Product Compliance Program (PCP) Type 5 Product Services

PREFACE

序言

The aim of the SAI Global Product Services Product Compliance Program (PCP) is to provide confidence to all stakeholders, including customers and regulators, that the products bearing the SAI Global Certification Trademarks meet the requirements of the relevant Standard.

SAI全球产品服务产品符合计划（PCP）的目标是为了向顾客与监管人员提供信任：标有SAI全球认证商标的产品均符合相关标准的要求。

1. SCOPE AND GENERAL 范围和概述

1.1 Scope 范围

This document sets out the requirements of SAI Global Type 5 Certification Programs. It must be read in conjunction with the relevant standard, SAI Global Technical Schedules, the Rules of Use for the relevant Certification Trademark and SAI Global Terms and Conditions.

本文件列出了SAI Global第五类认证项目的要求，阅读时必须结合相关标准，SAI Global技术规范，相关认证标志的使用规定，以及SAI Global相关条款。

1.2 Licensing Requirements 证书的使用

The Licensee must comply with this document and SAI Global Terms & Conditions for all certified products.

The Licensee, by applying the Certification Trademark to a product, warrants that the product meets all the requirements of the specified Standard. The Licensee must ensure that the Certification Trademark is applied to conforming product only.

持证者必须符合SAI Global针对所有认证产品的相关条款。持证者在产品上使用认证标志，即是证明该产品符合特定标准的所有相关要求。持证者必须确保认证商标只应用于符合要求的产品。

1.3 Relationship to ISO 9001 与ISO9001 的关系

The Quality documentation requirements within this document are based on the relevant requirements of the International Standard ISO 9001 Quality Management Systems – Requirements. Additional requirements have been incorporated where necessary.

此文件中的质量要求是依据ISO9001质量管理体系国际标准的相关要求为基础。附加要求被 并入相关章节。

1.4 Related Documents 相关文献

- ISO 9001 Quality Management Systems – Requirements.

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ISO9001质量管理体系——要求

- ISO 9000 Quality Management Systems – Fundamentals and Vocabulary.
  ISO9000质量管理体系——基本原理和词汇
- ISO 10012 Measurement management systems – Requirements for measurement processes and measuring equipment
  ISO10012测量管理系统——测量过程和测量仪器的要求
- ISO/IEC Guide 65 - General Requirements for Bodies operating Product Certification Systems
  ISO/IEC 指引 65——对进行产品认证系统的实体的基本要求
- ISO/IEC Guide 67 – Conformity Assessment – Fundamentals of product certification
  ISO/IEC 指引 67——符合/评定—（—）产品认证的基本原理
- Guide to Applicants – A step-by-step guide through the Product Services process
  申请人的指引——产品服务过程的步骤指引
- Guidelines for Product Services Testing
  产品服务测试指南
- The StandardsMark Rules of Use
  标准标志使用规定
- The WaterMark Rules of Use and Licensing Agreement
  水标志使用规定和许可证协议
- SAI Global Terms & Conditions for Certification and Certification Trademark
  SAI Global认证以及认证商标的相关条款
- SAI Global Technical Schedules, where applicable.
  SAI Global的适用技术规范

1.5 Definitions 定义

The definitions in ISO 9000 and the following apply:

ISO9000和下列定义适用：

Batch A clearly identifiable collection of units, manufactured consecutively or continuously under the same conditions.

批量 一批连续在一种同样的情况下制造并可清楚确认的产品。

Certified Product Finished product for which a Licensee may apply the Certification Trademark to demonstrate that the product conforms to the specified Standard and complies with SAI Global Product Compliance Program. Certified products are listed on the SAI Global website.

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经认证的产品 持证者使用认证商标的成品表明产品符合特定的标准，并遵守SAI Global产品符合计划（PCP）。经认证的产品都列明在SAI Global的网页上。

Client A Licensee or applicant.

顾客 持证许可者或者申请者

Defect Anything that makes the product non-compliant to the Standard.

缺陷 导致产品不符合标准的任何情形。

Licensee Entity that has been granted the right to use a Certification Trademark owned or licensed by SAI Global in accordance with SAI Global Terms and Conditions and scope of Certificate issued. Licensee may also refer to licence applicants. The Licensee is responsible for ensuring the ongoing compliance of the Certified Product.

持认证许可者 参照SAI Global相关条款和认证范围，被授权使用SAI Global拥有或授权的认证商标的实体。持证者也包含认证申请者。持证者有责任确保认证产品的持续符合性承诺。

Non Conforming Product A product which does not comply with the Product Standard.

