之於 ISO 22000, FSSC 22000 或 HACCP)。TQCSI 則會將調查並採取適當步驟，以確保認證的完整性。

- At Surveillance and Triennial Audits, the client is to inform TQCSI auditors of any significant events that may have occurred since the previous audit, including any findings by another party related to the respective management system.

於上次稽核至此稽核之間，若管理系統若有發生任何變化，包含：其他稽核單位對該管理系統的稽核結果，客戶也應主動告知 TQCSI。

AUDIT CRITERIA

The audit criteria are the management system standard(s) applicable to the client's certification and the defined processes and documentation of the management system developed by the client.

Inability of the audit team to observe operational processes relevant to the scope of certification during an audit could result in another audit, or part thereof, being required to observe those processes.

稽核標準是指管理系統條文應用到客戶申請驗證的範圍，以及客戶們已發展出來的程序、管理系統文件。

如果稽核團隊在稽核期間無法觀察與認證範圍相關的操作流程，可能會導致需要進行另一次稽核或部分稽核來觀察這些流程。

AUDIT OBJECTIVES

The objectives of all audits are to:

所有稽核的目標是：

- determine conformance of the management system with the respective Standard(s) and management system documentation

確定各標準和管理系統文件化的管理系統符合性

- evaluate the ability of the management system to ensure applicable statutory, regulatory and contractual requirements are met

評估管理系統的能力，以確保符合相應的法律、法規及合約要求

- evaluate the effectiveness of the management system

評估管理系統的有效性

- identify opportunities for improvement to the management system.

判斷改善管理系統的機會

CERTIFICATION MARKS

TQCSI Certification Marks are only to be used in reference to the site for which they apply and are not to be affixed directly to the product, product packaging, including outer packaging, or be used in such a way that product certification may be implied. This applies equally to the JASANZ and ANAB Accreditation Marks.

TQCSI 認證標誌僅用於其適用的場所，不得直接貼在產品、產品包裝（包括外包裝）上，或以暗示產品認證的方式使用。這同樣適用於 JASANZ 和 ANAB 認證標誌。

Clients may choose to use a statement on product packaging or in accompanying information to state they have a certified management system, however the statement may not imply that the product, process or service is certified. If a statement is applied it must reference the client's name, the type of management system, the applicable Standard and the Certification Body issuing the certificate. This does not apply to FSMS and HACCP.

客戶可以選擇在產品包裝上或隨附資訊中使用聲明來聲明他們擁有經過認證的管理體系，但該聲明可能並不意味著產品、流程或服務已獲得認證。如果套用聲明，則必須引用客戶名稱、管理系統類型、適用標準和頒發證書的認證機構。這不適用於 FSMS 和 HACCP。

Use of relevant TQCSI Certification Marks is encouraged on stationery, literature and publicity material. Similarly, the JASANZ and ANAB Accreditation Mark may be used by clients once certified for programs for which TQCSI is accredited, but only when it is accompanied by the TQCSI Certification Mark. When more than one of these Marks is used, they are to be proportioned such that neither Mark takes precedence over the

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other. When using TQCSI Certification Marks on letterhead, stationery, literature or publicity material, they are to be accompanied by the Registration Number and Standard to which certification applies. TQCSI Certification Marks and JASANZ/ANAB Accreditation Marks are available through the local TQCSI Office.

鼓勵在文具、文獻和宣傳資料上使用相關的 TQCSI 認證標誌。同樣，一旦獲得 TQCSI 認可的專案認證，客戶就可以使用 JASANZ 和 ANAB 認證標誌，但僅限於附有 TQCSI 認證標誌的情況。當使用多個這些標記時，它們應按比例分配，以使任一標記都不優先於另一個標記。當在信頭、文具、文獻或宣傳資料上使用 TQCSI 認證標誌時，應附有認證適用的註冊號碼和標準。TQCSI 認證標誌和 JASANZ/ANAB 認可標誌可透過當地 TQCSI 辦公室取得。

The TQCSI, JASANZ and ANAB Marks may be reproduced in a single colour to conform to existing company stationery or newspaper and magazine article colouring, however they cannot be reproduced in a combination of colours from that specified by TQCSI. The Marks must also be reproduced clearly distinguishable and legibly, and are not to be used in any misleading manner.

