



CERTIFICATION

QB Certification Reference System:

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



Identification no.: QB 15
Revision no.: 05
Effective date: 02/01/2024

The English version is provided for information. In case of doubt or dispute, the French version only is valid

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This certification reference system was approved by the CSTB Technical Department on 04/08/2023

It cancels and replaces all previous versions.

As a certifying body accredited by the COFRAC under the number 5-0010, accreditation range 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 suitability for use and their durability.

This certification reference system may therefore be revised, in whole or in part, by CSTB, after consulting the parties involved.

MODIFICATION HISTORY

Modified part	Revision no.	Effective date	Modification made
The entire document	0	02 November 2009	Reworking CSTBat 22 reference system with the following main modifications: _ Modification of the marking; _ Modification of the certified characteristics. Taking reproprocessors into consideration.
The entire Document	0.b	16 February 2010	Reworking 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 entire document	1	1 January 2014	_ Modification of the contact; _ Integration of new product families from addenda 1, 2 and 3; _ Addition of guide-socket fixing systems for terra-cotta shingles; _ Certification for Reprocessors. Update to the terra-cotta/ceramics family.
The entire Document	2	28 February 2018	_ Application of the QB reference system structure _ Integration of addenda 1, 2 and 3 for the wood fibre + cement family; test on fastening sockets terra-cotta family and QB mark transition procedures _ Certification opening to products with a positive assessment of suitability for use _ Conditions for reduction to 1 visit per year _ Reprocessor requirements updated _ Creation of the WPC and NFC sub-family _ Addition of insert pull-out natural stone family

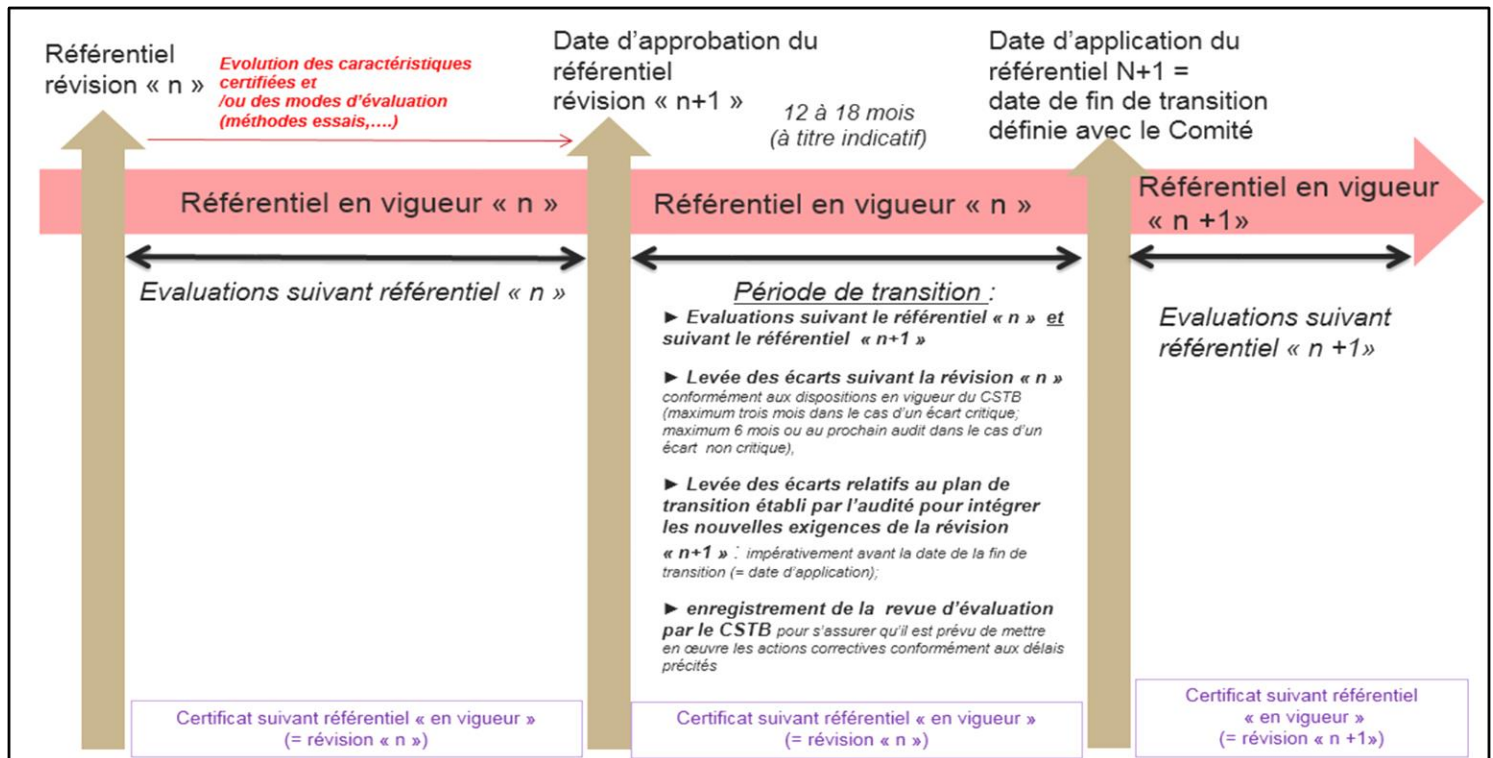
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Modified part	Revision no.	Effective date	Modification made
Family E2	TD 1 – V0	31 December 2018	_ Requirements updated for the aluminium/PET composite panel family
The entire Document	3	30/06/2020	Application of the QB reference system structure update
DT 15-01 §4.3 §4.1 §4.2 §1.2 Annexes Administra tives	4	04/08/2023	Integration of the "C5 fibre cement" family in DT 15-03 Update of Test Organization Name Updating the name of the certifying body Update of the audit bodies Added TF+ level for transformers Updated Processor Application Form, Minimum 30 Record Tests for New Applications
§ 4.2	5	02/01/2024	Update of the audit bodies involved in carrying out audits