不合格产品 不符合产品标准的产品

Product Result of activities or processes. A product may include a service, hardware, processed materials, software or a combination thereof. A product can be tangible (e.g. assemblies or processed materials) or intangible (e.g. knowledge or concepts) or a combination thereof.

产品 行为或制造过程的结果。产品可以包括服务、硬件、经加工的材料、软件或综合以上各点。产品可以是有形的（例如：组装品或已加工的材料），也可以是无形的（例如：知识或概念），或综合以上各项。

Quality Documentation A documented system including specific quality practices, procedures and processes implemented and maintained by the Licensee.

质量材料 持证者建立的有关具体质量实施，执行和维护的程序和过程的文档系统

Standard Standard, Specification or other publicly available criteria.

标准 标准，规格或其他公认可用的准则。

StandardsMark A registered or unregistered Certification Trademark belonging to SAI Global Limited incorporating a device with 5 ticks in a box.

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标准标志 在方框内有“5勾”标志的属于SAI Global有限公司注册或未注册的认证商标

StandardsMark Label SAI Global issued labels, serially numbered, incorporating the StandardsMark.
标准标志的标签 SAI Global发行带有序列号、标准标志的 标签

Technical Schedule SAI Global document, referable to a specific standard, the subject of certification that defines certification requirements and provides guidance for testing and auditing against the Standard, where applicable.
技术规范 SAI Global的文件可参考具体标准。认证主题规定认证要求并为测试和标准审核提供指导。

Type 5 A Type 5 Product Certification Scheme is defined in ISO/IEC Guide 67 as involving sampling of products, determination of characteristics, evaluation, decision and licensing, and surveillance by quality system audits and sample testing.
式样5 式样5产品认证方案在ISO/IEC67中得到明确，其中包含产品取样，特性界定，评估，决策和批准，以及质量系统审核与样品测试的监督。

Type Test Test(s) defined by the relevant Standard to determine product compliance
型式测试 相关标准确定的测试决定产品的符合性。

WaterMark A registered Certification Trademark of Standards Australia.
水标志 一个 澳大利亚注册的标准认证商标

2. LICENCE CONDITIONS
认证许可证的条件

2.1 Product Testing 产品测试

The certified product must undergo initial type testing and ongoing batch testing according to the requirements of the relevant standard and technical schedule.
根据相关标准和技术规范的要求，认证产品必须经历初始型式测试以及持续的批量测试。

2.2 Initial Certification and Surveillance Audits 初始认证和监督审核

The manufacturing and design locations will be assessed through an Initial Certification audit and on an ongoing basis through Surveillance audits. The frequency of such ongoing audits is determined by SAI Global.

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制造和设计地点将接受初始认证审核和持续的监督审核。每次的持续审核频率由SAI Global决定。

The Licensee must ensure that SAI Global has access to all organisations that conduct manufacturing processes or hold records for the certified product.
持证者必须确保SAI Global进入所有进行制造过程或保存认证产品记录的组织。

2.3 Licence Renewal 许可证更新

The License will expire 5 years from the initial certification date. The license will be renewed subject to confirmation of ongoing compliance to the current Standard. In some cases SAI Global may issue a licence with an alternative validity.
自初次认证日期起，认证许可证将拥有5年有效期。执照依照标准符合状况的确认更新。有时候，SAI Global可能发布一个不同有效期的证书。

When a standard is reissued, there will be a 12 month transition period from the date of implementation for the Licensee to upgrade any certified product to the new requirements, unless an alternative timeframe is nominated by the Regulator, Standard, JAS-ANZ or SAI Global.
当标准更新发布，从持证人升级认证产品到新要求将有12个月的过渡期，除非有其他的时间架构由法规，标准，JAS-ANZ或SAI Global规定。

2.4 Suspected Non-Conforming Product 质疑的不合格产品

If a certified product is suspected or alleged to be non-conforming, it must be dealt with in accordance with clauses 4.7.3 and 4.7.4, as applicable.
如果认证产品存在质疑或被声称不合格，那么此产品必须按照条款4.7.3和4.7.5处理。
The full cost of any investigation must be borne by the Licensee.
调查的全部费用必须由持证者承担。
Product which does not comply must not be marked with a Certification Trademark.
不合格产品不能够标贴认证商标。