TQCSI、JASANZ 和 ANAB 標誌可以用單一顏色複製，以符合現有的公司文具或報紙和雜誌文章顏色，但不能用 TQCSI 指定的顏色組合複製。商標的複製也必須清晰可辨且清晰易讀，並且不得以任何誤導性的方式使用。

Clients of TQCSI are not permitted use of the TQCSI logo (blue tick) or IAF MLA Mark.

客戶不可使用 TQCSI 標誌（藍色勾號）及 IAF MLA 的標誌。

On achieving certification or achieving certification to a new version of a standard, clients will be issued with an individually tailored certification mark, which will have their Registration Number included. Clients are encouraged to use these marks to promote their certification, particularly on printed and marketing material, and websites. Clients may not alter these certification marks. 在獲得認證或獲得新版本標準的認證後，客戶將獲得一個單獨訂製的認證標誌，其中將包含他們的編號。



鼓勵客戶使用這些標誌來宣傳他們的認證，特別是在印刷和行銷的素材及網站上。並客戶不得更改這些認證標誌。

Certification marks may also be used without the Registration Number, particularly when the mark is too small for the Registration Number to be clearly identified.

證明商標可以在沒有註冊號的情況下使用，特別是當商標太小而無法清楚地識別註冊號時。



Certification marks may also be used without the Registration Number and year of issue, particularly for large or expensive marketing material where it is impractical or unreasonable to change them when the version changes (eg signage, decals on a large number of vehicles, etc).

認證標誌可以在沒有註冊號和發行年份的情況下使用，特別是對於大型或昂貴的行銷素材。在版本更改時，更改它們是不切實際或不合理的（例如，標誌、車輛上的轉印貼紙等）。



The following colours are to be used on certification marks: 認證標誌上應使用以下顏色：

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- Blue – Pantone Reflex Blue CP
- Red – Pantone PMS 1788 C
- Green – Pantone 3275 CP
- Orange – Pantone 15-1157 TCX (Flame Orange)
- Yellow – Pantone 803 C
- Black – Pantone 20-0198 TPM (Moondrop Grapes)
- Purple – Pantone 258C.

FEES

The client is to pay all fees in accordance with the terms of payment as printed on the respective invoices within 14 days of receipt.

客戶須於收到發票後 14 天內，依發票要求付清費用。

Cancellation or amendment to audit dates within two weeks of the scheduled date may incur a fee equivalent to 50% of the auditing cost. Cancellation or amendment to audit dates within two days of the scheduled date may incur a fee equivalent to 100% of the auditing cost. Certification may be suspended or cancelled if audits are not carried out within time frames determined by TQCSI.

驗證日期兩週內取消或修改驗證日期，須付一半的驗證費。若在決定的驗證日期前兩天內才取消或改日期，仍會收取全額的稽核費用。如稽核不在 TQCSI 決定的計畫內執行，證書可能會被暫時終止或取消。

SUSPENSION OF CERTIFICATION 證書暫時中止

TQCSI reserves the right to suspend a Certificate of Registration for a limited period if:

若有以下狀況，TQCSI 有權暫時中止證書的登錄：

- surveillance audits have not been undertaken within three months following the anniversary of the respective certification expiry date;

續評稽核沒有在證書到期月份的三個月之內完成。

- nonconformances or other identified issues have not been closed out within the designated time period;

不符合事項或其他已被確認的問題，未在時間內結案；

- the Certificate of Registration, TQCSI Certification Mark or JASANZ/ANAB Accreditation Marks are used in a misleading manner; or

不當使用登證證書、TQCSI 標誌或者 JASANZ/ ANAB 認證標誌，使人誤解；或

- there has been any other contravention of these TQCSI Rules of Certification.

違反 TQCSI 的驗證規則

TQCSI will notify the client in writing of the suspension and issue requirements to be satisfied prior to the removal of suspension. At the end of the suspension period, an investigation is to be conducted to ascertain whether requirements have been met. If they have been met, the client will be informed in writing and the suspension removed; however if they have not been met, the Certificate of Registration may be withdrawn and certification cancelled. Any costs incurred by TQCSI in the suspension or removal of suspension are to be met by the client and the suspension may be published by TQCSI.

