Fugro Product Certification Process

**Stage**

**ENQUIRY**
- Fugro: Send Information Pack
- Client: Enquiry

**QUOTATION**
- Fugro: Send Quotation and Regulations
- Client: Submit Application together with Product Information
  - Accept Quotation & Regulations

**SAMPLE TESTING**
- Fugro: Submit Quality Manual
- Client: Quality Manual Assessment OK?
  - Yes
  - No

**MANUAL ASSESSMENT**
- Fugro: First Stage Assessment
- Client: Prepare for FSA

**FIRST STAGE ASSESSMENT**
- Fugro: Auditing of Quality System
- Client: Factory Inspection, Product Sampling and Testing (Samples taken from Production Line / Stock / Market)
  - Product Sampling
    - Non-conformities raised?
      - Yes
      - No
  - Testing Results Satisfactory?
    - Yes
    - No
  - Corrective Action Plan submitted and/ or Follow Up Visit
    - All Non-conformities closed?
      - Yes
      - No
  - Recommendation for Certification
    - Certification Officer approves certification for 3 years

**CERTIFICATION APPROVAL**
- Fugro: Certification Audit before certificate expires
- Client: Surveillance Visit (auditing of quality system, factory inspection, product sampling and testing) every year and/or at specified intervals

**SURVEILLANCE VISIT**
- Fugro: Recertification Audit before certificate expires

**RECERTIFICATION AUDIT**

**Remarks**

**Exchange information**

**Application documents**
1. Application Form
2. Certificate of Incorporation or Business Registration
3. Application Fee
4. Organization Chart
5. Other Forms as required

**Sample Testing**
1. Product samples shall be selected for type testing

**Assessment of Quality Manual**
1. Assessment result shall be notified in writing.
2. Non-conformities shall be addressed, revised and re-assessed until all the requirements have been met

**First Stage Assessment**
1. Normally one manday
2. Confirm feasibility of the certification audit
3. Discuss the audit programme
   a) Organization name & address
   b) Purpose and scope of audit
   c) Applicable audit standard
   d) Auditing team manpower
   e) Date for Certification Audit
   f) Audit schedule

**Certification Audit**
1. Including auditing of quality system, factory inspection, product sampling and testing
2. Based on sampling approach
3. Audit result will be reported to client during closing meeting
4. 3 months quality record required
5. 1 complete internal review cycle (management review cycle) required

**Certification Approval**
1. The award of certificate to be approved by the Certification Officer

**Surveillance Visit**
1. Including auditing of quality system, factory inspection, product sampling and testing
2. Sample audit of system
3. Check on complaints & remedial actions
4. Check on compliance & continual improvement
5. Check on use of logo

**Recertification Audit**
1. Similar to Certification audit.