2.5 Subcontracting or Outsourcing of Manufacturing Process 制造过程的分包或外购

Where a Licensee subcontracts or outsources its manufacturing processes relevant to a Certified Product, it must ensure that the terms and conditions of this Product compliance Program are complied with at the manufacturing site.
持证者分包或转包其相关认证产品的制造过程时，必须确定制造地点符合此产品的产品符合计划的条款。

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3. TESTING 测试

3.1 Test Laboratory 测试实验室

All testing must be carried out at a recognised SAI Global laboratory. SAI Global recognises ILAC MRA signatories and IEC member accredited laboratories that have the relevant test methods/standards in their scope of accreditation. Laboratories not covered by these accreditations can be recognised through a separate SAI Global process.

所有进行测试的实验室必须得到SAI Global认可。SAI Global承认ILAC MRA签署的和IEC成员认可的实验室及其授权范围内认可的测试方法与标准。实验室未包含在以上范畴内的授权可以经由SAI Global单独认可。

3.2 Type Testing 型式测试

A type test must be conducted for the initial certification of the product. Type testing may also be required (at the discretion of SAI Global) if:

型式测试必须在产品初期认证时进行。型式测试可能在将在以下情况下进行（由SAI决定）：

1. the certified product has undergone a design change; or
   已通过认证的产品再做设计更改；或
2. testing of certified product indicates a failure to comply with the Standard; or
   认证过的产品测试显示不符合标准；或
3. another product is to be added to the licence.
   在证书上添加另外的产品

Type testing must demonstrate conformance to all applicable requirements of the Standard.

型式测试必须证明全部标准要求的一致性。

Testing must be conducted within the Product Services Testing Guidelines and relevant Technical Schedule. All costs of testing must be borne by the licensee.

测试必须参照产品服务测试指导和相关技术规范进行。全部测试费用必须由持证者负担。

In the event that the type testing fails, then retesting of the product will be conducted by the same test laboratory that performed the original test unless otherwise agreed between SAI Global and the client. SAI Global must be advised of the details of the failure and the corrective action(s) taken.

如果型式测试失败，除非SAI Global和客户达成协议，产品重新测试将在初次测试的实验室进行。SAI Global必须被建议测试失败的详细原因以及采取的纠正行动。

3.2.1 Pre existing test reports 现有的测试报告

Where the client submits type test reports conducted prior to the certification, these may be considered, provided the reports:

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在客户进行认证之前提交的型式测试报告，这将可以考虑，确保报告：

1. come from an SAI Global recognised laboratory; and
   来自SAI Global认可实验室；并
2. are less than 5 years old (Note: for some standards different time frames may apply); and
   少于五年时间（注：某些标准适用不同时间范围）；并
3. are traceable to a production batch; and
   追溯到（于一批）产品批次；并
4. meet the requirement of this document, the relevant technical schedule and Guidelines for Product Services Testing.
   符合这份文件，相关技术规范和产品服务测试指导的要求
5. demonstrate conformance to the Standard
   证明符合标准

3.3 Test Sample Selection 测试样品选择

The samples selected must be fully representative of the certified products that the Licensee intends to sell. A range of models may be grouped together for type testing if the models are expected to perform similarly during testing. The selected sample(s) must be the model that can be expected to give the worst test results. SAI Global will make the final decision on test groups and worst-case models.

挑选的样本必须全面代表持证者将要销售的认证产品。如果一些型号在测试中相似则同系列的型号可以合并进行型式测试。挑选的样品必须为有望展示最差测试结果的样本。SAI Global将对测试分组和最差测试结果的型号作出最终决定。

SAI Global reserves the right to select samples for testing and/or determine a sampling regime.

SAI Global保留选择测试样品和/或决定取样制度的权利。

Labelling, marking, instructions for use, care, installation and maintenance may be assessed separately.

标签，标识，使用说明，警告，安装和维护需单独评估。

The Licensee must deliver samples to the agreed laboratory and be responsible for preservation and packaging.

