CERTIFICATION

QB Certification Reference System:

Built-up cladding products, veture, cladding products and soffit products

Identification No.: QB 15
Revision No.: 02
Application date: 15/02/2018

CENTRE SCIENTIFIQUE ET TECHNIQUE DU BATIMENT – CERTIFYING BODY
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This certification reference system was approved by the CSTB Technical Department on 26/01/2018.

It cancels and replaces all previous versions.

As a certifying body accredited by the COFRAC under the number 5-0010, scope of accreditation available at www.cofrac.fr, CSTB undertakes to draft certification reference systems that guarantee an appropriate level of requirements for the quality of the products, their fitness for use and their durability.

This certification reference system may therefore be revised, in whole or in part, by CSTB, after the interested parties have been consulted in accordance with the requirements in Standard NF X 50-067.

MODIFICATION HISTORY

Part modified	Revision No.	Application date	Changes made
The whole document	0	02 November 2009	Reworking of CSTB at 22 reference system with the following main modifications: - Modification of the marking; - Modification of the certified characteristics. Taking transformers into consideration.
The whole document	0.bis	16 February 2010	Reworking of the reference system with the following main modifications: - Modification of the marking; - Implementation of the traceability of certificates with the CSTBat22 application. Dividing the document up into two parts.
The whole document	1	1 January 2014	- Modification of the contact; - Integration of new product families from addenda 1, 2 and 3; - Add-in of guide-socket fixing systems for terracotta shingles; - Certification for Transformers. Update of the terracotta/ceramics family.
The whole document	2	28 February 2018	- Application of the structure of the QB reference system - Integration of addenda 1, 2 and 3 for the wood fibre + cement family; testing on the terracotta family fastening lips and the procedures for transition to the QB mark - Opening of certification to products that benefit from an assessment of fitness for use that is acknowledged as positive - Conditions for streamlining to 1 inspection per year - Update of the requirements for transformers - Creation of the WPC and NFC sub-family - Addition of natural stone insert pull-off force
Family E2	DT 1 – V0	31 December 2018	- Update of the aluminium/PET composite panel family requirements

The Specific Committee has set the latest deadline for replacing the CERTIFIE CSTB CERTIFIED mark with the QB mark for:

– marking certified products, product packaging and the products' accompanying documents: 31/12/2018;

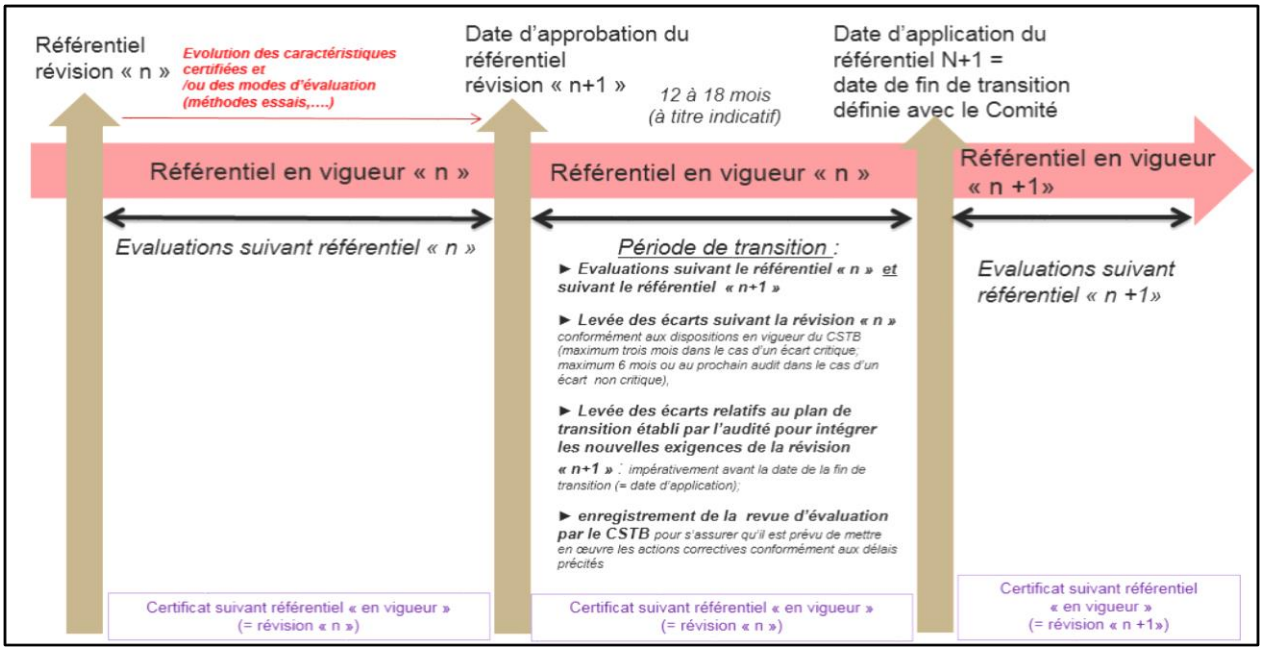
– communication material or sales documents: 31/01/2017.

The marking procedures during this transition period are defined in Paragraph 2.5.

This certification reference system will be applicable at the latest on 30/06/2018 for holders and will immediately apply to applicants. In case of technical difficulty applying the QB marking to products validated by CSTB, an exception for implementation of QB marking on the products may be granted.

MANAGEMENT OF REFERENCE SYSTEM TRANSITIONS

During a revision of the reference system, which may affect the performance of the product (evolution of the certified characteristics and/or the assessment methods), transition management must be set up. The certificate specifies that "the product complies with the characteristics described in the certification reference system currently in force".



Part 1
Application

1.1 Scope

This certification reference system currently concerns the production and processing of built-up cladding products, veture, cladding products and soffit products.

The QB mark strives to inspect the safety characteristics for people, pets and goods, the fitness for use and the durability of the products, as well as any complementary characteristics to enable them to stand out in the market.

Certified products benefit from a positive assessment of their fitness for use, in reference to, for example, a DTU (Unified Code of Practice), Technical Assessment, Technical Application Document, type A Technical Experimentation Assessment, the RAGE professional recommendations or a positive collective technical assessment of a construction procedure including the product and compatible with the other procedures with which this procedure is combined to build a structure.

N.B. a construction system covers the whole process from design to execution, leading to the processing of a product or the use of a service for the execution of part of the works.

1.2 Certification added value

Certification is recognition by a third party of the conformity of the characteristics demonstrating the added value of the product.

The certified characteristics of the application of the built-up cladding products, veture, cladding products and soffit products are the dimensions, the composition and a representative mechanical characteristic dependant on the materials family used.

For transformers, the certified characteristics are the dimensions and compliance of the assessment of fitness for use of the final system.

The certified characteristics are defined as such in the certificate.

CSTB is responsible for assessing the certified characteristics, with the following control measures:

	Admission	**Continued monitoring**
Production audit carried out by a qualified technical auditor: - Verification that the production inspections and records have been completed: raw materials, production, finished products; - Verification of the quality control provisions: metrology, packaging, storage, traceability, product marking, processing of non-conformities and customer complaints; - Supervision of certified characteristics tests carried out by the applicant, where applicable.	**Yes**	**Yes** **Frequency:** **2 annual audits (*)**
Tests carried out by a laboratory recognised by the certifying body (independent and competent): - Samples taken by the certifying body and carried out on the applicant/holder's site or on the market.	**Yes**	**Yes** **Frequency:** **As for audit frequency**

(*)The frequency may be reduced to 1 annual audit, provided that:

The holder is ISO 9001 certified by a certifying body accredited by a member of the E.A. (European cooperation for Accreditation) or by a member of the I.A.F. (International Accreditation Forum) and the results of the previous assessment have no critical deviation

The audit frequency can be redefined if critical or repeated non-compliances are detected even if the holder is ISO 9001 certified.