MANAGING THE REFERENCE SYSTEM'S TRANSITIONS

If the revision of a reference system is likely to have an impact on the product's performance (evolution of the certified characteristics and/or the assessment methods), transition management must be implemented. The certificate specifies that 'the product is compliant with the characteristics described in the certification reference system currently in force'.





Part 1 Application

1.1 Scope

This certification reference system concerns production and reprocessing of built-up cladding products, vetures, cladding products and soffit products.

The QB mark strives to check:

- the safety characteristics for people, pets and goods when required in consideration of the normal, routine use of the products,
- and/or the suitability for use,
- and/or the durability of the products,
- and/or any additional characteristics that enable them to stand out in the market.

The certified characteristics are identified in § 1.2 below.

Certified products benefit from a positive assessment of their suitability for use, in reference to, for example, a DTU (Unified Code of Practice), a Technical Appraisal, a Technical Application Document, a Technical Experimental Assessment - Type A, RAGE professional recommendations or any other positive collective technical assessment of a construction system including the product and compatible with the other systems with which this system is combined to build a structure.

Note: a construction procedure 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 parts of 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 built-up cladding products, vetures, cladding products and soffit products application are dimensions, composition and a mechanical characteristic representative of and depending on the family of materials used.

For transformers, the certified characteristics are:

- dimensional characteristics,
- conformity with the suitability assessment of the final system,
- Optional "TF + " level 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
<p>Production audit carried out by a qualified technical auditor:</p> <ul style="list-style-type: none"> - Verification that the production inspections and records have been carried out: raw materials, production, finished products, - Verification of the quality management provisions: metrology, packaging, storage, traceability, product marking, processing of non-conformities and customer complaints, - Supervision of certified characteristic tests carried out by the applicant, where applicable. 	Yes	<p>Yes</p> <p><u>Frequency:</u> 2 annual audits (*)</p>
<p>Tests carried out by a laboratory recognised by the certifying body (independent and competent):</p> <ul style="list-style-type: none"> - Samples taken by the certifying body and carried out on the applicant/holder's site or on the market 	Yes	<p>Yes</p> <p><u>Frequency:</u> Idem audit frequency</p>

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

- The holder is ISO 9001-certified by a certifying body recognised by a member of the EA (European cooperation for Accreditation) or by a member of the IAF (International Accreditation Forum), and the results of the previous assessment are free of critical deviations

The audit frequency may be redefined when critical or repeated non-conformities are observed, even if the holder is ISO 9001 certified.

The audit frequency for reproprocessors of panels from a QB certified production site is once per year.



1.3 Applying for certification

Any legal entity:

- manufacturing or reprocessing products within the scope defined above and which can comply with the technical requirements described in Part 2 of this document;
- or distributing products within the scope defined above for which the manufacturer complies with the technical requirements described in Part 2 of this document,

may apply for the right to use the QB mark - Built-up cladding products, vetures, cladding products and soffit products.

Such requests are referred to as 'applications' while the entities making them are referred to as 'applicants'.

Before applying, applicants must make sure that they meet the conditions defined in this certification reference system concerning their product and the sites concerned. It is the applicants' responsibility to make sure that the regulations applicable to their product are respected.

They must undertake to meet the same conditions throughout the entire duration of the use of the QB mark.

Note: When an applicant has subcontracted production

Applicants may subcontract part of the manufacturing process for the 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 subcontractor in order to comply with the requirements in this certification reference system and, on the other hand, the evidence regarding the subcontractor's skills in complying with those requirements.

Failure to comply with all of the commitments may lead to a halt to or suspension of the examination of applicants' files.



Part 2

The Certification Scheme

The certification scheme for the built-up cladding products, vetures, cladding products and soffit products application includes this certification reference system and its Appendix 1 'Administrative Management', which reference:

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

This certification reference system falls under the framework of the certification of non-food-related products and services, as provided for in the French 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 in no way substitutes 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 their product with the regulatory requirements.

The documentary evidence must be communicated to CSTB as part of the examination of the admission/extension file.

If the product has been modified, the documentary evidence must be presented to the auditor as part of the monitoring audit, by any appropriate means.

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 must submit to the certifying body a document attesting to the conformity of their products with the regulations are listed in the Technical Documents for each product family.