持证者必须将样品交至认可实验室，并负责保护和包装。

3.4 Test Results 测试结果

Test reports must comply with the requirements of ISO 17025. Original test reports must be sent to SAI Global and include the following information:

测试报告必须符合ISO17025的要求。原版测试报告必须发送至SAI Global，并且（其中）包含以下信息：

1. full identification of the product, including photographs (where appropriate);

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产品的全部鉴定信息，包括照片（适用情况下）；

2. detailed supportive test data;
   具体的测试数据；
3. packaging and labelling details (if applicable)
   包装和标签信息（适用情况下）；
4. indicate compliance or otherwise with the relevant standard
   指出符合性或相关标准

SAI Global reserves the right to accept or reject any test reports.
SAI Global保留接受或否决测试报告的权利。

3.5 Re-Test 重新测试

SAI Global reserves the right to require a Licensee to re-test certified products at any time during the currency of a licence. Products may be selected from the licensee's premises or at the point of importation, distribution or sale and the cost of re-testing must be borne by the licensee.
SAI Global保留要求持证者在认证许可书有效期中任何时间重新测试已认证产品的权利。重新测试的产品可以从持认证许可者的生产地或进口点、批发点或销售点选取。重新测试的费用必须由持证者承担。

4. QUALITY MANAGEMENT REQUIREMENTS 质量管理要求

4.1 General 概述

The Licensee must establish, document, implement and maintain a quality management system for the certified product as a means of ensuring that the product consistently conforms to the relevant standard.
持证者必须对已认证产品设立，归档，执行并维持认证产品的质量管理体系，以此确保产品一致符合相关标准。

The quality documentation must comprise;
质量文件必须包含：

1. Documents , including;
   文件，包含：
   - Quality policy
     质量方针
   - Organisation chart(s)
     组织（公司）结构图
   - Responsibilities and authorities of management representatives
     管理代表的职责和权限

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- Process flow chart(s) referencing the applicable procedures, methods, work instructions, inspection and test points (including sub-contracted processes), and
  工艺流程适用的程序、方法、工作指示、检查以及测试（包括分包流程）点；以及

2. Records, including:
   记录，包括：
   - Type test reports
     型式测试报告
   - Inspection and test reports
     检查和测试报告
   - Design changes
     设计变化
   - Suppliers
     供应商
   - Calibration
     校准
   - Training
     培训
   - Final batch release
     最终批量放行
   - Customer feedback and complaints
     客户反馈与投诉
   - A label register (if applicable)
     标签登记（适用情况下）

4.2 Control of documents 文件的控制

Documents required by or referenced within the quality documentation must be controlled.
质量资料中所需相关文件必须受控制。

The controls required include:
控制要求包括：

1. initial review and approval by authorised personnel
   授权人员的进行初次检查和批准
2. review, approval and identification of changes
   更改的审查，批准和鉴定
3. identification of current revision status

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当前修正状态的鉴定

4. the availability of relevant versions at points of use
   相关版本在使用场所的有效性
5. identification and withdrawal of obsolete documents.
   废弃文件的鉴定和回收

4.3 Control of records 记录的控制

Records required by or referenced within the quality documentation must be controlled.

质量资料中引用相关记录必须受到控制。

The controls required include:

控制要求包括：

1. identification,
   识别
2. legibility,
   易辨认性
3. storage,
   储存
4. protection,
   保护
5. retention time
   保存时间
6. disposal
   作废

Records that demonstrate conformance of product to Standard must be retained for a minimum of 10 years from the date of the certified product release unless a longer period is specified.

证明产品符合标准的记录必须从认证产品（日）放行起保留至少10年，除非明确规定更长的 时期。

4.4 Management Responsibility 管理职责

The Licensee must ensure that the relevant responsibilities and authorities are defined and communicated within the organisation that is responsible for manufacturing the Certified Product.

持证者必须确保相关职责和授权被定义并在组织内部对认证产品有效沟通。

A management representative must be appointed who will have responsibility and authority on all matters relevant to the licence, including:

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一个管理代表应该指定具备相关持证（执照）所赋的职责和授权，包括

1. Ensuring that the management system is established, implemented, controlled and maintained in accordance with the requirements of this document.
   依据此文件要求确保管理体系的建立、执行、管理和维持
2. Reporting to management on the performance of the quality management system.
   向管理层汇报质量管理体系的情况
3. Ensuring that the product, together with related marking and information, meets the requirements of the product Standard, the PCP and any relevant Technical Schedule.
   根据相关标志和信息，确保产品符合产品标准要求，PCP和任何相关技术规格
4. Informing SAI Global of : -
   告知SAI Global:
   - Changes to product specifications or production processes that could affect compliance of the product with the Standard; and
     产品规格或生产流程的改变可能影响产品与标准一致性；及
   - Changes to licence conditions such as company ownership, company name, address, key personnel, etc;
     执照的改变，例如公司性质，公司名称，地址，重要人员，等；
   - Changes to subcontracting/outsourcing of parts of the manufacturing process.
     分包/外购的部件制造流程的改变；
   - Any information or evidence that may indicate that non-conforming certified product has been released to the market,
     （可）反映不符合认证的产品已释放入市场的任何信息或证据；
   - Corrective and preventative actions taken in relation to SAI Global audit findings, or non-conforming products.
     对SAI Global审核结果或不符合的产品采取的纠正或预防措施；
   - Any changes to the management representative(s)
     管理代表的任何改变。