The audit frequency for transformers of panels from QB-certified production sites is once a year.

1.3 Applying for certification

Any legal entity:

- manufacturing or processing products within the scope of application defined above and which can comply with the technical requirements described in Part 2 of this document,
- that distributes products within the scope of application defined above, for which the manufacturer complies with the technical specifications described in Part 2 of this document,

may apply to benefit from a right to use the QB mark for built-up cladding products, veture, cladding products and soffit products.

Such a request is designated as an "application" and the entity that formulates it is designated as the "applicant".

Before making its request, the applicant must make sure that it satisfies the conditions defined in this certification reference system, for its product and for the sites concerned. It is the applicants' responsibility to make sure that the regulations applicable to their product are respected.

They shall commit themselves to meeting the same conditions during the whole duration of use of the QB mark.

N.B. When an applicant has subcontracted production

Applicants may subcontract part of the manufacture of their products covered by this certification reference system.

If so, they undertake to:

- be responsible for the effectiveness of the production control system as a whole in accordance with this certification reference system;
- be able to provide, on the one hand, the specifications that define the inspection operations that they impose on their subcontractors in order to comply with the requirements of this certification system and, on the other hand, evidence regarding the subcontractor’s proficiency in complying with those requirements.

Failure to comply with all of these commitments may lead to a halt to or suspension of examination of applicants’ dossiers.

Part 2
The Certification Scheme

The certification scheme for the application of built-up cladding products, veture, cladding products and soffit products is composed of this certification reference system and its Appendix 1 “administrative management” , which mentions:

- the QB mark General Requirements, which set the organisation and conditions for the use of the mark;
- the standards referred to in the Technical Document 15-03
- the additional technical requirements indicated in the specific Technical Documents by product family:
- Technical Document 15-01: Built-up cladding products, veture, cladding products and soffit products
- Technical Document 15-02: veture products

This certification reference system is consonant with the framework of the certification of products and services other than alimentary, as provided for in the Consumer Code (articles R 433-1 to R 433-2 and L 433-3 to L 433-11). It specifies the conditions for applying the General Requirements of the QB mark to the products defined in Part 1.

2.1 Regulations

The granting of the right to use the QB mark can in no way substitute CSTB's responsibility for the legal responsibility on the company which holds the QB mark usage right.

As regards the regulatory requirements covered by this certification reference system, the applicant/holder shall submit to the certifying body during the certification audits the documentary evidence defined in the regulations and attesting to the compliance of its product with the regulatory requirements.

The products governed by this Certification Reference System must comply with current French/European regulations, in particular EU Regulation No. 305/2011 of 9 March 2011 (CPR). The supporting document required is the declaration of performance.

N.B. If the documentary evidence is not managed or available on the site where the audit is being conducted, this evidence shall be submitted to the certifying body, using any appropriate means, before the certifying body ends its assessment.

The applicant/holder is held responsible to the certifying body for any inaccurate, deceptive and/or non-compliant documentary evidence with regard to the definition of documentary evidence as laid down in the regulations.

The certifying body's tasks do not lie in proving conformity of a product to the regulatory requirements listed in this document. Those tasks are strictly incumbent upon the bodies approved by the authorities in charge of applying each of the regulations concerned.

The regulations applicable for launching products on the French market and for which the applicants/holders shall submit to the certifying body a document attesting to the conformity of their products with the regulations are listed below for each family in the Technical Documents.

2.2 The standards and additional specifications

The products that are covered by this certification reference system shall meet the requirements defined in:

– the fitness for use assessment carried out by a third party on the procedure incorporating the certified product which is linked to other systems in order to build a structure: Technical Assessment or Technical Application Document issued by the GS 2.2 of the CCFAT (commission in charge of formulating technical assessments) or Technical Experimentation Assessment formulated by an Expert Committee or a positive collective technical assessment of a construction procedure, including the product and compatible with the other procedures with which this procedure is combined to build a structure

  This is a technical assessment produced by the manufacturer, designed to provide all those participating on the construction with an authorised opinion concerning the conditions for building the structures (use(s)) by means of a new product, procedure or piece of equipment. It also states, in particular, to what extent the procedure or product satisfies the current regulations, is fit for purpose, has in-service durability in France, considering the measures routinely adopted by all the companies and operators.

  If this assessment is not from a procedure involving CSTB it will give rise to an assessment by CSTB, calling upon external professionals or persons or holders who are not members of the Specific Committee in application of § 4.5 and will also be presented to the specific committee for approval.

  This analysis at CSTB is invoiced in compliance with the financial scale of this certification and shall be retained even if the assessment presented proves to be ineligible.

– The applicable product standards and tests appear in the Technical Documents and in Appendix 2 of the reference system;

– If no test standard concerning the certified characteristics is applicable, the test is conducted according to the operating procedure defined in the technical document of the relevant product family and described in Appendix 2 of the reference system.

2.3 Modification declaration

This paragraph specifies the information that holders of the right to use the QB mark must provide to CSTB and the procedures they must follow in the event of any modifications to:

– the holder;

– the production unit;

– the quality organisation of the production unit;

– the product (components, recipe).

Failure to respect this obligation as observed by CSTB may lead to a suspension or withdrawal of the right to use the QB mark.

In the cases not provided for earlier, CSTB determines whether the modifications call the certification into question and whether it is necessary to carry out an additional inspection.

Depending on the results of the examination, CSTB communicates the appropriate decision.

2.3.1 MODIFICATION CONCERNING THE HOLDER

Holders must notify CSTB in writing of any legal changes to their company or any changes to their corporate name.

In case of merger, liquidation or absorption of the holder, all rights to use the QB mark from which it might benefit automatically stop.

A new admission application may be submitted and its examination may be streamlined depending upon the modifications made.

2.3.2 MODIFICATION CONCERNING THE PRODUCTION UNIT

- Regarding production transfers:

Any transfer (total or partial) of the production unit of a certified product to another production site entails an immediate halt in the QB marking by the holder on the products concerned.

The holder shall declare this transfer in writing to CSTB, which will organise an audit of the new production unit and have tests carried out, if necessary.

The inspection visit can be simplified or even eliminated if the new production unit is already well known to CSTB.

The procedures for assessment and for a decision to renew the certification are the same as those for admission as described in Part 3 of this certification reference system

- Regarding production process modifications:

The holder shall prove that the modification of the production process does not have an impact on the performances of the product's certified features (Cf. § 2.4.2.: § 8.5.6. 9001 V15); they inform CSTB of this

2.3.3 MODIFICATION CONCERNING THE PRODUCTION UNIT'S QUALITY ORGANISATION

Holders shall declare in writing to CSTB any modification relative to their quality organisation that might affect the conformity of the production to the requirements of this certification reference system.

In particular, they shall declare any modification in the certification of their quality management system. If distribution is carried out by a third party, if applicable, holders shall undertake to immediately inform CSTB of any modification made to the distribution of their products and, in particular, any halt in supply by the designated third parties.

Any temporary halt in the internal quality assurance operation for a certified product entails an immediate halt in the QB marking of this product by the holder, who must inform CSTB of this.

CSTB then communicates to the holder a decision to suspend the right to use the QB mark for a specific duration following which, if the right of use cannot be re-established, the holder's right to use the QB mark will be withdrawn.

2.3.4 MODIFICATION CONCERNING THE CERTIFIED PRODUCT

Any modification to the certified product as compared to the application dossier and that might affect the conformity of the product with the requirements of this certification reference system shall be declared in writing to CSTB.