TQCSI RULES OF CERTIFICATION

TQCSI 將以書面通知客戶暫時終止，並提出需要改善的項目，達到滿意後，才排除暫時終止。在結束暫時終止階段之前，將會再進行一次查驗，以確保要求已被符合。若已符合，將會以書面通知客戶“暫時終止”已取消；若尚未符合，證書登錄可能會被撤銷，以及證書會被取消。任何因暫時終止或取消而導致的費用，將由客戶支付，TQCSI 並會公告客戶證書被暫時終止的消息。

CANCELLATION OF CERTIFICATION

TQCSI reserves the right to cancel certification and withdraw a Certificate of Registration if:

若有以下狀況，TQCSI 保有權利取消證書以及取消證書登錄

- a surveillance audit has not been undertaken in a calendar year or the triennial audit for recertification has not been undertaken before certification expiry,

續評稽核沒有在一(日曆)年之間完成，或換證稽核(或稱:三年重審)並未在證書到期日之前完成，

- inadequate measures are taken by the client following suspension, or

客戶被中止後，採取的行動不適當，或

- the client fails to comply with its financial obligations in regard to its certification.

客戶不能履行付款的義務。

If certification is cancelled, the client shall immediately cease use of the TQCSI, JASANZ and ANAB Marks on all stationery, literature and publicity material. Similarly, the Certificate of Registration is to be returned to TQCSI or destroyed within 30 days of notification.

如果證書被取消，客戶得馬上停止使用 TQCSI 及 JASANZ 和 ANAB 的標誌於文具、文件和宣傳材料。同樣地，證書將在通知的 30 天內交回 TQCSI 或銷毀。

The client is to be informed when certification is cancelled and advised of the right of appeal. No reimbursement of fees will be given and the cancellation may be published by TQCSI.

當證書被取消時，將會通知客戶，並告知其上訴的權利。費用將不退還，且在網站公佈客戶證書被取消。

TQCSI is to cancel certification at the client's request if:

應客戶請求，TQCSI 將取消證書登錄：

- the client does not desire to renew its certification, or
- the client goes out of business or ceases to operate within the full scope of the certification.

客戶停業或者停止驗證範圍內的作業

No reimbursement of fees will be given and the cancellation may be published by TQCSI.

費用將不退還，TQCSI 將在網站公佈客戶證書被取消。

COMPLAINTS

Should any client or other stakeholder have cause for complaint regarding the conduct of TQCSI auditors, technical specialists or employees, the process of certification or for any other reason, the complaint should be made in writing and addressed to:

如因 TQCSI 的稽核員、技術專家或員工、驗證的過程、或任何其他理由而引起客戶或股東的抱怨，請將抱怨以書面寄至 TQCSI 的總裁，收件人資訊如下：

TQCSI RULES OF CERTIFICATION

President
TQCS International Pty Ltd
PO Box 483
WOODVILLE SA 5011 AUSTRALIA
or by email to president@tqcsi.com.

All such complaints will be recorded, investigated, acted upon, where necessary, and the client advised of the outcome in writing.

全部的抱怨都將被記錄，調查，照章程行事，如有必要並以書面形式通知客戶其結果。

Clients may escalate the complaint by appealing to the TQCSI Advisory Board if they are not satisfied with the complaint outcome or the complaint has not been resolved within the agreed timeframe. The complaint should be made in writing and addressed to the:

如果客戶對投訴結果不滿意或投訴未在約定的時間內解決，可以透過向 TQCSI 諮詢委員會提出申訴來升級投訴。投訴應以書面提出並寄至：

Chairman
TQCSI Advisory Board
TQCS International Pty Ltd
PO Box 483
WOODVILLE SA 5011 AUSTRALIA
or by email to chairman@tqcsi.com.

Furthermore, if the client is still not satisfied after TQCSI Advisory Board involvement, the client may refer the complaint to JASANZ or ANAB, details for which are available at www.JASANZ.com.au or www.anab.org.

再者，若客戶不滿意 TQCSI 授證委員會的認證經理的處理結果，客戶可向 JASANZ 或 ANAB 投訴。

細節請參考網站: www.JASANZ.com.au 或 www.anab.org.

APPEALS

Appeals resulting from a complaint (described above) or a decision on certification must be made in writing to the:

Chairman
TQCSI Advisory Board
TQCS International Pty Ltd
PO Box 483
WOODVILLE SA 5011 AUSTRALIA
or by email to chairman@tqcsi.com.