The Licensee must ensure that a Deputy Management Representative is appointed and who may act on behalf of the Management Representative in his/her absence.
持证者必须确保任命一个副（代理）管理代表承担管理代表缺席时的行动（，以及此代表的替补人员）。

4.5 Resource Management 资源管理

4.5.1 Human Resources 人力资源

The Licensee must ensure that:

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持证者必须确保：

1. The necessary competence, such as education, training and experience, for personnel performing work affecting product quality, is identified.
   根据员工从事的工作对产品品质影响的程度确定所需的能力，如教育，培训和经验。
2. The appropriate resources to satisfy the identified requirements in Clause 4.5.1(1) above are provided.
   采取适当行动使其达到条款 4.5.1（1）这些要求。
3. The competency of staff is evaluated on an ongoing basis and action is taken where appropriate.
   评估员工的行动效力，采取适当行动
4. The appropriate records of education, training, skills and experience are maintained.
   维持适当教育、培训，技能和经验记录。

4.5.2 Infrastructure and Work environment 环境设施与工作环境

The Licensee must ensure that suitable infrastructure and work environment to manufacture a compliant product is provided and maintained.

持证者必须提供和维持与产品相配的环境设施与工作环境。

4.6 Product Realisation 产品实现

4.6.1 Design Control 设计控制

On successful completion of type testing and granting of certification by SAI Global, the design of all critical components, materials and processes, including labelling, packaging, installation and maintenance instructions, must be recorded and maintained.

成功的完成型式测试并获得SAI Global授予的证书，设计中所有关键的部件，材料和流程，包括标记，包装，安装和维护说明书都必须记录与加以保持。

If the product changes in any respect from that certified, the Licensee must advise SAI Global in writing of the changes prior to applying a Certification Trademark to the product. SAI Global may require testing and/or assessment at the Licensee's cost to maintain certification.

如果产品有关认证方面任何一处发生改变，持证者必须在为商品申请认证商标前书面通知SAI Global。SAI Global可以要求测试并/或评估持持证者维持认证的权力。

Product samples, drawings or photographs representative of type test specimens must be identified and retained for no less than 10 years after last manufacture of the licensed product. SAI Global reserves the right to retain any product samples submitted in the certification process, or to retain other samples.

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代表型式认证产品的产品样品，图纸或照片必须标示和保留不少于认证产品最后制造后10年。SAI Global 保留权利来储备认证过程中收集的或其他样本。

4.6.2 Purchasing 采购

The Licensee must ensure that purchased product or service conforms to specified requirements. Purchasing documentation must include a comprehensive and accurate description of the product and any certificate and/or proof of required certification for the product, if applicable

持证者需确定被购买的产品、或服务符合所叙述的采购需求。购买材料必须包含对产品综合的、精确的产品描述、证明和/或对产品的必须的证据，如果适用的话。

The Licensee must ensure that suppliers are evaluated and selected based on their ability to supply product in accordance with requirements. Criteria must be established and records of the results of evaluations maintained

持证者在计划与执行制造准备需在受控制的情况。建立标准并维护评估记录。

4.6.3 Production 制造

The Licensee must ensure that production is planned and carried out under controlled conditions. Controlled conditions include, as applicable

持证者必须确保产品在控制条件下计划和执行。控制条件包括：

1. information that describes the characteristics of the product,
   描述产品性质的信息
2. procedures and work instructions,
   程序和工作说明
3. use of suitable equipment,
   适当设备的使用
4. use of monitoring and measuring devices,
   监控和测量设备的使用
5. final inspection and testing
   最终检查和测验

4.6.4 Identification and Traceability 识别和跟踪能力

The Licensee must ensure that the appropriate identification marking system is applied throughout production.

持证者必须确保适当识别标识系统在产品中的使用。

The Licensee must ensure that finished certified product is traceable to relevant inspection or test report/s. Where full marking is not possible, certified product must maintain traceability on primary packaging or through relevant records.