According to the modification declared, CSTB determines whether this is a certification extension application.

In the event of an assessment of fitness for use conducted by CSTB (ATEC, DTA, ATEx, etc.), the coordinator also informs the examiner of the assessment to determine the actions to be taken to maintain the positive assessment of the fitness for use, including any tests to be carried out

2.3.5 TEMPORARY OR DEFINITIVE HALT IN PRODUCTION

Any definitive or temporary halt in the manufacture of the certified product (or range or products) or any abandonment of a right to use the QB mark shall be declared in writing to CSTB, specifying the time necessary to sell off the inventory of the QB-labelled products. The suspension or withdrawal of the right to use the QB mark is communicated to the holder of the QB mark by CSTB. When the period indicated by the holder expires, the product is removed from the list of certified products.

Any temporary halt in the manufacture of the certified products (or range of products) must be the subject of a suspension of the right to use the QB mark for a maximum period of 6 months, renewable once, if applicable. The total duration of the suspension of the right to use the QB mark for these products must not exceed one year. The removal of the suspension may only be announced following one of the following assessments, if:

- the suspension is ≤ 6 months: the applicant makes its request to resume use by post;
- the duration of suspension is > 6 months and ≤ 1 year: a resumption of use inspection is conducted by the manufacturer and the copies of the inspection register are sent to CSTB. A follow-up audit is to be scheduled if non-compliances are detected;
- the duration of suspension is > 1 year: an additional audit is to be planned with compulsory sampling for testing at the laboratory of the mark.

2.3.6 MODIFICATION CONCERNING THE DISTRIBUTION CIRCUIT

The holder shall undertake to inform CSTB of any modification to the distribution of the certified products as soon as it becomes aware of such modification and, in particular, whenever it stops supplying a distributor holding the right to use the QB mark, which means that the right to use the QB mark is no longer maintained.

The distributor whose right to use the QB mark has been maintained shall undertake to inform CSTB of any modifications in its supplies that would result in the right to use the QB mark no longer being maintained. The distributor's right to use the QB mark can only be validated after a new examination in accordance with Part 3 of this certification reference system.

2.3.7 MODIFICATION CONCERNING THE APPLICABLE STANDARDS AND SPECIFICATIONS

Should a standard be removed because of safety reasons, CSTB shall notify this removal from the right to use the QB mark, thus entailing an immediate halt in the QB-mark-related production by the manufacturer as well as the removal of its QB-labelled products from the market.

2.4 Quality management provisions: audit reference system

2.4.1 PURPOSE

Applicants/holders and their distributors whose right to use the mark has been maintained are all responsible, within their respective roles, for the right to use the QB mark relative to the product in question.

Applicants/holders shall implement all necessary means to guarantee that the products comply with this certification reference system at all times. In addition, they must manage their external service providers using all methods to assess all the component elements of a product or external service(s) for which they are the applicant or holder of the right to use the certification mark.

This paragraph sets the minimum provisions that the applicant/holder shall implement in terms of quality management to ensure that the products are manufactured respecting the certification reference system at all times.

The quality system depends in part on the establishment by the applicant/holder of a series of organisational systems enabling the conformity of the delivered products with standards and complementary specifications. These measures are described in Paragraph 2.4.2 below.

2.4.2 MINIMUM REQUIREMENTS FOR QUALITY MANAGEMENT

Applicants/holders shall have implemented the ways and means that they possess, the existence and effectiveness of which are assessed based on the requirements of Standard NF EN ISO 9001:

– NF EN ISO 9001 revision 2008 (applicable until 15 September 2018) and

– NF EN ISO 9001 revision 2015 (applicable as of 15 September 2015).

If the production unit is not NF EN ISO 9001-certified, the applicant/holder must prove the effective introduction of a range of organisational provisions and a production control system to control conformity with the standards and additional specifications for the delivered products that meet at least the requirements in this certification reference system.

The audits are carried out according to Table 1, as follows. This table indicates the specific requirements in Standard NF EN ISO 9001 that must be verified in the context of the certification.

Within the framework of an audit, all the necessary requirements identified on the shaded lines in Table 1 below, shall be audited. All the other requirements pertaining to quality management shall be audited over a period of 3 years.

Possible reduction:

If the production unit has a certified quality management system that conforms to Standard NF EN ISO 9001, the audits may be "simplified". Only the requirements identified on a "shaded" line in Table 1 are to be audited.

This reduction is possible as long as:

- the ISO 9001 certificate includes within its scope and domain the sites and activities covered by the certification mark; and,
- the ISO 9001 certificate is issued by a certifying body accredited by the COFRAC or by a member of the EA (European cooperation for Accreditation) or by a member of the IAF (International Accreditation Forum) - see signatories on the COFRAC website www.cofrac.fr, and
- the last ISO 9001 audit report from the body is forwarded to CSTB prior to the body's audit or examined during the body's audit; the results of the previous assessment contain no critical deviations.

Table 1 (Applicable requirements)

§ ISO 9001: 2008	§ ISO 9001: 2015	REQUIREMENTS	MINIMUM EVIDENCE EXPECTED	APPLICABLE (NA = not applicable)
4. Context of the organisation				
-	4.1.	Understanding the organisation and its context	-	NA
-	4.2.	Understanding the needs and expectations of interested parties	-	NA
1	4.3.	Determining the scope of application of the quality management system	-	NA
4.1.	4.4.	Quality management system and its processes	-	NA
5. Leadership				
5.1.	5.1.	Leadership and commitment	-	NA
5.3.	5.2.	Policy	-	NA
5.5.1/5.5.2.	5.3.	Organisational roles, responsibilities and authorities	- Organisation chart - Description of responsibilities and authorities (e.g. organisation chart, job sheets, etc.) - Person appointed to be responsible for organising and efficiently implementing the production system	<To be considered for persons in charge of inspection or having a direct impact on the critical points related to the making of the product> All the items except: - ISO 9001 V15: §5.3 c,d
5.5.3.	7.4.	Communication	-	NA
6. Planning				
-	6.1.	Actions to address risks and opportunities	-	NA
5.4.	6.2.	Quality objectives and planning to achieve them	-	NA
-	6.3.	Planning of changes *(SMQ)*	-	NA
7. Support				
6.1.	7.1.1.	Resources – General	-	NA
6.3.	7.1.3.	Infrastructure	-	NA
6.4.	7.1.4.	Environment for the implementation of processes	- Evidence of the maintenance of the work environment. Examples: storage of a product and its components to protect them from bad weather, adapted ambient conditions, etc.	<To be considered for processes related to the products/services to be provided>