因投訴（如上所述）或認證決定而產生的上訴必須以書面形式發送至：

總統

TQCSI 顧問委員會

TQCS 國際有限公司

郵政信箱 483

伍德維爾 SA 5011 澳大利亞

或發送電子郵件至 chairman@tqcsi.com。

TQCSI RULES OF CERTIFICATION

If the appeal is in relation to a suspension or cancellation of certification, it must be made within 14 days of being advised of the respective action. The appeal must include all known and pertinent facts of the case.

如果上訴與暫停或取消認證有關，則必須在收到相關行動通知後 14 天內提出。上訴必須包括案件的所有已知和相關事實。

The TQCSI Advisory Board, or a relevant sub-committee, will investigate the case and, if able, resolve the issue. The appellant will be informed in writing of the results of the appeal. If the appellant remains unsatisfied then a further appeal may be made directly to JASANZ or ANAB (in the case of JASANZ or ANAB accredited programs). The decision of JASANZ or ANAB will be final and binding on, both, the client and TQCSI.

TQCSI 諮詢委員會或相關小組委員會將調查此案，並在可能的情況下解決問題。上訴結果將以書面通知上訴人。如果上訴人仍然不滿意，則可以直接向 JASANZ 或 ANAB 提出進一步上訴（如果是 JASANZ 或 ANAB 認可的項目）。JASANZ 或 ANAB 的決定為最終決定，對客戶和 TQCSI 均具有約束力。

In instances where the appeal was upheld and the client is reinstated with certification, no claim may be made against TQCSI for reimbursement of costs or losses associated with the action taken.

客戶因上訴而重新登錄核可，TQCSI 將不為任何上訴過程所發生的任何費用負責。

LIST OF CERTIFIED ORGANISATIONS

TQCSI will maintain a register of all clients who have achieved certification and maintain that certification through TQCSI. This register, known as the List of Certified Organisations, will be made available to the public through the TQCSI website (www.tqcsi.com). Additionally, all clients registered with TQCSI under a program for which TQCSI is accredited will automatically be included in the JASANZ Register (www.JASANZ.org) or Online Aerospace Supplier Information System (OASIS) Database (www.iaqg.org/oasis/login), QualityTrade website (www.qualitytrade.com) and IAF CertSearch (www.iafcertsearch.org), as appropriate.

TQCSI 會維持已取得證書的全部客戶名單。此登錄名單，所謂通過驗證企業/組織清單，都會公佈在 TQCSI 的網站上(www.tqcsi.com)。並且，所有在 JASANZ 認可的項目下之客戶，也將適時地登錄在 JASANZ 網站 (www.JASANZ.org) 或 線上航空航天供應商信息系統 (OASIS) 資料庫 (www.iaqg.org/oasis/login)，與品質交易網 (www.qualitytrade.com) 上和 IAF CertSearch (www.iafcertsearch.org)。

PROGRAM SPECIFIC CONDITIONS 計劃的具體條件

AQMS Specific

- Clients certified to AS 9100/9110/9120 (AQMS) agree to provide copies of audit reports and associated documents/records to customers and potential customers on request, unless justification can be provided (eg competitor confidentiality, conflict of interest, etc). AQMS clients are to be aware of and give their consent for AQMS Scheme owners, IAQG members and government agencies to access records and data associated with the AQMS Scheme, including the OASIS Database, for the purpose of confirming conformance with those Standards and overseeing the Scheme.

通過 AS 9100/9110/9120 (AQMS) 證書之客戶須同意提供稽核紙本報告和相關連之文件/紀錄表單，當他們的客戶和潛在客戶要求時，除非有任何理由(例如競爭對手的機密性、利益衝突等)。對於

AQMS 計劃所有者訪問與 AQMS 計劃相關的記錄和數據，AQMS 客戶是瞭解同意和給予他們的贊同的，包括 OASIS 資料庫，以確認符合這些標準並監督該計劃。

- AQMS clients are to provide access to AQMS Scheme owners, IAQG members and government agencies for the purposes of inspection of AQMS related production areas and reviewing AQMS related records.

申請航空品質管理系統認證的客戶必須提供與 AQMS Scheme owners、IAQG 成員和政府機關之相關權限連結，為了檢查航空品質管理系統(AQMS)相關生產區域和審閱 AQMS 相關紀錄。

ISO 13485 Specific

- Clients certified to ISO 13485 agree to provide copies of audit reports and associated documents/records to the respective Regulator, if requested.

若有要求，取得 ISO 13485 驗證的客戶同意提供稽核報告及相關文件/紀錄給其監管單位