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The main regulations applicable for launching products on the French market and for which the applicant/holder shall submit to the certifying body a document attesting to the conformity of their product to the regulations are listed below.

Regulations	Documentary evidence required
<p>Article L.121-2 of the French Consumer Code: 'A marketing practice is deceptive if it is committed in one of the following circumstances: [...]2° When it is based on allegations, information or presentations that are false or likely to mislead and that cover at least one of the following elements: [...]b) The essential characteristics of the goods or services, namely: their substantial qualities, their composition, accessories, origin and quantity, the manufacturing method and manufacturing date, the conditions of use and their suitability for use, their properties and the results expected from their use, as well as the results and main characteristics related to the tests and inspection carried out on those goods and services.'</p>	<p>Trade name of the product Commercial presentation of the product (brochures, website, etc.)</p>
<p>Regulation (EU) no. 305/2011 of the European Parliament and Council of 9 March 2011.</p>	<p>Declaration of performances including all essential characteristics indicated as certified characteristics in the product certificate.</p>
<p>Decree 2013-1264 of 23 December 2013 regarding the environmental declaration of certain construction products intended for use in building work.</p>	<p>Verified individual or collective environmental declaration(s) in the case of an environmental claim on French territory.</p>



2.2 The standards and additional specifications

For references mentioning an application date or an index, only the edition quoted applies. For references without an application date or index, the latest edition of the reference document applies (including any amendments).

2.2.1 APPLICABLE STANDARDS

Product and test standards are listed in Technical Document 15-03.

2.2.2 ADDITIONAL TECHNICAL SPECIFICATIONS

In addition to the requirements of the standards listed in 2.2.1, products must meet the additional specifications defined in the following documents:

- The evaluation of the suitability for use on the process carried out by a third party body in which the certified product compatible with the other processes to which this process is combined for the realization of a work: Technical Opinion or Application Technical Document issued by the GS 2.2 of the CCFAT (commission responsible for formulating technical advice) or Experimental Technical Assessment formulated by an Expert Committee, or a collegial technical evaluation of a construction process incorporating the proven positive product and compatible with the other processes to which this process is combined for the realization of a work

Note: This is a technical evaluation, produced by the manufacturer, it is intended to provide, to all participants in the act of construction, an authorized opinion on the conditions of construction (use(s)) by means of a new product, process or equipment. It indicates in particular the extent to which the process or product meets the regulations in force, is suitable for use at work, has a durability in service, in France, considering the provisions commonly adopted by all entrepreneurs and actors.

In the event that this assessment is not the result of a procedure involving the CSTB, it will give rise to an analysis of the CSTB by calling if necessary on professionals or external personalities or holders who are not members of the Special Committee pursuant to § 4.5 and will also be presented to the Special Committee for opinion.

This analysis is invoiced to the CSTB in accordance with the financial scale of this certification and remains acq - TD 15-01: Roofing Siding, Siding and Cladding Products

- DT15-02: clothing products
- DT 15-03: Test methods and list of additional standards and specifications

Where no test standard for certified characteristics is applicable, the applicable procedure is defined in Technical Document 15-01 or 15-02 of the product family concerned. uired even if the evaluation presented proves to be inadmissible



2.3 Modification declaration

This paragraph specifies the information that the holder 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 manufacturing plant;
- the quality organisation of the manufacturing plant;
- the product.

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 bring the certification into question and if it is necessary to carry out a complementary quality assurance operation.

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

2.3.1 MODIFICATION CONCERNING THE HOLDER

The holder shall communicate in writing to CSTB any legal modification of their company or any modification in their company name.

In case of merger, liquidation or absorption of the holder, all rights to use the QB mark from which they might benefit shall 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 MANUFACTURING UNIT

- For production transfers:

Any transfer (in whole or in part) of the manufacturing unit of a certified product to another production site entails an immediate halt in the QB marking by the holder on the affected products.

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

The visit may be reduced or even cancelled when the new manufacturing unit is already familiar to CSTB.

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

- For 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), and must inform CSTB of this.



2.3.3 MODIFICATION CONCERNING THE MANUFACTURING UNIT'S QUALITY ORGANISATION

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

In particular, they shall declare all modification of certification of their quality management system. If the distribution is carried out by a third party, where appropriate, the holder 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 party.

Any temporary halt in internal quality assurance operations 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, this 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 when compared with the application dossier likely to have an effect on the product's compliance with the requirements in the certification reference system, shall be declared in writing to CSTB.

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

For a suitability for use assessment carried out by CSTB (ATEC, DTA, ATEEx, etc.), the administrator also informs the examiner of this evaluation to determine the actions to be taken to maintain the positive suitability for use assessment, including possibly performing tests.

2.3.5 TEMPORARY OR DEFINITIVE HALT IN PRODUCTION

Any permanent or temporary halt in the production of the certified product (or range of products) or any abandonment of a right to use the QB mark shall be declared to CSTB in writing, specifying the time necessary to sell off the inventory of the QB-labelled products. CSTB shall notify the holder of the QB mark of the suspension or withdrawal of the right to use the QB mark. 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 or more of the following assessments, if:

- the suspension is for ≤ 6 months: the applicant sends their application for resumption by post;



- the period of suspension is > 6 months and ≤ 1 year: a resumption inspection shall be completed by the manufacturer, and copies of the quality assurance record shall be provided to CSTB. A follow-up audit shall be scheduled if non-conformities are observed;
- the suspension is for > 1 year: an additional audit shall be planned with mandatory samples taken for testing in the mark's laboratory.