§ ISO 9001: 2008	§ ISO 9001: 2015	REQUIREMENTS	MINIMUM EVIDENCE EXPECTED	APPLICABLE (NA = not applicable)
7.6.	7.1.5.	Monitoring and measuring resources	- List of the inspection, measuring and test equipment used on the product/service production site and/or in the laboratory - Identification of the equipment used to determine its validity - Planning for the verification or calibration of the equipment having an impact on the validity of the results (in particular the equipment used to perform tests on certified characteristics) - Evidence of the verification and/or calibration operations (e.g. equipment data sheet, verification or calibration report, etc.) - Evidence of connection to national or international standards (where possible) - Validation of software used to monitor and measure the specified requirements, where appropriate	<To be considered for processes related to the products/services to be provided>
-	7.1.6.	Organisational knowledge	-	NA
6.2.	7.2.	Competence	- Compliance with test methods and inspection provisions - Actions planned to acquire the necessary competencies (training, tutoring, etc.), where appropriate	<To be considered for persons in charge of inspection or having a direct impact on the critical points related to the making of the product>
6.2.2.d	7.3.	Awareness	-	NA
4.2.	7.5.	Documented information	- List of the internal and external documented information, Examples: Procedures, operating methods, test methods, inspection examination, quality records, - Evidence of control of internal and external documents Example: Availability of the applicable version of the test method, the reference system, the inspection provisions, etc.	<To be considered for processes related to the products/services to be provided> All the items except: * ISO 9001 v08: § 4.2.1., 4.2.2 N.B. Quality manuals are no longer required.
8. Operation				
7.1.	8.1.	Operational planning and control	-	NA N.B. Operational control: *Same as § ISO 9001 v08 7.5.1. / 7.5.2. and § ISO 9001 v15: 8.5.1.*
7.2.	8.2.2.	Determining requirements for products and services	-	NA
7.3.	8.3.	Design and development of products and services	-	NA
7.4.	8.4.	Control of externally provided processes, products and services	- List of service providers - Contract/order defining the requirements of the applicant/holder	<To be considered for raw materials and components that are purchased, as well as external services having

§ ISO 9001: 2008	§ ISO 9001: 2015	REQUIREMENTS	MINIMUM EVIDENCE EXPECTED	APPLICABLE (NA = not applicable)
			of the certification - Evidence of the verification of raw materials, components **(1),** services purchased - Evidence of the verification of subcontracting conditions: transport, handling, tests **(2)**, etc.	an impact on the quality of a product/service> <u>External providers:</u> - supplier of raw materials, components, services integrated into the product/service - subcontractor of external services (e.g. tests, handling, transport, etc.) *(*) Specific case of applicants/holders subcontracting part of their production* *CSTB audits the subcontractors (as provided for in the certification reference system)* All the items except: * ISO 9001 v08: § 7.4.1. * ISO 9001 v15: § 8.4.1.
7.5.1/ 7.5.2.	8.5.1.	Control of production and service provision	- Information defining the characteristics of products and services. Examples: product plan / description of the service - Information defining the activities to be carried out and the results to be obtained. Examples: operating method(s), working instruction(s), test method(s), certification reference system (expected performance) - Monitoring and measurement activities Examples: Monitoring plan, inspection procedures and instruction(s), test method(s), etc. - Conservation of documented information proving the conformity of products/services with the acceptance criteria (Same as § 8.2.4. ISO 9001 v08 and § 8.6.ISO 9001 v15)	■

§ ISO 9001: 2008	§ ISO 9001: 2015	REQUIREMENTS	MINIMUM EVIDENCE EXPECTED	APPLICABLE (NA = not applicable)
7.5.3.	8.5.2.	Identification and traceability	- Identification/Marking of the product in accordance with the requirements in the Certification reference system - Marking of commercial documents in accordance with the requirements of this Certification Reference System	<To be used in all cases for identification (and for traceability if relevant)>
7.5.4.	8.5.3.	Property belonging to customers or external providers	-	NA
7.5.5.	8.5.4.	Preservation	- Verification that the product is preserved throughout the production line (identification, handling, storage, packaging, transport, etc.)	■
-	8.5.5.	Post-delivery activities	-	NA
-	8.5.6.	Control of changes *(in production / service provision)*	* Evidence of control of modifications in the manufacturing process / service provision, in particular the impact of modifications on the product's performance ***(3)***: - reviewing the modifications, - person authorising modifications and all the necessary related actions.	■
8.2.4.	8.6.	Release of products and services	* Provisions for the checking products/services; recording the results of inspections and the ensuring conformity with the acceptance criteria ***(4)*** * Names of the persons responsible for releasing the finished products/services	■
8.3.	8.7.	Control of non-compliant outputs	* Provisions for processing non-conformities, including customer complaints, and implementation of those provisions ***(5)*** * No dispensation granted as regards the performance of a certified characteristic	■
9. Performance evaluation				
8.2.3.	9.1.	Monitoring, measurement, analysis and evaluation	-	NA
8.2.2.	9.2.	Internal audit	-	NA
5.6.	9.3.	Management review	Management review report	< NA > or < A >: Collect the opinion of the Specific Committee

§ ISO 9001: 2008	§ ISO 9001: 2015	REQUIREMENTS	MINIMUM EVIDENCE EXPECTED	APPLICABLE (NA = not applicable)
10. Improvement				
8.5.	10.1.	General	-	NA
8.5.2.	10.2.	Non-conformity and corrective action	- Implementation of corrective action to deal with non-conformities pertaining to a certified product, including customer complaints **(6)** - Effectiveness of the action taken	■
8.5.3.	10.3.	Continuous improvement	-	NA

(1) Control of the product components

Applicants/holders are required to inspect all components used in the manufacture of their certified products upon acceptance and, in all cases, prior to use.

Internal "acceptance" inspection set up by the applicant/holder includes:

- the inspection methods for products upon acceptance that assess their conformities and/or regularities in relation to the expected characteristics,

including, as applicable, rules for collecting product samples.

This inspection covers all control actions carried out by the supplier. For example: compliance sheet issued after a systematic inspection prior to delivery, which the applicant/holder requires the supplier to perform; supplier certified according to Standard NF EN ISO 9001 for relevant products or certified supplies, etc.

(2) Subcontracting tests

Applicants/holders may subcontract the tests to an external laboratory, on the condition that a contract or an order is put in place. Subcontracting is only possible if the following conditions are met:

- subcontracting the tests does not result in a disruption to the production process (due to time to receive results, for example);
- the conditions for subcontracting tests are formalised in the contract or order and must define the applicable test method, the testing frequency, the requested response times for results, the notification of results in writing, the procedure in the case of non-compliant results and the type of equipment used;
- the subcontractors' laboratory where the test is carried out must be accredited according to Standard NF EN ISO/CEI 17025, otherwise the party requesting the test (holder of the certification mark) must ensure that the equipment used is compliant (calibration, test configuration, etc.) and the staff carrying out the test have the necessary skills.

(3) Approach to the assessment of the additional requirement in Standard ISO 9001 version 2015 compared to Standard ISO 9001 version 2008

Within the framework of the Product Certification audit, the only additional requirement referred to concerns the requirements of § 8.5.6 in Table 1: “Control of changes in production / service provision”.

If the applicant/holder does not comply with this requirement, the auditor shall notify as follows:

- a suggested improvement (if the observation occurred prior to 15/09/18);
- a deviation (if the fact is subsequent to 15/09/18).

(4) Inspection during production and on finished products

The applicant/holder shall have all means necessary for the inspections and tests defined by the standards, reference documents and complementary specifications mentioned in section 2.2 in this reference system. The applicants/holders agree to carry out reliable and regular verification of their production:

- inspection of the product components;
- checks carried out during production;
- verifications and tests carried out on finished products

During production

In-production inspection must be organised by the applicant/holder. This concerns the product in its intermediate states, at the main stages of manufacturing, and monitoring of the settings of the production equipment (production machines, tooling).

Inspection instructions shall be formalised and made available to the operators. The results of inspections shall be recorded upon each inspection. If the results of the inspections indicate that the product does not meet the requirements of this certification reference system, the necessary corrective action must be implemented immediately.

On finished products

Applicants/holders are required to verify the characteristics of the finished products before delivery and are responsible for organising this inspection. The inspections and tests of finished products by the applicant/holder are carried out according to the standards and additional specifications mentioned in this certification reference system.

The various controlled characteristics are measured using the operating procedures specified in the reference standards mentioned in Paragraph 2.2 of this certification reference system.

The checks on finished products are carried out by the applicants/holders themselves in their own production units.

