



CERTIFICATION

QB Certification Reference System: Flexible Underlays for Discontinuous Roofing



Identification No.: QB 25

Revision No.: 04

Effective date: 06/07/2020



This document has been drawn up under the initiative and direction of CSTB, which has gathered the opinions of all interested parties. Any reproduction or representation of this document, in whole or in part, and any use of all or part of this document for the purpose of assessments, certification or tests performed without CSTB's prior written consent, are prohibited.



TABLE OF CONTENTS

Part 1	Application.....	6
1.1	Scope.....	6
1.2	Certification added value	7
1.3	Applying for certification	9
Part 2	The Certification Scheme	10
2.1	Regulations	10
2.2	The standards and additional specifications.....	12
2.3	Modification declaration	12
2.4	The quality management provisions: audit reference system.....	14
2.5	Marking – General provisions.....	20
2.6	Conditions for terminating marking or for removing the mark in the case of suspension, withdrawal or abandonment.....	25
Part 3	Certification Process.....	26
3.1	General	26
3.2	Certification application processing procedure	27
3.3	Audits.....	27
3.4	Sampling.....	30
3.5	Testing.....	31
3.6	Assessment of the technical support	32
Partie 4	The Stakeholders.....	33
4.1	The certifying body	33
4.2	Audit bodies	33
4.3	Test bodies.....	33
4.4	Specific Committee	34
Part 5	Glossary	36

QB certification system administrative management appendix



This certification reference system was approved by the CSTB Technical Department on 06/07/2020.

It cancels and replaces all previous versions.

As a certifying body accredited by the COFRAC under number 5-0010 (scope of accreditation available at www.cofrac.fr), CSTB undertakes to draft certification reference systems that meet appropriate requirements with regard to 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 the interested parties have been consulted.

MODIFICATION HISTORY

Modified Part	Revision No.	Effective date	Modification made
The whole document	00	01/01/2015	Creation of the Certification Reference System The term 'Approval': This Certification Reference System comes into effect on 01/01/2015 for all first-time applications for product certification. A 24-month transition period has been granted for products approved as 'Flexible Underlays'. Throughout this transition period, holders are permitted to mention the term 'Approval' on the packaging of the certified product, on documentation and on websites.
The whole document	01	05/11/2015	Taking up reference systems with the following main modifications: <ul style="list-style-type: none"> - Change to the transition period provided for the use of the term 'Approval' until 31 December 2015, - On 1 January 2016, all approval certificates become null and void, - Change to low temperature flexibility and dimensional stability specifications, - Change to the version of the technical specifications (CPT) for implementation, - Documents to provide for an application for the right to use the QB mark, - Transitional procedures for the CERTIFIÉ CSTB CERTIFIED mark to the QB mark, - Implementation of QB marking no later than 31 December 2016.

Modified Part	Revision No.	Effective date	Modification made
§ 2.3 and 2.4.4	02	01/01/2016	- Replacement of technical specifications (CPT) for implementation no. 3651 of February 2011 with Standard NF DTU 40.29 of November 2015, without changing the certified characteristics or assessment procedures.
Introduction		01/01/2016	- Deletion of the introduction paragraph referring to approval.
2.25	03	01/10/2017	- Deletion of W2 classification, as DTU 40.29 only covers W1 class underlays.
2.2.12			- Development of a multiple choice questionnaire for assessing the applicant's ability to provide Technical Support.
The whole document			- Deletion of the co-existence period for the CERTIFIÉ CSTB CERTIFIED mark.
QB 25 Technical Appendix			- Introduction of sample collection as part of admission and follow-up
§ 1.1	04		- Concept of accident prevention during installation
2.2			- Requirements of Standard NF EN ISO 9001: 2015
3.6			- Time limit for returning worksite references as part of an applicant's admission application

Part 1

Application

1.1 Scope

This Certification Reference System concerns Flexible Underlays in compliance with Standard EN 13859-1 and which satisfy the specifications of NF DTU 40.29 P1-2 (November 2015). The covered flexible underlay types include:

- Bitumen, non-vapour permeable; or
- Synthetic made from Polyethylene, Polypropylene or Polyester, water vapour permeable, commonly known as HPV (Highly Permeable to water Vapour); or
- Synthetic, non-HPV.