2.3.6 MODIFICATION CONCERNING THE DISTRIBUTION CIRCUIT

The holder shall commit to informing CSTB of any modification to the distribution of the certified products as soon as they become aware of such modification and, in particular, whenever they stop supplying a distributor who holds 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 commit to informing CSTB of any modifications in their 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

If a standard is removed for safety reasons, CSTB shall provide notification of this removal from the right to use the QB mark, thus requiring the manufacturer to immediately halt production under the QB mark and to withdraw its QB-marked products from the market.

2.4 The 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 the necessary ways and means to permanently guarantee the product's conformity with this certification reference system. 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 set of organisational measures ensuring conformity of the delivered products with the additional specifications and standards, if applicable. 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, version 2015.

If the manufacturing unit is not NF EN ISO 9001-certified, the applicant/holder must justify the 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 which must be verified in the context of the certification.

As part 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 manufacturing 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 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 are free of critical errors.



Table 1 (Applicable requirements)

§ 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
4.3.	Determining the field of application for the quality management system	-	NA
4.4.	Quality management system and its processes	-	NA
5. Leadership			
5.1.	Leadership and commitment	-	NA
5.2.	Policy	-	NA
5.3.	Organisational roles, responsibilities and authorities	<p>* Organisation chart</p> <p>* Description of responsibilities and authorities <i>Examples: org chart, job sheets, etc.</i></p> <p>* Person appointed to be responsible for organising and efficiently implementing the production system</p>	<p style="text-align: center;">■</p> <p><To be used for persons responsible for inspection or with a direct impact on critical points in making the product.></p> <p>All the items except: * ISO 9001 V15: § 5.3 c,d</p>
5.4.	Communication		NA
6. Planning			
6.1.	Actions to address risks and opportunities	-	NA
6.2.	Quality objectives and planning to achieve them	-	NA
6.3.	Planning of changes (SMQ)		NA
7. Support			
7.1.1.	Resources – General points	-	NA
7.1.3.	Infrastructure	-	NA
7.1.4.	Environment for the operation of processes	<p>Evidence of the maintenance of the work environment. <i>Examples: storage of a product and its components to protect them from bad weather, appropriate ambient conditions, etc.</i></p>	<p style="text-align: center;">■</p> <p><To be considered for processes related to the products/services to be provided></p>

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§ ISO 9001: 2015	REQUIREMENTS	MINIMUM EVIDENCE EXPECTED	APPLICABLE (NA = not applicable)
7.1.5.	Monitoring and measuring resources	<p>* List of the inspection, measuring and test equipment used on the product/service production site and/or in the laboratory,</p> <p>* Identification of the equipment used to determine its validity,</p> <p>* 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),</p> <p>* Evidence of verification and/or calibration, <i>Examples: equipment data sheet, verification or calibration report, etc.</i></p> <p>* Evidence of connection to national or international standards (where possible),</p> <p>* Validation of software used to monitor and measure the specified requirements, where appropriate.</p>	<p>■ <To be considered for processes related to the products/services to be provided></p>
7.1.6.	Organisational knowledge	-	NA
7.2.	Competence	<p>* Compliance with test methods and inspection provisions,</p> <p>* Actions planned to acquire the necessary competence (training, tutoring, etc.), where appropriate.</p>	<p>■ <To be used for persons responsible for inspection or with a direct impact on critical points in making the product.></p>
7.3.	Awareness	-	NA
7.5.	Documented information	<p>* List of the internal and external documented information, <i>Examples: Procedures, operating procedures, test methods, inspection instructions, quality records, etc.</i></p> <p>* Evidence of control of internal and external documents. <i>Example: Availability of the applicable version of the test method, reference system, inspection mechanisms, etc.</i></p>	<p>■ <To be considered for processes related to the products/services to be provided></p> <p><i>Note: Quality Manuals are no longer required.</i></p>



§ ISO 9001: 2015	REQUIREMENTS	MINIMUM EVIDENCE EXPECTED	APPLICABLE (NA = not applicable)
8. Operation			
8.1.	Operational planning and control	-	NA <i>Note: Operational control: Same as § ISO 9001 v15: 8.5.1.</i>
8.2.2.	Determining requirements for products and services	-	NA
8.3.	Design and development of products and services	-	NA
8.4.	Control of externally provided processes, products and services	<ul style="list-style-type: none"> * List of service providers * Contract/order defining the requirements of the applicant/holder 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. 	<ul style="list-style-type: none"> ■ <To be used for raw materials, bought-in components and external services affecting the quality of the 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.) <i>(*) Specific case of applicants/holders subcontracting part of their production</i> <i>CSTB audits the subcontractors (as provided for in the certification reference system)</i> All the items except: * ISO 9001 v15: § 8.4.1.
8.5.1.	Control of production and service provision	<ul style="list-style-type: none"> * Information defining the characteristics of products and services. <i>Examples: product plan/description of the service.</i> * Information defining the activities to be carried out and the results to be obtained. <i>Examples: operating method(s), working instruction(s), test method(s), certification reference system (expected performance)</i> * Monitoring and measurement activities. <i>Examples: monitoring plan, inspection procedures and instruction(s), test method(s), etc.</i> * Conservation of documented information proving the conformity of products/services with the acceptance criteria (Same as §8.6.ISO 9001 v15) 	■