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持证者必须确保已认证产品可追溯到相关检查或测试报告。
已认证产品必须保持可追溯性通过包装或相关记录，如果并非全部记录有效。

The Licensee must ensure that the product test, inspection or measurement status can be ascertained and recorded at all stages of the production process.
持证者必须确保和记录各生产流程中产品测试，检查或测量水平。

4.6.5 Product Marking 产品标志

The Certification Trademark is the means of identifying certified product. The licensee must ensure that the application of the Certification Trademark is not misleading. Prior to use the licensee must gain approval from SAI Global for:
认证商标用于证明已认证的产品。持证者必须确保申请的认证商标不被误用。使用之前，持证者必须从SAI Global获取批准：

1. The form and manner in which the Certification Trademark is used on the product;
   认证标志在产品上使用的形式和样式；
2. The form, manner and context in which the Certification Trademark is used on promotional material, packaging, swing tags, informative labelling or instructions for use; and
   认证标志使用在促销材料上、包装、吊牌、信息标签或使用说明等的形式、样式和内容；和
3. Proposed references in any form to the certification licence number or to certification by SAI Global.
   对认证标志 编号或SAI 全球公司认证以任何形式作为参考。

Licensee must ensure that distributors of their certified products are aware of and observe these requirements.
持证者需确定其认证产品的经销商是否知道并遵守规定的要求。
The Certification Trademark must only be applied to certified products. It must be applied prior to dispatch from the manufacturing/assembly/testing premises approved by SAI Global as the point of control for the marking.
认证标志仅可用于已认证产品。产品必须由SAI Global认可的制造/组装/测试场地发送至市场。
The Certification Trademark must be applied directly onto the product in a manner that is permanent and tamper-evident. Where it is not practical to apply the Certification Trademark to the product, an alternative may be approved by SAI Global.
认证标志必须直接加工至产品上，形成永久性痕迹。如果产品不能应用认证标志，SAI Global可以批准一个替代的选择。
For some products SAI Global offers serially numbered labels. The Licensee must be responsible for the control and security of all labels that bear the Certification Trademark. The serial numbers of the labels must be recorded in the batch release register. Damaged and unused labels must be recorded and disposed of under controlled environment.

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为了某些产品，SAI Global提供连续序号的标志。持证者必须负责所有标志的控制和安全。标签的序号须在批量放行登记册中记录。受损与未使用的标签必须记录和处理。

4.6.6 Release of Certified Product 已认证产品的放行

The Licensee must ensure that certified products are released by personnel who have defined responsibility and authority and that a register or batch release record showing the formal release of certified product is maintained. Records must indicate the person(s) authorising release of product

持证者必须确定已认证产品的放行必须由获得授权和负责的人并须有一本记录或批量放行记录显示认证产品正式的放行被维持。

记录必须显示被授权释放产品的人。

4.7 Measurement, Analysis and Improvement 测量，分析和改善

4.7.1 Methods of monitoring and measurement 监控和测定方法

The Licensee must ensure that effective methods for monitoring and measurement of the quality processes are applied. Methods must demonstrate the ability of the processes to achieve planned results. When planned results are not achieved corrective action must be taken.

持证者必须确定监控和测定质量过程的有效方法的适用。方法必须显示达到计划中结果的能力。如果没达到计划中结果，必须采取纠正措施。

The Licensee must ensure that the characteristics of the product are monitored and measured to verify that product requirements have been met. Evidence of conformity with the acceptance criteria must be maintained. Where the output is not verified by monitoring and measurement the Licensee must ensure that the processes concerned are validated. Validation must demonstrate the ability of these processes to achieve planned results including, as applicable:

持证者必须确定监控和测量产品性质以便证明产品要求得以满足。符合验收要求的凭证必须保留。如果输出结果没有得到监控和测量，持证者必须确保相关过程经过验证。验证必须证明这些过程达到以下计划的结果，包括：

1. Defined criteria for review and approval of the processes,
   定义流程检查和批准的标准，
2. Approval of equipment and qualification of personnel,
   设备和人事资格的批准，
3. Use of specific methods and procedures,
   特定方法和程序的使用，
4. Requirements for records
   记录的需求，
5. Revalidation.