Flexible Underlays are designed to be laid, in accordance with NF DTU 40.29 P1-1 (November 2015), taut on the framing elements that support the roofing timbers, with or without ventilation on the underface of the underlay, or laid in direct contact with thermal insulation and/or a continuous substrate of timber that is ventilated on the underface.

Joints are made by overlapping the lengths, either dry or with integrated adhesives or applied adhesives.

Flexible Underlay products are not assessed as part of certification in the case of collective worker safety components.

Note: Preventing accidents during installation

The installation of the flexible underlay is subject to the provisions relating to personal protection against falls from height. Remember that weight must not be put on the flexible underlay while laying the roof.

The QB mark strives to inspect:

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

The certified characteristics are identified in § 1.2 below.

Certified flexible underlays benefit from a positive assessment of their suitability for use, in reference to the 'NF DTU 40.29' specifications, a Technical Appraisal or any other positive technical assessment of a construction system including the flexible underlays 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 characteristics certified for the 'Flexible Underlays' application are as follows:

- 1) According to Standard NF DTU 40.29 (product performances expected in compliance with the standard):
 - Transmission of water vapour (Sd value);
 - Tensile strength when new and after ageing and the resistance to tearing on nail shank;
 - Water penetration.
- 2) With a performance level higher than the one specified in Standard NF DTU 40.29
 - EST classification(*)
- 3) Other characteristics:
 - The composition;
 - Technical support service;

The EST rating is the exclusive property of CSTB, whose registered office is at 84, avenue Jean-Jaurès, 77420 CHAMPS-SUR-MARNE, by virtue of the registration as simple classification mark made with the INPI on its behalf.

The certified characteristics identified by an (*) correspond to the characteristics defined in DTU 40.29; the certified performance level complies with the one specified in the DTU for the defined usage.

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, manufacturing, finished products, etc. - Verification of the quality management provisions: metrology, packaging, storage, traceability, product marking, handling of non-conformities and customer complaints. - Supervision of certified characteristics tests, where applicable. 	Yes	Yes <i>Frequency: 1 audit every year(*)</i>
<ul style="list-style-type: none"> - Multiple choice questionnaire on the quality of the Technical Support service (MCQ) 	Yes	Yes (**)
<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 completed on the applicant/holder's site. 	Yes	Yes <i>Frequency: 1 test campaign annual (***)</i>

(*) *The frequency may be reduced to 1 annual audit every 3 years, provided that:*

- *The holder has been ISO 9001-certified by a certifying body accredited by a member of the EA (European cooperation for Accreditation) or by a member of the IAF (International Accreditation Forum),*

If the results of the previous assessments are unsatisfactory, the audit frequency will be the initial frequency, i.e. one audit per year.

The audit frequency can be increased to 2 annual audits if non-conformities are observed.

(**) *The ability to provide the Technical Support service will be assessed in accordance with paragraph 2.3 of this Certification Reference System. Any time the specialist for the Technical Support structure changes, a multiple choice questionnaire will be submitted to the new specialist.*

(***) *In the year when the audit does not take place, the manufacturer shall send the products to the mark laboratory as per the conditions described in § 3.4 and 3.5.*



1.3 Applying for certification

Any legal entity:

- manufacturing products within the scope defined above and that can comply with the technical requirements described in Part 2 of this document, or
- distributing products included within the scope of application defined above and capable of complying with the technical specifications described in Part 2 of this document,

can apply for the right to use the QB mark – Flexible Underlays.

Such a request is referred to as an 'application', while the entity submitting it is known as the 'applicant'.

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: If 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' dossiers.



Part 2

The Certification Scheme

The certification scheme for the Flexible Underlays application consists of this certification reference system, which references:

- the QB mark General Requirements, which set the organisation and conditions for use of the mark;
- the standards referred to in § 2.2.1;
- and the complementary specifications 2.2.2;

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 holding 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 dossier.