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§ ISO 9001: 2015	REQUIREMENTS	MINIMUM EVIDENCE EXPECTED	APPLICABLE (NA = not applicable)
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 considered in all cases for identification (and for traceability, where relevant)>
8.5.3.	Property belonging to customers or external providers	-	NA
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 (<i>in production/service provision</i>)	* Evidence of control over modifications in the manufacturing process/provision of service, particularly the impact of modifications on the product's performance: - modification review, - person authorising the modification and all the necessary related actions.	■
8.6.	Release of products and services	* Provisions for the control of products/services; records of the results of inspections and the conformity with the acceptance criteria (3) * Names of the persons responsible for releasing the finished products/services	■
8.7.	Control of non-conforming outputs	* Provisions for processing non-conformities, including customer complaints, and implementation of those provisions (4) * No dispensation granted as regards the performance of a certified characteristic	■
9. Performance assessment			
9.1.	Monitoring, measurement, analysis and assessment	-	NA
9.2.	Internal audit	-	NA
9.3.	Management review	Management review report	< NA > or < A > Collect the opinion of the Specific Committee
10. Improvement			
10.1.	General		NA
10.2.	Non-conformity and corrective action	* Implementation of corrective action to deal with non-conformities pertaining to the certified product, including customer complaints (5) * Effectiveness of the actions taken	■
10.3.	Continuous improvement	-	NA



(1) Control of the product components

Applicants/holders are required to carry out an inspection of all components used in the manufacture of their certified products upon receipt, and in all cases prior to use.

The 'receipt' internal quality control operation specified by the applicant/holder shall cover:

- the inspection methods for products upon receipt that assess compliance and/or regularities in relation to the expected characteristics,
- including, as applicable, rules for collecting product samples.

This inspection shall cover all control actions carried out by the supplier. For example: compliance sheet issued after a systematic pre-delivery inspection, 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 the subcontracting relationship is governed by a contract or an order. Subcontracting is only permitted if the following conditions are met:

- subcontracting the tests does not result in a disruption to the production process (due to waiting time for results, for example);
- the conditions for subcontracting the tests are formalised in the contract or order and must define the applicable test method, testing frequency, requested waiting times for results, notification of results in writing, the procedure in 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) Inspection during production and on finished products

The applicant/holder shall possess the necessary ways and means for the controls and tests defined by the standards, reference documents and additional specifications mentioned in Paragraph 2.2 of this reference system. The applicants/holders agree to carry out reliable and regular verification of their production:

- Control of the product components,
- Inspection during production,
- Verifications and tests carried out on finished products.

During production

Control during production shall be put in place by the applicant/holder. This applies to the product in its intermediate states at the main production stages, as well as compliance with the setting instructions for the production tools (production machines, equipment).

Control instructions shall be formalised and made available to the operators. The results of the controls are recorded at each control. If the results of the controls indicate that the product does not meet the requirements of this Certification Reference System, the necessary corrective actions 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 putting this control in place. The controls and tests of finished products manufactured 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.

Inspections of finished products are carried out by the applicants/holders themselves in their own manufacturing plant.

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. If the results of the standard inspections are inconclusive, the inspections must be reinforced and the causes of the malfunction must be identified in order to correct it by carrying out production controls, if necessary.

(4) Provisions for handling non-conformities

These notably include:

- an analysis for identifying 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.

(5) Customer complaints

The customer complaint record is audited; to allow this, holders must retain:

- a record of all complaints and actions relative to the products covered by this certification reference system;
- a record of the corrective measures adopted, in particular when complaints have revealed a manufacturing 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 product certification.

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.

Furthermore, the purpose of mentioning the main certified characteristics is to ensure that the technical characteristics covered by the certification, which is formalised by the QB mark, are transparent for consumers and users. It thus enhances 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 QB mark General Requirements define the conditions of use, the conditions of validity of the right to use the QB mark and the procedures for sanctions in the case of wrongful use.

Without prejudice to the sanctions 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 must ensure the identification of each certified product. The holder undertakes to respect the QB mark's graphic charter. The QB logo and its graphic charter are available from the application administrator.

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 remit 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 TERMS AND CONDITIONS FOR MARKING

This paragraph describes both the QB logo affixing procedure and the marking of the certified characteristics.

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



Other logos with short title:

- QB Produits de vêtements et vêtages
- QB Produits d'habillage de sous-toiture

are available from the manager



PRODUITS DE BARDAGES RAPPORTÉS

Numéro de certificat : XX-YY pour les fabricant et TFxx pour les transformateurs

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

Liste des caractéristiques certifiées

It is recommended that consumers be informed about the primary reasons for and advantages of using a certified product. The certified characteristics must appear on at least one of the materials (product, packaging or communication media).