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再验证。

4.7.2 Control of monitoring and measuring devices 监控和测量设备的控制

The organization must determine the monitoring and measurement to be undertaken and the equipment needed.
组织（公司）必须决定所需设备的监控和测量被执行。

Monitoring and measurement devices must
监控和测量设备必须：

1. be calibrated or verified at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards or known physical constants;
   在规定周期内经校准或证明，或在使用之前，可使用一些可追溯至国际的或国家的测量标准，或公认的物理常数；
2. have identification in order to determine its calibration status;
   需识别以决定校正状态；
3. be protected from adjustments, damage and deterioration during handling, maintenance and storage;
   需防护其在操作维修和储藏期间受到的破坏，损害和腐化；
4. be maintained as necessary.
   必要时维护。

The organization must take appropriate action on monitoring and measurement equipment and any product affected if the equipment is found not to conform to requirements.
如果发现设备不适应要求，组织必须进行适当监控并对测量设备和受影响的产品采取措施。

Records of the results of calibration and verification must be maintained.
校准和验证结果的记录必须保存。

4.7.3 Control of nonconforming product at place of manufacture 不符合产品在制造处的控制

The Licensee must ensure that product which does not conform to product requirements is identified at any point of production and controlled to prevent its unintended use or delivery. The controls and related responsibilities must be defined in a documented procedure.
持证者必须确定不符合产品需求的产品在任何生产点被识别，并被控制以避免在无意中被使用或运送走。处理不符合产品的控制和相关职责须在程序文件中明确制定。

Records of the nature of nonconformities and actions taken must be maintained.

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不符合产品的性质和随后采取的行动的记录必须被保持。

Where non-conforming certified product has been detected, the Licensee must:

不符合的认证产品被发现，持证者必须：

1. Rectify all defects and re-test to verify compliance before the product is released; or
   在产品被放行之前，修正所有缺陷，重新测试以证明符合性；或
2. Destroy the product and dispose of securely; or
   将产品销毁或安全地处理掉；或
3. Remove the Certification Trademark from the product.
   从产品上清除认证商标。

The licensee takes full responsibility for ensuring that noncompliant product is not marked with the Certification Trademark.

持证者须负起完全责任保证不符合产品不会标记认证商标。

4.7.4 Control of Nonconforming product released or sold 不符合产品放行或销售的控制

Where the Licensee or its distributor or its agent becomes aware of or are notified of certified product/s which may not comply with the Standard that have been released or sold, the following actions must be taken in accordance with a documented procedure;

持证者，经销商或其代理商知晓或被告知可能不符合标准的已认证产品已经放行或售出，必须按照程序文件采取以下行动：

1. The Licensee must promptly notify SAI Global and provide in writing the action(s) being taken;
   持证者必须立即通知SAI Global，告知其采取的书面措施；
2. The Licensee must immediately investigate the allegation of non-conformity to determine its validity, nature and scope;
   持证者必须立即研究针对不符合产品的定义，决定其有效性，性质与范围；
3. If allegation of non-conformity cannot be rebutted by the Licenses, the Licensee must take whatever steps are necessary to remove the Certification Trademark from all non-compliant product; and
   如果不符合产品主张不能由授权者驳回，持证者必须用可行办法清除全部不符合产品上的认证商标；并
4. Complete and accurate records of all steps taken under paragraph 4.7.4.3 must be retained and made available to SAI Global upon request.
   在4.7.4.3步骤中全部过程的完整精确的记录必须保留，根据要求发送至SAI Global。
5. If the Licensee does not comply with their obligation, the licence may be suspended.

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如果持证者不履行其义务，许可证将被暂停。

The Licensee must be responsible for all costs involved for the above actions.

持证者须负责以上全部费用。

4.7.5 Corrective and Preventative Action 纠正与预防行动

The Licensee must ensure that effective action is taken to eliminate the cause of nonconformities in order to prevent re-occurrence.

持证者必须确保采取有效行动以消除不符合因素从而避免再发生。

A documented process must be established to define requirements for;

一份程序文件须被建立以定义需求：

1. Reviewing customer complaints;
   检讨顾客的投诉；
2. Reviewing nonconformities;
   检讨不符合点；
3. Determining the causes of nonconformities;
   决定不符合因素；
4. Evaluating the need for action to ensure that nonconformities do not recur;
   评估对行动的需要以确定不再发生不符合事件；
5. Determining and implementing actions;
   决定并执行行动；
6. Recording the results of action taken; and
   记录行动结果；与
7. Reviewing the effectiveness of actions taken.
   检讨采取行动的效果。

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