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 main regulations that apply to launching products on the French market, and for which the applicants/holders shall submit to the certifying body a document attesting to their products' compliance with 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. Products covered by the applicable Standard EN 13859-1 circulating in the European Economic Area are subject to CE marking following Regulation (EU) 305/2011 of the European Parliament and of the Council of 9 March 2011 setting out standardised marketing conditions for construction products and revoking the Council's Directive 89/106/CEE.</p>	<p>Declaration of performances including all essential characteristics indicated as certified characteristics in the product certificate.</p>
<p>Regulation (EU) no. 2016/364 of the European Parliament and Council of 1 July 2015;</p>	
<p>Decree No.2011-321 of 23 March 2011 regarding the labelling of construction and decoration products concerning their VOC emission rates.</p>	<p>Product labelling</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 the references that indicate a date of implementation or an index, only the version cited is applicable. For references that do not indicate a date of implementation or index, the most recent version of the reference document applies (including any amendments).

2.2.1 APPLICABLE STANDARDS

The products covered by this certification reference system must comply with the applicable product standards and complementary specifications for the classes of use concerned:

FLEXIBLE UNDERLAYS

- Standard NF EN 13859-1: Flexible sheets for waterproofing - Definitions and characteristics of underlays – Part 1: Underlays for discontinuous roofing;
- The Rules for installing flexible underlays according to NF DTU 40.29 (November 2015);

2.2.2 COMPLEMENTARY TECHNICAL SPECIFICATIONS

In addition to the requirements set out above, the products shall comply with the complementary specifications laid down in the following documents:

- Technical Appendix Revision 04
- DTU series 40

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 manufacturing unit;
- the quality organisation of the manufacturing unit;
- 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

Holders 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 simplified depending upon the modifications made.

2.3.2 MODIFICATION CONCERNING THE MANUFACTURING UNIT

- Case of a production transfer:

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 relevant 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 simplified or even cancelled when the new manufacturing unit is already familiar to CSTB.

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

- Case of a modified production process:

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). Furthermore, the holder shall inform CSTB of this absence of impact.

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 any change in the 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.



Depending on the modification declared, CSTB determines whether this is a certification extension application.

2.3.5 TEMPORARY OR PERMANENT 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 product (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 only 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 lifting of the suspension may only be announced following a complementary audit.

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 of use has been maintained are each responsible for satisfying all requirements of the certification under which the right to use the QB mark for the relevant product is granted.

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 means to assess every component element 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 must 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 standards and additional specifications, 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 their own ways and means, 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 simplification:

If the manufacturing unit has a certified quality management system that conforms to Standard NF EN ISO 9001, the audits may be 'reduced'. 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 for the applicant/holder is forwarded to CSTB prior to the audit or is examined during the audit.

Table 1 (Applicable Requirements)

§ ISO 9001: 2015	REQUIREMENTS	MINIMUM EVIDENCE EXPECTED	APPLICABLE (NA = not applicable)
5. Leadership			
5.3.	Organisational roles, responsibilities and authorities	<ul style="list-style-type: none"> * Organisation chart * Description of responsibilities and authorities <i>Examples: org chart, job sheets, etc.</i> * Person appointed to be responsible for organising and efficiently implementing the production system 	<ul style="list-style-type: none"> ■ <To be used for persons responsible for inspection or with a direct impact on critical points in making the product.> All the items except: * ISO 9001 V15: §5.3 c,d
7. Support			
7.1.4.	Environment for the operation of processes	Evidence of 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>	<ul style="list-style-type: none"> ■ <To be considered for processes related to the products/services to be provided>
7.1.5.	Monitoring and measuring resources	<ul style="list-style-type: none"> * List of the inspection, measuring and test equipment used on the product production/service performance 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 verification and/or calibration, <i>Examples: equipment data sheet, verification or calibration report, etc.</i> * Evidence of connection to national or international standards (where possible), * Validation of software used to monitor and measure the specified requirements, where appropriate. 	<ul style="list-style-type: none"> ■ <To be considered for processes related to the products/services to be provided>
7.2.	Competencies	<ul style="list-style-type: none"> * Compliance with test methods and inspection provisions, * Actions planned to acquire the necessary competence (training, tutoring, etc.), where appropriate. 	<ul style="list-style-type: none"> ■ <To be used for persons responsible for inspection or with a direct impact on critical points in making the product.>