COFRAC accreditation marking can only be used with the prior written authorisation of CSTB and under the conditions expressed in the following formulation: *'Certification delivered by CSTB, benefiting from COFRAC Certification of Products and Services accreditation no. 5-0010, list of locations and scope available at www.cofrac.fr'*.

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 at least marked with the logo of the mark (unless it is technically impossible).

Marking must be carried out permanently, legibly and indelibly on the products, with the following information:

- production batch number;
- mark logo followed by the certificate number.

Note: 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 formulation(s) 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 manufacturing unit;
- trade name and/or reference;
- mark logo followed by the 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 that qualifies the suitability for use of the process in which the product is used;
- optional: list of certified characteristics.

Manufactured by: XXX
Product AAA



QB 15 – Produits de Bardages rapportés

01/01/2020



2.2-17-15143V*1 Fin de validité le

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

Liste des caractéristiques certifiées : dimensionnel – flexion-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 their 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 of the complementary information below may 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);
- essential certified characteristics (designations and values);
- certificate number;
- <http://evaluation.cstb.fr/>



For the French market, this information must be provided in French (Law No. 94-665 of 4 August 1994 relative to the use of the French language). If necessary, the information can also be given 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 not in conformity, 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 product has been launched on the market:

→ The manufacturer is responsible for:

- ❖ Immediately informing CSTB
- ❖ Validating the qualities/batch numbers/lead times, etc. involved
- ❖ Planning retroactive removal of the mark and possible withdrawal from the market

→ CSTB is responsible for:

- ❖ Defining the means to check declassification (customer commitment, etc.);
- ❖ Estimating the risks of improper use of the mark, in particular in the event that certification applies to products/services at risk;
- ❖ Depending on those risks, possibly triggering an on-site inspection (company or shop) or informing the public authorities;
- ❖ Requiring the holder to undertake corrective actions and/or on-site inspection and, if applicable, suspending or withdrawing the certification.



Part 3

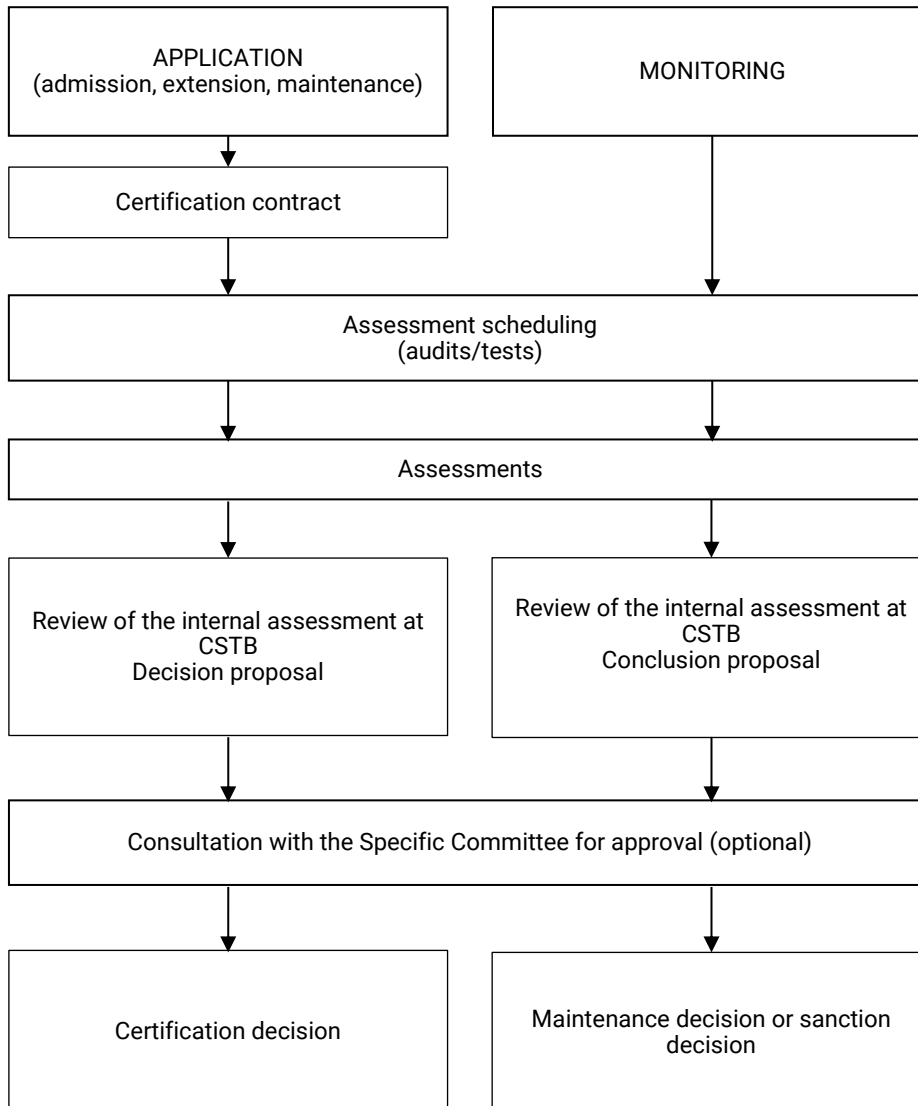
Certification Process

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 not having the right to use the QB mark for the Built-up cladding products, vetures, cladding products and soffit products application.
It corresponds to a product (or a range of products) originating 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/modified product at 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 application for admission 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 is made in the event of deceptive marketing practices in application of Articles L121-2 to L121-5 of the French 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 the Appendix 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 manufacturing unit meet the requirements in Part 2 of this certification reference system and the technical documents.