Applicants/holders shall take random samples at the end of the production line and carry out the checks and tests on these samples. The samples taken must be representative of the dimensions of the products covered by this certification reference system.

The method for collecting the samples required for testing must be clearly specified in the applicant's/holder's quality plan and must not be left to the sole discretion of the operator.

Applicants/holders shall record the results of the previous inspections. Should the results of the normal inspections prove to be insufficient, the latter shall be heightened and the causes of failure shall be identified in order to remedy this by supplementing the production inspections, where appropriate.

(5) Provisions for processing non-conformities

These notably include:

- an analysis to identify the cause of the anomaly;
- an analysis to determine the impact of the anomaly on production since the previous control;
- management ensuring that the implementation of the corrective actions is effective,

in the unlikely event that non-compliant products are delivered to a customer, the latter shall be notified immediately so that appropriate measures can be taken.

(6) Customer complaints

The customer complaint record is audited. For this purpose, holders shall keep:

- a record of all the complaints and appeals pertaining to products covered by this certification reference system;
- a record of the corrective measures adopted when the complaints have revealed a production anomaly.

The holder shall be able to show the auditor extracts from these records relating to complaints that involve products covered by this certification reference system.

2.5 Marking – General provisions

Marking is an integral part of the certification of a product.

Beyond the identification of a certified product and its traceability, the marking of a product with the logo of the collective certification mark ensures optimal protection for users and protects holders against wrongful use and counterfeits.

Under no circumstances is it possible to make reference to the QB mark before the right to use this mark is obtained or to present counterfeit products for certification.

The reproduction or use of CSTB logos is only authorised through strict application of the QB graphic charter and with the support of the right of use, authorised by a valid certificate or with the prior consent of CSTB.

Moreover, mentioning the main certified characteristics is intended to make the technical characteristics covered by the mark transparent to consumers and users. It therefore adds value to the certification and its content.

The purpose of the marking rules described hereafter is to guide the holder in complying with regulatory requirements and certification requirements. The General Requirements of the QB mark define the conditions of use, the conditions of validity of the right to use the QB mark and the penalty arrangements in case of wrongful use.

Without prejudice to the penalties provided for in the QB mark General Requirements, any incorrect declaration of the certified characteristics and any fraudulent use of the QB logo will result in legal action against the holder for deceptive marketing.

2.5.1 THE QB LOGO

The QB logo will ensure the identification of each certified product throughout the transition period and shall assure this identification beyond this transition period.

The holder undertakes to respect the graphic charter of the QB mark. The QB logo and its graphic charter are available from the application manager.

The certified product must have a distinct designation and identification from non-certified products.

The holder shall not use the QB logo except to single out certified products without there being any risk of confusion whatsoever with other products, especially non-certified products.

To prevent any confusion between certified products and non-certified products, applicants/holders must ensure that the trade names used are not identical or similar (for example: “Prod+" for a certified product and "Prod" for a non-certified product).

It is recommended that the holder submit to CSTB in advance, any marking projects or material upon which the certification mark appears.

If the product cannot be marked for technical reasons, CSTB must be contacted to determine a common marking rule.

2.5.2 THE MARKING PROCEDURES

This section describes both the procedures for affixing the QB logo and the marking of certified characteristics.

The requirements of article R 433-2 of the Consumer Code stipulate that marking must comply with the provisions outlined in the following paragraphs and, whenever possible, include the following information:

QB 15 – Built-up cladding products

Certificate number: XX-YY for manufacturers and TFxx for transformers

http://www.evaluation.cstb.fr

List of the certified characteristics

It is recommended that the consumer be informed of the main reasons and advantages in using a certified product. The certified characteristics must appear on at least one of the supports (product, packaging or communication media).

2.5.2.1 Marking of the certified products

All certified products manufactured after the date indicated on the approval of the right to use the QB mark (via an admission or extension procedure) and which comply with the requirements of this certification reference system, must be marked at least with the mark logo (unless not possible for technical reasons).

During the transition period, certified products can be marked with:

1. the QB mark logo;
2. or the log of the CERTIFIÉ CSTB CERTIFIED mark;
3. or the QB mark logo associated with the logo of the CERTIFIÉ CSTB CERTIFIED mark.

At the end of the transition period, only the marking of the QB mark logo will be authorised on certified products.

Marking must be carried out in a permanent, legible and indelible way on the products, with the following information:

– production batch number;

– mark logo followed by certificate number.

NB: If there is a code for identifying the product, the code must be given to CSTB.

Different identifications shall make it possible to unmistakably identify the standard formulation in relation to the formulations for which a step in the production process leads to an improvement in the fire reaction performance.

2.5.2.2 Marking on the packaging of the certified product or on the product's accompanying document(s) (if applicable)

All packaging for certified products or accompanying documents must include all the following mark components:

– identification of holder and/or production unit;

– name and/or trade reference;

– mark logo followed by certificate number;

– name of the application and the reference to the CSTB website;

– trade name of the product and/or system;

– the number of the technical assessment certifying the fitness for use of the procedure in which the product is incorporated;

– optional: list of certified characteristics.

During the transition period, the packaging for certified products or accompanying documents can be marked with:

1. the QB mark logo;
2. or the log of the CERTIFIÉ CSTB CERTIFIED mark;
3. or the QB mark logo associated with the logo of the CERTIFIÉ CSTB CERTIFIED mark.

At the end of the transition period, only the marking of the QB mark logo will be authorised on the packaging or the accompanying documents of certified products

Manufactured by: XXX
Product AAA

QB 15 – Built-up cladding products **2.2-17-15143V*1 End of validity 01/01/2020**

No. 115-117

http://www.evaluation.cstb.fr

List of certified characteristics: dimensions - bending-composition

2.5.2.3 Marking on the communication media and documentation (technical or commercial documents, posters, advertising, websites, etc.)

The generic use of the QB mark through its reproduction in the holders' correspondence is forbidden unless the holder has the right to use the QB mark for all of its products.

References to the QB mark in communication material or documentation must be made in a way that does not allow for any confusion between certified products and other products. These references must include all the marking components defined in paragraph 2.5.2.:

Some additional information below can be included in the marking:

- holder's name and address (name and address of the representative in the European Economic Area, if applicable);
- identification of the holder;
- name of the product (trade name);
- key certified characteristics (descriptions and values);
- certificate number;
- http://evaluation.cstb.fr/

For the French market, this information must be provided in French (Law No. 94-665 of 04 August 1994, relative to the use of the French language). If necessary, information can be written in one or more other languages.

For the proper interpretation of this paragraph, the holder should be advised to submit to CSTB, in advance, all communication materials and documentation where the certification mark is expected to be used.

2.6 Conditions for terminating marking or for removing the mark in the case of suspension, withdrawal or abandonment

If any product is accidentally non-compliant, the product and its packaging shall not be marked with the QB logo or the logo must be crossed out or concealed to prevent any risk of confusion.

In case of accidental non-compliance observed after the project has been launched on the market:

→ The manufacturer is responsible for:

- Immediately informing CSTB
- Validating the qualities/batch numbers/lead times involved
- Planning retroactive declassification and possibly withdrawal from shops

→ CSTB is responsible for:

- Defining the means to check declassification (customer commitment, etc.);
- Estimating the risks of improper use of the mark, e.g.
  - certification proof or otherwise of compliance with the regulations,
  - certification on products/services at risk,
- Depending on these risks, possibly triggering an on-site inspection (company or shop) or informing the public authorities;
- Demanding an undertaking from the holder to perform corrective action and/or an on-site inspection before the possible withdrawal decision is made.

If necessary, declaring the suspension or withdrawal of the certification.

Part 3
Certification Process

3.1 General

Definition of the applicant (see Part 5).