§ ISO 9001: 2015	REQUIREMENTS	MINIMUM EVIDENCE EXPECTED	APPLICABLE (NA = not applicable)
7.5.	Documented information	<p>* List of the internal and external documented information, <i>Examples: Procedures, operating procedures, test methods, inspection examinations, 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>■</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>
8. Operational activities			
8.4.	Control of externally provided processes, products and services	<p>* List of service providers</p> <p>* Contract/order defining the requirements of the applicant/holder of the certification</p> <p>* Evidence of the verification of raw materials, components (1), services purchased</p> <p>* Evidence of the verification of subcontracting conditions: transport, handling, tests (2), etc.</p>	<p>■</p> <p><To be used for raw materials, bought-in components and external services affecting the quality of the product/service></p> <p><u>External providers:</u></p> <p>* supplier of raw materials, components, services integrated into the product/service</p> <p>* subcontractor of external services (e.g. tests, handling, transport, etc.)</p> <p><i>(*) Specific case of applicants/holders subcontracting part of their production</i></p> <p><i>CSTB audits the subcontractors (as provided for in the certification reference system)</i></p> <p>All the items except: * ISO 9001 v15: § 8.4.1.</p>
8.5.1.	Control of production and service provision	<p>* Information defining the characteristics of products and services. <i>Examples: product plan/description of the service.</i></p> <p>* Information defining the activities to be carried out and the results to be obtained. <i>Examples: operating method(s), working examination(s), test method(s), certification reference system (expected performance)</i></p> <p>* Monitoring and measurement activities. <i>Examples: Monitoring plan, inspection procedures and examination(s), test method(s), etc.</i></p> <p>* Conservation of documented information proving the conformity of products/services with the acceptance criteria (Same as §8.6.ISO 9001 v15)</p>	<p>■</p>



§ 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 this Certification Reference System. * Marking of commercial documents in accordance with the requirements in this Certification Reference System.	■ <To be considered in all cases for identification (and for traceability, where relevant)>
8.5.4.	Preservation	Verification that the product is preserved throughout the production line (identification, handling, storage, packaging, transport, etc.)	■
8.5.6.	Control of changes (in production/service provision)	* 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	■
10. Improvement			
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	■

(1) Inspection 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 reception and in all cases prior to use.

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

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

This inspection covers all management 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 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 subcontractor's 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 settings, etc.) and that 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 inspections 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

The applicant/holder shall put in place quality assurance operations during production. 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).

Quality assurance examinations shall be formalised and made available to the operators. Quality assurance results recorded upon each inspection. If the results of the quality assurance operations 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 these inspections 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 on finished products are carried out by the applicants/holders themselves in their own manufacturing plants.



Applicants/holders shall take random samples at the end of the production line and carry out the controls 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 heightened and the causes of the malfunction must be identified in order to correct it by carrying out production quality 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 inspection;
- 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. For this purpose, holders shall keep:

- 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 must be able to show the auditor extracts from such records pertaining to complaints involving the 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 AND EST CLASSIFICATION

The QB logo alone or associated with the EST classification for flexible underlays must ensure all certified products are identifiable.

The holder agrees to comply with the graphic charter for the QB mark and the EST classification regulations for use. The QB logo and its graphic charter are available from the application administrator.

The certified product must have a description and identification distinguishing it from non-certified products.

The holder shall not use the QB logo, alone or associated with the EST classification for flexible underlays, 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.