This entails checking, before admission, the existence and effectiveness of the quality-related measures that have been taken, as well as the product inspections performed 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 placed at his/her disposal free of charge, 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 COFRAC's doctrine no. 05 of CERT REF 04. A mock audit shall in no way constitute advisory action.

The conditions for intervention 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, by identifying any possible deviations without recommending any solutions;
- A mock audit shall not constitute a comprehensive assessment of the applicant's quality system;
- A 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 <x> days;
- A 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 manufacturing plant.

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 will be adapted based on the products being audited.

3.3.1.2 Case of a complementary admission application

The steps described in paragraph 3.3.1 above apply with the specific indication that the audit can be adapted with simplification of the quality system examination 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 request for a modified certified product, the tests and audit necessity are defined according to the planned modification; a simple review of documents can be performed;
- the audit can be adapted by simplifying 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 audits, taking into account 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 in the characteristics of the certified products.

An audit report is prepared and addressed to the holder.

The audit normally lasts 1 day per manufacturing plant.

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 manufacturing unit benefiting from a right to use the QB mark.

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

Heightened 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 of the holder and sampling for test purposes in the manufacturing unit and/or in the distribution network.

In addition, any critical deviation observed during an audit, whether or not combined with a sanction, may justify a transition to heightened monitoring. The latter will be initiated by CSTB, possibly after recommendation from the Specific Committee, for a set period with or without stricter holder inspections and sampling for testing.

Reduced monitoring:

If the holder has a valid ISO 9001 certificate and the results of the previous assessment are free of critical deviations, CSTB can also apply reduced monitoring in accordance with Part 2.

The audit frequency is reduced to 1 audit 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.



3.4 Sampling

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

When samples are sent to the laboratory of the mark, 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, unless the auditor decides to assume responsibility for them.

An information sheet recording the sampling carried out is prepared on site and handed over to the applicant/holder.

Transport costs, including customs fees, shall be borne by the manufacturer, unless the auditor is able to assume responsibility for the samples.

A copy of this sampling information sheet is automatically 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 sample(s) requested by CSTB to the mark's laboratory, within the time required. If the holder does not send the sample(s) to the mark's laboratory within the time required by CSTB, penalties may be applied to them (sanction, suspension).

For 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 performed in the mark laboratory to check the characteristics involved.

In the event of an additional audit, the tests generated by the non-conformity detected are conducted by the mark's laboratory.

For distributors whose right of use has been maintained, verifications may be carried out at CSTB's initiative.

Inspections in retail sites

For distributors whose right of use has been maintained, verifications may be carried out at CSTB's initiative.

Inspections in retail sites may be carried out in cases of doubt, dispute or modification declared by the manufacturer.

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

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

This sampling may potentially replace sampling scheduled to be carried out during the follow-up audit.



3.5 Testing

3.5.1 ADMISSION TESTS

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

A test report is prepared and remitted to the applicant.

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

Sampling is random and takes into account all manufacturing dispersion factors (longitudinal and transverse extrusion, edge effect for poured 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 mark's laboratory and 5 will be retained in case non-conformities occur (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 Technical Documents.

A test report is prepared and remitted to the holder.

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

Sampling is random and takes into account all manufacturing dispersion factors (longitudinal and transverse extrusion, edge effect for poured 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 mark's laboratory and 5 will be retained in case non-conformities occur (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.

In the event of an additional audit, the tests generated by the non-conformity detected are conducted by the mark's laboratory.



Part 4

The stakeholders

The organisations 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 CSTB, which is a certifying body. 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 Certification et Evaluation de l'Enveloppe du Bâtiment (C2EB)
84, avenue Jean Jaurès
Champs sur Marne
F-77447 MARNE LA VALLEE CEDEX 2
☎ : 01 64 68 82 74

<http://www.evaluation.cstb.fr/>
Email : QB_15_bardages@cstb.fr

4.2 Audit bodies

The audit functions for the manufacturing 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 Certification et Evaluation de l'Enveloppe du Bâtiment (C2EB)
84, avenue Jean Jaurès
Champs sur Marne
F-77447 MARNE LA VALLEE CEDEX 2
☎ : 01 64 68 82 74

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

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



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

Bureau VERITAS Laboratoires

3 rue des Cyclades
F- 95800 Cergy

<https://www.bureauveritas.fr/>

QIOS

136 boulevard St Germain
75 006 Paris

<https://qios.fr/>

The auditors have the right to inspect any applicant or holder as part of their mission.

4.3 Test bodies

Whenever the quality assurance operations carried out within the framework of 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 Laboratoire d'essais de l'Enveloppe du Bâtiment (L2EB)
84, avenue Jean Jaurès
Champs sur Marne
F-77447 MARNE LA VALLEE CEDEX 2
☎ : 01 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 sub-contracting contract.