Definitions of the various types of application (admission application / complementary admission application / extension application / maintenance application):

- An admission application is made by an applicant that does not have the right to use the QB mark for the Built-up cladding products, veture, cladding products and soffit products application.

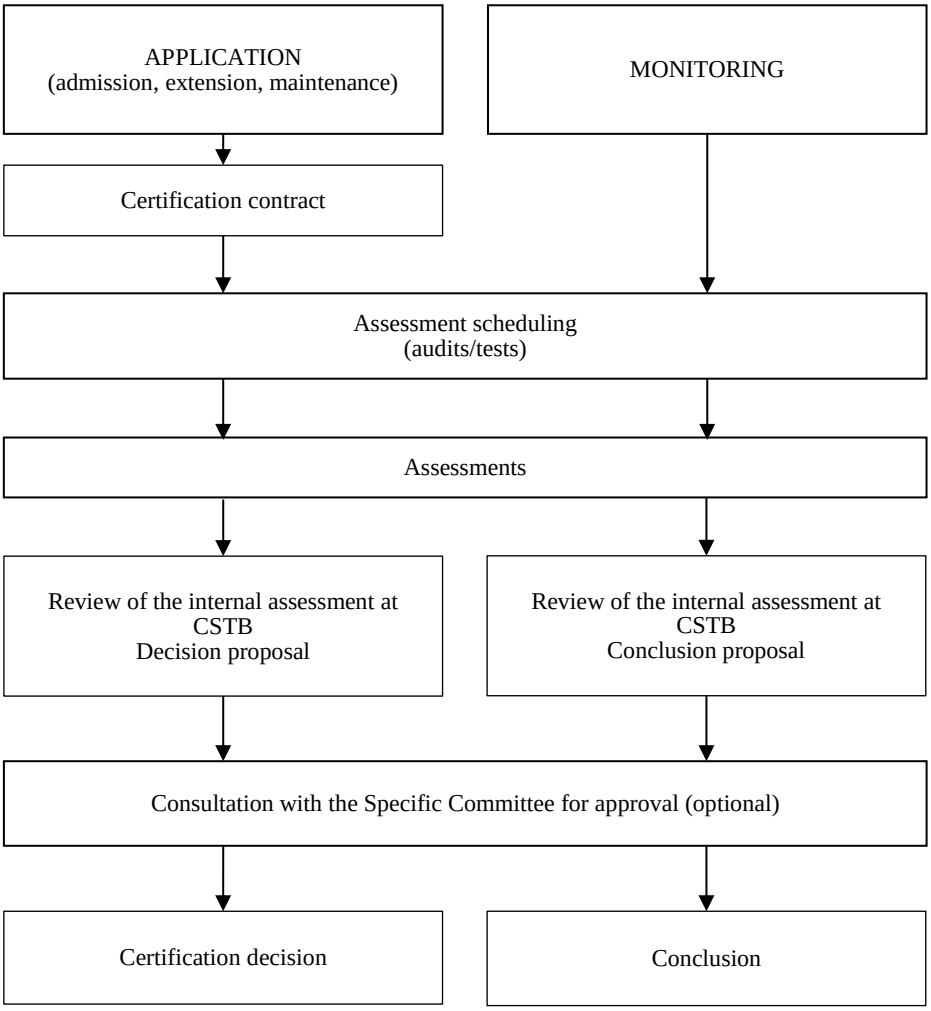
  It corresponds to a product (or a range of products) coming from a specific design process and/or manufacturing unit and/or a specific sales location, defined by a trademark and/or with a specific reference to the product submitted and the technical characteristics.

- A complementary admission and/or extension application is made by a holder and applies to a new product / a modified product on the same manufacturing site.

- A maintenance application is made by a holder and applies to a QB-certified product intended to be sold under another trademark and/or with a specific reference to the product without any modification to the certified characteristics.

  A new admission application for a product (or a range of products) following the withdrawal of the right to use the QB mark as a result of a sanction in the event of deceptive marketing practices in application of Articles L 121-2 to L121-5 of the Consumer Code.

3.2 Certification application processing procedure



The conditions for obtaining a certification and the certification follow-up procedure are described in Parts 1 and 2 of Appendix 1 to this certification reference system.

3.3 Audits

3.3.1 ADMISSION AUDITS

The purpose of audits is to make sure that the measures defined and implemented by the applicant in the production unit meet the requirements in Part 2 of this certification reference system and technical documents.

The purpose is to check, before admission, the existence and effectiveness of the measures taken in terms of quality as well as of product inspection by the applicant. These are the admission audits conducted by the auditor.

If the applicant subcontracts part of its production, CSTB reserves the right to carry out an audit on the premises of the subcontractor(s), based on this certification reference system.

All the ways and means (premises, installations, equipment) enabling the auditor to carry out the mission incumbent upon him/her, shall be freely placed at his/her disposal, along with persons qualified to implement them.

In the event of any dangerous situation in relation to the certifying body's safety requirements, the auditor reserves the right to withdraw.

An audit report is prepared and addressed to the applicant.

Prior to an admission audit, a mock audit may be suggested in order to review the situation. It complies with the requirements in doctrine no. 10 of CERT REF 04 of COFRAC. A mock audit shall in no way include advisory activities.

The intervention conditions are as follows:

- a mock audit shall be limited to one single intervention per site prior to an admission audit;
- the sole purpose of a mock audit is to make a factual assessment of an entity’s state of readiness with regard to the certification criteria, identifying any possible deviations without recommending any solutions;
- a mock audit shall not constitute a comprehensive assessment of the applicant’s quality system;
- the mock audit shall be set out in a written audit report addressed to the applicant. Should a deviation be identified, the audit report shall not be supplemented by deviation sheets. The administrator shall not make any pronouncement on the relevance of the corrective actions;
- the duration of a mock audit shall be far shorter than the scheduled duration of an admission audit. It is equivalent to 0.5 days;
- the mock audit may not be considered comparable to an admission audit.

Later on, if certification is requested, an admission audit will be conducted in full.

3.3.1.1 Case of an initial admission application

The audit normally lasts 1 day per production unit.

The audit duration may be adapted according to the risk: level of development of the quality system, organisation of the company (process, laboratory, etc.).

In the event of an audit combined with another application, the duration of the audit shall be adapted according to the products to be audited.

3.3.1.2 Case of a complementary admission application

The steps described in Paragraph 3.3.1 above apply with the difference that the audit can be adapted by a streamlining of the quality system inspection or combined with a follow-up audit.

3.3.1.3 Case of an extension application

The steps described in Paragraph 3.3.1 above apply with the following specifics:

- in the context of an extension application for a modified certified product, the tests and the need for the audit are defined according to the planned modification; a simple documentary review may be performed;
- the audit can be adapted by streamlining the manufacturing process audit or combined with a follow-up audit.

3.3.2 FOLLOW-UP AUDITS

Follow-up audits are intended to check, following admission, that the provisions defined are still being maintained.

All of the provisions described in Paragraph 3.3.1 apply.

Inspections

The auditor carries out at least the following tasks, taking account of the information collected during the previous audit, the results of the last checks and any remarks made by the Specific Committee:

- verification of the effective application of the corrective measures announced as a result of any observations made during the previous audit;
- verification of the compliance with the holder’s quality requirements set out in this certification reference system;
- verification of the self-inspection records since the last audit, statistically for at least one certified product and for the products sampled for mark laboratory tests;
- verification of the sales documents;
- verification of the changes to the characteristics of the certified products.

An audit report is prepared and submitted to the holder.

The audit normally lasts 1 day per production unit.

The audit duration may be adapted according to the risk: level of development of the quality system, organisation of the company (process, laboratory, etc.).