2.5.2 TERMS AND CONDITIONS FOR MARKING

This section describes both the terms for affixing the QB logo and the marking of 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:

FLEXIBLE UNDERLAYS
NF EN 13859-1



<http://evaluation.cstb.fr>

Composition
Technical Support Service



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 trade name (except bitumen underlays or packaging products). The mark logo and the certificate number can also be indicated on the certified product.

The product's trade name must be present every 2 metres.

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:

- Manufacturer/Distributor holder identification,
- Manufacturing unit identification,
- Trade name and/or reference,
- Production batch number,
- QB mark logo,
- The certified characteristics and their level of performance,
- The mark logo,
- EST classification,
- Certificate number
- 'FLEXIBLE UNDERLAY' use,
- CSTB website,
- Product standard reference.

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

Only marking of the QB mark logo associated with the EST classification on the packaging of rolls is authorised on certified products.

Example of marking:

<p>FLEXIBLE UNDERLAYS NF EN 13859-1</p>  <p>Certificate number http://evaluation.cstb.fr</p> <p>Composition Technical Support Service</p>	<p>Manufacturer/Distributor holder identification:</p> <p>Factory:</p> <p>Trade name or reference for the product:</p> <p>Batch number:</p>
---	---

2.5.2.3 **Marking on communication material and documentation (Sales and technical documents, posters, advertisements, 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 materials 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 2.6.2.

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);

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 is advised to submit to CSTB in advance all documentation where mention of the certification is expected to be made.

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 with the requirements, 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 industrialist is responsible for:

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

CSTB is responsible for:

- Define the means for checking removal of the mark (customer commitment, etc.);
- Estimating the risks of improper use of the mark, particularly in the event that certification applies to products at risk;
- Based on these risks, possible triggering of 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.