The customer is informed of the subcontracting of a service when the assessment activity programme is established. They are given formal information before any activities are undertaken, where appropriate'.



4.5 Specific Committee

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

The Specific Committee is requested to give its opinion on the following:

- The initial draft certification reference system or the draft revised version, as specified in the French 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 taking 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, which does not lead to any of them dominating and which guarantees their relevance.

Its composition is as follows:

- 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;
- Technical and Administrative Bodies' College: 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 time span for the appointment of the members is 3 years. This appointment is renewable by tacit agreement for further successive periods of one year, not exceeding three renewals, unless notice of termination is given without due cause by CSTB or the member, by registered letter with acknowledgement of receipt, three months prior to the scheduled end of the ongoing period at the time of renewal. The Specific Committee's President can change every year.

The members of the Specific Committee formally commit themselves to keep confidential all information, particularly of individual character, which 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 to be validated by the Specific Committee, those 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 which enables the application to be examined. The admissibility relates to the administrative and technical parts of the dossier.
Admission:	Application by 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:	<p>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 market release and specify the critical points in the different steps.</p> <p>Any individual who modifies the container and/or the contents of a product (e.g. bending, notching, bonding) becomes an applicant and cannot be considered a distributor. Therefore, this person must apply for the right of use.</p>
Audit:	See Standard NF EN ISO 9001.
Certification Reference System:	Technical document which defines the characteristics that a product, a service or a combination of products and services shall have and the methods for inspecting the conformity with these characteristics, as well as the methods for communicating on the certification (including the content of the information).
Certification Scheme:	Specific certification system for well-defined products to which the same specified requirements and specific rules and procedures apply.
Certified characteristics	They appear in the technical file created by the right of use applicant. They are directly related to the product's relevant suitability for use characteristics, for example: dimensional characteristics, product's mechanical behaviour.
Complementary admission:	Application by which a holder wants to benefit from the right to use the QB mark for a new product or a new production entity.



Distributor:	<p>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.</p> <p>Distributors may be of the following types:</p> <ul style="list-style-type: none">- distributors who distribute the product under the holder's trademark. In this case, no action is to be taken as part of the QB mark.- distributors who distribute the product after changing the trademark. The applicant/holder shall apply to maintain the right of use. <p>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.</p> <p>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.</p>
Extension:	<p>Application by which a holder requests the extension of their right to use the QB mark for a certified product with characteristics that have been modified.</p>
Granting of the right to use the QB mark:	<p>Authorisation granted by CSTB to an applicant to affix the QB mark on the product for which the application has been submitted.</p>
Maintenance:	<p>Application by which a holder requests 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.</p>
Product:	<p>Element resulting from a process or manufacturing process, coming from a specific manufacturing unit, defined by a specific trademark and/or trade reference, with specific technical characteristics.</p>
Renewal:	<p>Application by which the holder requests the renewal of their right to use the QB mark before the validity of their QB certificate ends.</p>



Representative:	<p>Public body or individual based in the EEA who represents the applicant/holder 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.</p> <p>The representative may be the distributor or importer; their different functions are clearly identified.</p> <p>The representative concept is vital when applicants are outside the EEA. Depending on the markets, the distributor concept may not be relevant.</p>
Subcontracting:	<p>Company which carries out some of the production steps for the certified products, under the control of the QB mark holder.</p>
Suitability for Use Assessment:	<p>This is a technical assessment, created by the manufacturer applying for the right to use the QB mark, which establishes the suitability for use conditions of the process into which the product is integrated (ATEC, DTA, ATEX a, etc.). It is intended to provide, to all participants in the construction process, an official opinion on the conditions for building structures (use(s)) with a new product, process or piece of equipment. In particular, it indicates the extent to which the process or product complies with the regulations in force, specifies the technical recommendations that guide the stakeholders in their decision-making to successfully build a structure and defines the conditions for durability in use, in France, taking into account the provisions commonly adopted by all businesses and stakeholders</p>
Suspension:	<p>Decision communicated by CSTB which cancels the authorisation to use the QB mark temporarily and for a specified period of time. The suspension may be issued as a sanction or in the event that the right to use the QB mark is temporarily abandoned by the holder.</p> <p>Suspension is accompanied by the prohibition on affixing the mark to future production. It shall be for a maximum period of 6 months, renewable once, following which a withdrawal of the right to use the QB mark shall be announced if no action has been initiated by the holder.</p> <p>The sanction notifications which affect the usage right (suspension/withdrawal) are signed by CSTB Management.</p>
Trade name	<p>The trade name specifically identifies the product subject to certification. Unless otherwise specifically requested in the certificate application file, the trade name shall take the name from the Technical Appraisal or Technical Application Document. This Trade Name shall be strictly reserved solely for the product, component, system or process covered in the certificate application.</p>



- Warning:** Non-suspensive penalty notified by CSTB. The product is still marked, but the holder must correct the deviations observed within a defined time period. 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 may be pronounced as a sanction or in the case of abandonment of the QB mark usage right by the holder.