Normal monitoring

The normal frequency is 2 annual audits for each production unit benefiting from a right to use the QB mark.

For transformers of panels from QB-certified production sites, the audit frequency is reduced to 1 per year.

Reduced monitoring:

If the holder has a valid ISO 9001 certificate and the results of the previous assessment contain no critical deviations, CSTB can apply reduced monitoring, in accordance with Part 2.

The audit frequency is reduced to 1audit per year.

If an ISO 9001 certificate has been withdrawn or if the plant has been the subject of a sanction, the audit frequency shall then automatically be brought back to normal monitoring, for a minimum period of 1 year.

Reinforced monitoring

In the event of breach of the requirements in this certification reference system or if the Specific Committee makes a reasoned request, a heightened monitoring procedure can be initiated for a given period. This monitoring can be adjusted up to double the normal frequency of audits, with or without increased monitoring by the applicant and sampling for test purposes in the production unit and/or in the distribution network.

In addition, any critical deviation during an audit, whether or not it is accompanied by a sanction, may justify a transition to heightened monitoring. This will be triggered on CSTB's initiative, possibly after the opinion of the Specific Committee, for a given period of time, with or without increased checks by the holder or sampling for tests.

3.4 Sampling

The auditor has the necessary samples taken as required from stock and/or the production unit for testing. For some destructive testing, it is possible to take samples of products eliminated due to minor appearance defects that do not entail non-conformity of the certified products.

The samples taken are marked with a distinctive symbol by the auditor and are sent by and under the responsibility of the applicant to the laboratory of the mark responsible for carrying out the tests within the deadline set during sampling. Cutting to size is the responsibility of the manufacturer.

The cost of transport, including customs duties, is at the expense of the manufacturer, unless the auditor can take charge of the samples.

A sheet recording the samples taken is prepared on site and handed over to the applicant/holder.

A copy of this sampling sheet is systematically sent to the laboratory in charge of carrying out the tests.

It is accepted that if these samples cannot be taken, the holder will send the samples requested by CSTB to the mark's laboratory, within the time required. If the holder does not send the samples to the mark's laboratory within the time required by CSTB, penalties may be applied (sanction, suspension).

Case of follow-up sampling

When modifications declared as minor have been made to the products or when changes also declared as minor have been made to the production process for the products and the holder cannot prove that these changes do not affect the certified characteristics, samples are systematically taken and tests are to be performed in the mark’s laboratory, in particular to check the characteristics involved.

In the event of an additional audit, the tests induced by the non-conformity observed are conducted by the mark’s laboratory.

Inspections at retail sites

In the case of distributors whose right of use has been maintained, possible verifications may be carried out on CSTB’s initiative.

Inspections at retail sites may be conducted in case of doubt, dispute or modification declared by the manufacturer

CSTB shall conduct an inspection on these products of the marking, appearance and certified characteristics by testing at the laboratory of the mark.

The costs for these inspections are to be borne by the distributor, in accordance with Part 4 of the Appendix to this certification reference system.

This sampling may replace that provided for in the follow-up audit.

3.5 Tests

3.5.1 ADMISSION TESTS

Tests are performed in accordance with the standards and additional specifications set out in Part 2 of this certification reference system.

A test report is prepared and submitted to the applicant.

The tests are carried out under the responsibility of the laboratory of the mark.

The samples are taken at random and take into account all the manufacturing dispersion factors (longitudinal and transverse direction for extrusion, edge effect for cast products, etc.)

10 samples of finished products are taken from a single production batch and identified by the auditor. 5 will be tested by the laboratory of the mark and 5 will be kept in case of non-compliance (handling error, damaged samples, etc.)

The minimal unilateral confidence interval of the mean is expressed with a confidence level of at least 95% (5% fractile), calculated according to Standard ISO 2602, and is then compared to the certified value.

3.5.2 TESTS ON THE CERTIFIED PRODUCT (FOLLOW-UP)

The tests are carried out in accordance with the standards and additional specifications set out in Part 2 of the certification reference system and the Technical Documents.

A test report is prepared and submitted to the holder.

These tests on the certified characteristics are carried out in a laboratory of the mark.

The samples are taken at random and take into account all the manufacturing dispersion factors (longitudinal and transverse direction for extrusion, edge effect for cast products, etc.)

10 samples of finished products are taken from a single production batch and identified by the auditor. 5 will be tested by the laboratory of the mark and 5 will be kept in case of non-compliance (handling error, damaged samples, etc.)

If the value obtained is less than the certified value, additional tests are carried out in sufficient numbers to comply with the number of samples indicated in the reference standard for the product family. If the product standard has a specific way of expressing its minimal confidence interval of the mean, that way is to be used

Part 4
The stakeholders

The bodies involved in the procedure for granting the right to use the QB mark and in monitoring the certified products are specified below.

4.1 The certifying body

The QB mark is the property of the CSTB, which is a certifying body. The CSTB specifies the governance rules and the operating conditions applicable to the marks. Furthermore, it takes responsibility for the application of the reference system and the decisions made in this context.

Centre Scientifique et Technique du Bâtiment (CSTB)
Direction Enveloppe, Isolation et Sols
Division Façades, Couvertures et toitures (FaCeT)
84, avenue Jean Jaurès
Champs sur Marne
F-77447 MARNE LA VALLEE CEDEX 2
☎: +33 (0)1 64 68 82 74

http://www.evaluation.cstb.fr/
Email: QB_15_BARDAGES@CSTB.FR

4.2 Audit bodies

The audit functions for the production unit and, as the case may be, on the utilisation premises, are carried out by the following body(-ies), designated the audit body(-ies):

Centre Scientifique et Technique du Bâtiment (CSTB)
Direction Enveloppe, Isolation et Sols
Division Façades, Couvertures et toitures (FaCeT)
84, avenue Jean Jaurès
Champs sur Marne
F-77447 MARNE LA VALLEE CEDEX 2
☎: +33 (0)1 64 68 82 74

http://www.evaluation.cstb.fr/

The auditors have the inspection right on the premises of any applicant or holder as part of their missions.

As part of a subcontracting agreement that CSTB has signed with the following body, the latter can conduct audits (except for admission audits), as requested by CSTB.

- Bureau VERITAS
  ZA des Béthunes,
  6-8 avenue de Bourgogne
  F-95310 SAINT OUEN L'AUMÔNE
- Bureau VERITAS North America,
  390 Benmar Drive
  Houston, Texas, USA
- Mario Gilardi-Philippe
  3 passage des écoles
  F-77400 LAGNY SUR MARNE
- Société Française de Céramique
  6 - 8 Rue de la réunion – Les Ulis
  91955 COURTABOEUF CEDEX

4.3 Test bodies

Whenever the inspections carried out within the framework of the QB mark usage include tests on products, such tests are carried out at CSTB's request by the following laboratory, referred to as the laboratory of the mark:

Centre Scientifique et Technique du Bâtiment (CSTB)
Direction Enveloppe, Isolation et Sols
Division Façades, Couvertures et toitures (FaCeT)
84, avenue Jean Jaurès
Champs sur Marne
F-77447 MARNE LA VALLEE CEDEX 2
☎: +33 (0)1 64 68 82 74

http://www.evaluation.cstb.fr/

4.4 Subcontracting

The different functions described in paragraphs 4.2 and 4.3 may be carried out, after opinion from the Specific Committee, where appropriate, by other audit bodies or recognised laboratories with which CSTB has established a subcontracting contract.

The customer is informed of the subcontracting of a service when the assessment activity schedule is drafted. If necessary, the customer is formally informed before any activity is started.