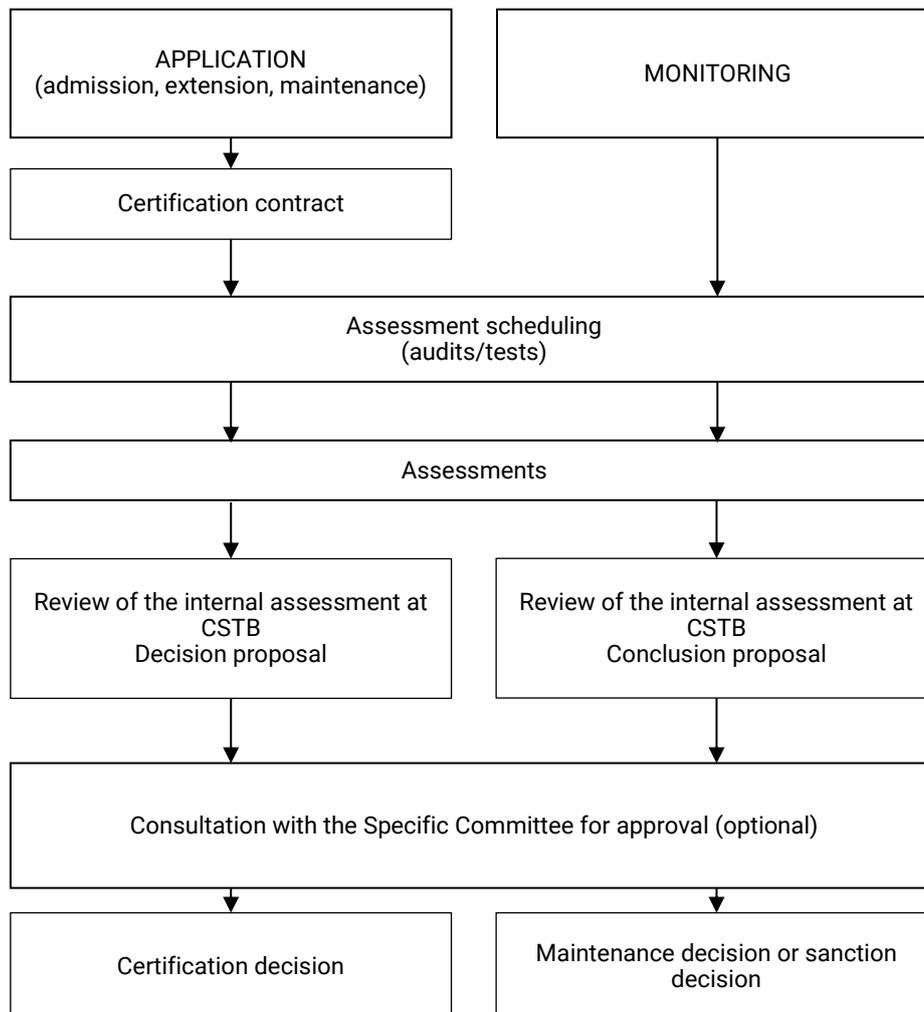
Part 3

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 application for admission is made by an applicant not having the right to use the QB mark for the 'Flexible Underlays' 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/modified product at the same manufacturing site;
 - A maintenance application is made by a holder and applies to a QB-certified product intended, or associated with the EST classification, 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 L 121-2 to L121-5 from 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 Administrative Management 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 Appendix.

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 their 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.

Special case of a mock audit:

Prior to an admission audit, a mock audit may be suggested in order to review the situation. It shall comply with the requirements in COFRAC's doctrine no. 05 of CERT REF 04. A mock audit shall in no way include advisory activities.

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 0.5 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).

In the event of an audit combined with another application, the audit duration is one day for each certification reference system.

3.3.1.2 Case of a complementary admission application

The steps described in section 3.3.1 above apply, with the specific consideration that the audit may be adapted or accompanied by 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 specific considerations:

- in the context of an extension application for a modified certified product, the tests are defined according to the planned modification;

-
- the audit can be adapted or accompanied by a follow-up audit.

3.3.2 FOLLOW-UP AUDITS

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

All of the measures described in section 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 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 all certified products and for the products sampled for mark laboratory tests; They must be available the day of the audit in order to be sampled;
- 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 certificate 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).

Normal monitoring:

The normal frequency is 1 annual audit for each manufacturing unit benefiting from a right to use the QB mark.

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 audits, with or without heightened monitoring of the holder and sampling for testing purposes in the production 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.

Simplified monitoring:

If the holder has a valid ISO 9001 certificate, CSTB can apply reduced monitoring in accordance with paragraph § 1.2.



The audit frequency is reduced to 1 audit every three years.

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 (1 roll per certified product). 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.

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).

Tests on samples taken for follow-up and admission audits shall be conducted in accordance with the Technical Appendix, with tables AT2 and AT3.

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, particularly to check the characteristics involved.

For the year in which the follow-up audit does not take place, the manufacturer must send the products to the mark laboratory within the time frame indicated in the sampling sheet based on the administrator's selection.

If the holder does not send the samples to the mark laboratory within the time required by CSTB, penalties may be applied (sanction, suspension).

In the case of an additional audit, the tests generated by the non-conformity observed are conducted by the mark laboratory.

If there is a non-conformity in the mark laboratory tests on these collected samples, all references for the product benefiting from certificates shall be sampled and inspected.

Inspections at retail sites:

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

Inspections in retail sites are performed once a year on products marketed by distributors whose right to use the QB mark has been maintained. CSTB carries out checks on the marking, appearance and dimensions of such products. CSTB reserves the right to sample those products, as needed, for testing in the laboratory of the mark.



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

3.5 Testing

3.5.1 ADMISSION/EXTENSION APPLICATION TESTS

The admission and/or extension tests are carried out in accordance with the standards and complementary specifications set out in Part 2 of this reference system and the Technical Appendix (table AT1).

A test report is prepared and remitted to the applicant.

The tests are carried out under the responsibility of the mark laboratory (cf. table AT1 of the Technical Appendix), by a competent independent laboratory recognised by the certifying body or under the supervision of a qualified auditor from the certifying body. A test supervision sheet is enclosed with the audit report.

If non-compliant results are detected, retesting shall be conducted at the mark laboratory on the same or a different batch for the relevant product, sent promptly no later than one month following receipt of the test report.