4.5 Specific Committee

An impartial consultative authority is set up called the Specific Committee, the Secretariat of which is provided by CSTB.

The Specific Committee is tasked with giving its opinion on the following:

- the initial draft certification reference system or the draft revised version, as specified in the Consumer Code,
- the preparation of advertising and promotional activities that fall within its competence,
- the selection of bodies participating in the certification process and the examination and implementation of recognition agreements.

It can be consulted about any other question pertaining to the application concerned and, in particular, about any interpretation of the certification reference system with a view to making decisions regarding dossiers in accordance with the certification reference systems and at CSTB's request.

The composition of the Specific Committee is set to respect representation between the different parties concerned, without leading to the predominance of any one of them and guaranteeing their relevance.

It is composed as shown below:

- A Chairperson chosen from the members of the colleges defined below;
- A Vice Chairperson: a representative of CSTB;
- Manufacturers College (Holders): from 3 to 6 representatives;
- Users'/Specifiers' college: from 3 to 6 representatives;
- College of Technical and Administrative Bodies: from 3 to 6 representatives.

The representatives of audit bodies and mark laboratories have the right to participate in the meetings of the Specific Committee.

The Specific Committee issues decision notifications and its members shall be precluded from receiving any remuneration for the functions entrusted to them.

The mandate lasts 3 years and is renewable for successive periods of 1 year, up to a limit of 3 renewals. This mandate is renewed by tacit approval, unless terminated with no reasonable ground by CSTB or the member, by registered letter with acknowledgement of receipt, three months before the expiry of the current period up for renewal.

The Specific Committee's Chairperson can change every year.

The members of the Specific Committee formally commit themselves to keeping confidential all information, particularly of individual nature, that is communicated to them.

The Specific Committee may, where appropriate, decide to set up working groups or subcommittees and define their missions and responsibilities. The composition of the working groups is validated by the Specific Committee, these working groups being composed of at least one representative of the "Manufacturers" College, one representative of the "Users / Specifiers" College and one representative of CSTB. It may call upon professionals, external individuals or holders that are not members of the Specific Committee.

Part 5
Glossary

Admissibility:	Study of a dossier enabling the application to be examined. Admissibility relates to the administrative and technical parts of the dossier.
Admission:	Application through which applicants request, for the first time, the right to use the QB mark for a product; they declare that they understand this certification reference system and undertake to respect it.
Applicant / Holder:	Legal entity that controls and/or is responsible for respecting all the requirements defined in the QB mark certification reference system. These requirements cover at least the following steps: design, manufacture, assembly, quality control, marking, packing and marketing and specify the critical points in the different steps. Any person who modifies the container and/or content of the product (e.g. folding, notching, gluing) becomes an applicant and may not be considered as a retailer. Therefore, this person must make an admission application for the usage right.
Assessment of Fitness for Use:	This is a technical assessment produced by the manufacturer applying for the right to use the QB mark, which establishes the fitness for use conditions of the procedure in which the product is included (ATEC, DTA, ATEx a, etc.). It is designed to provide all those participating in the construction process with an authorised opinion concerning the conditions for building the structures (use(s)) by means of a new product, procedure or piece of equipment. It also states in particular to what extent the procedure or product satisfies the current regulations, specifies the technical recommendations to guide the operators in their decision for the proper construction of a structure, and defines the conditions of in-service durability in France, considering the measures routinely adopted by all the companies and operators.
Audit:	See Standard NF EN ISO 9001.
Certification Reference System:	Technical document that defines the characteristics that a product, a service or a combination of products and services shall have and the methods for inspecting conformity with these characteristics, as well as the methods for communicating concerning the certification (including the content of the information).
Certification Scheme:	Specific certification system for defined products to which the same specified requirements and specific rules and procedures apply.
Certified characteristics	These appear in the technical file produced by the applicant for the usage right. They are directly related to the relevant characteristics concerning the fitness for use of the product, e.g. size, mechanical behaviour of the product.
Complementary admission:	Application through which a holder wants to benefit from the right to use the QB mark for a new product or a new production entity.

Distributor:	Body that distributes the applicant/holder's products and that does not modify the conformity of the product to the requirements of the QB mark. Distributors may be of the following types: - distributors who distribute the product under the holder's trademark. In that case, no action is to be taken for the QB mark. - distributors who distribute the product after changing the trademark. The applicant/holder shall make an application for maintenance of right of use. If the distributor does not wish to have explicit reference to the manufacturer, then an application for admission to the QB mark shall be made by the distributor. In that case, the manufacturing plant is not mentioned on the certificate. Depending on the various operations carried out by the applicant/holder or the distributor, the sites audited and the audit duration within the framework of initial certification or monitoring are to be defined case by case.
Environmental Declaration:	Data based on the analysis of the product's life cycle, used to calculate the environmental impacts of works into which the product subject to the Environmental Declaration is likely to be integrated (see also www.inies.fr). This Environmental Declaration shall be drawn up under the responsibility of the applicant/holder (individual sheet) or of a trade association (collective sheet). N.B. Other environmental declarations are regarded as equivalent, in particular the "Environmental Product Declaration" (EPD) and the "Product Environmental Profile" (PEP).>
Extension:	Application through which holders request the extension of their right to use the QB mark for a certified product, the characteristics of which have been modified.
Granting of the right to use the QB mark:	Authorisation granted by CSTB to an applicant to affix the QB mark on the product for which the application has been submitted.
Maintenance:	Application through which holders request the maintenance of their right to use the QB mark for a product intended to be marketed by a distributor under a different mark and/or trade reference, but without modifying the certified characteristics.
Observation:	A comment drawing a holder's attention to a minor non-compliance in order to prevent a deviation that would lead to a warning.
Product:	Element resulting from a process or manufacturing process and originating from a specific production unit, defined by a trademark and/or a specific trade reference with specific technical characteristics.
Renewal:	Application through which the holders request the renewal of their right to use the QB mark before the end of validity of their QB certificate.

Representative:	Legal Entity or individual based in the EEA who represents the applicants/holders outside the EEA and has a written mandate from them signifying that they may act on their behalf and specifying under which context (missions and associated responsibilities and financial aspects, complaints, contact for the certifying body, among others) in the QB mark certification process according to the provisions in the certification reference system. The representative may be the distributor or importer. Their different functions are clearly identified. The representative concept is vital if applicants are outside the EEA. Depending on the markets, the distributor concept may not be relevant.
Subcontracting:	Company that carries out some of the production steps for the certified products, under the control of the QB mark holder.
Suspension:	Decision notified by CSTB which temporarily and for a set period of time cancels the authorisation to use the NF mark. The suspension may be issued as a sanction or in the event that the right to use the mark is temporarily abandoned by the holder. Suspension is accompanied by a ban on affixing the mark to future production. It shall be for a maximum 6-month period, renewable once, following which a withdrawal of the right to use the QB mark shall be announced if no action has been taken by the holder. The sanction notifications that affect the usage right (suspension/withdrawal) are signed by CSTB Management.
Trade name	The trade name is used to precisely identify the project that is the subject of the certification. Unless specifically requested in the certificate application, the trade name will bear the exact title of the Technical Assessment or the Technical Application Document. This trade name must be strictly reserved for the single product, component, system or procedure that is the subject of the certificate application.
Warning:	Non-suspensive penalties communicated by CSTB. The product is still marked but the holder must correct observed deviations within a defined time. When a warning is accompanied by an increase in the number of inspections, the actions must be launched within a defined time period. The warning may only be renewed once.
Withdrawal of the usage right:	Decision communicated by CSTB to cancel the right to use the QB mark. A withdrawal can be pronounced as a sanction or in case of abandonment of the QB mark usage right by the holder.