3.5.2 TESTS ON THE CERTIFIED PRODUCT (FOLLOW-UP)

The follow-up tests are carried out in accordance with the standards and complementary specifications set out in Part 1 of Technical Appendix table AT2 of this certification reference system.

A test report is prepared and remitted to the certificate holder.

If the results obtained reveal certain non-conformities relative to the standards or particular specifications herein, the manufacturer must contact CSTB in writing informing it of their explanations and the corrective measures settled on, as well as the time frame for implementing these latter.

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

In addition to and in compliance with the standards and technical specifications set out in Part 1 of Technical Appendix table AT3, tests on certified characteristics are carried out in the laboratory of the manufacturing unit under the supervision of a CSTB qualified auditor. This laboratory shall have equipment that is appropriate for performing tests under the conditions required by the standard (or the reference test methods).

For distributor-holders, test reports are sent to the manufacturer by CSTB, and the former shall determine whether or not to communicate the report to their distributor.

If non-conformities are detected on sampled products during follow-up, retesting is performed by the mark laboratory on a new sampled batch. A new audit shall be carried out within 2 months of notification of the non-conformity.

Sending of new rolls from the same batch or a new batch (as decided by the administrator) after a period of 2 months has elapsed following notification or non-compliant retesting results shall result in the suspension of the product's right of use.

An additional audit shall be conducted in order to lift the suspension.

In the case of an additional audit, the tests generated by the non-conformity observed are conducted by the mark laboratory.

3.6 Assessment of the technical support

For an initial application or an application to maintain the right of use, the applicant shall prove their Technical Support proficiency as well as the ways and means implemented to ensure it. For this purpose, a list of '10 Worksite References' per product will need to be supplied along with any sales brochures, installation manuals or technical documents, product marking and updated labels, distributed or made available on a website.

CSTB will verify that these documents comply with the rules for using the products covered by the certification for the construction of roofs in France and the European Union in compliance with standard technical specifications Part 1-1 of NF DTU 40.29 of November 2015 and/or with the series 40 DTUs;

The technical support assessment will be conducted via a multiple choice questionnaire given to those in charge of this assignment and designated by the applicant.

The minimum score for approving technical support is 12.

If this score is not achieved, an action plan must be provided relating to training the technical support specialist. This plan will include the technical and regulatory context and the reference system requirements. A second evaluation will take place within 2 months by means of a new multiple-choice questionnaire and/or a worksite visit for distributors/applicants (on-going) shall be carried out, if applicable.

For the worksite visit, a report will highlight the experience recognised and the technical support assessment (cf. *Part 7, Standard Sheet 7* of the administrative appendix to this reference system).

CSTB must be informed any time the specialist for the technical support structure changes. A multiple choice questionnaire shall be given to the new specialist.

For a maintenance application when the applicant provides the technical support and the score earned on the multiple choice questionnaire is below 12, the manufacturer is informed thereof and a training action plan is required.

For distributors/applicants who already hold a QB 25 certificate, the questionnaire is not compulsory unless there has been a change to the Technical Support structure.

Note: as part of an applicant's admission application, the worksite references must be provided within 5 months. Failure to comply with the time period granted results in suspension of the certificate.

Partie 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 du Bâtiment
Division Façades, Couvertures et toitures (FaCeT)
84, avenue Jean Jaurès
Champs sur Marne
F-77447 Marne La Vallée Cedex 2
☎: +33 (0)1 64 68 82 74
<http://evaluation.cstb.fr/>

4.2 Audit bodies

The audit functions for the manufacturing unit, and on the utilisation premises where applicable, are carried out by the following body, designated the auditing body:

Centre Scientifique et Technique du Bâtiment (CSTB)

Direction Enveloppe du Bâtiment
Division Façades, Couvertures et toitures (FaCeT)
84, avenue Jean Jaurès
Champs sur Marne
F-77447 Marne La Vallée Cedex 2
<http://evaluation.cstb.fr/>

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

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 du Bâtiment
Division Façades, Couvertures et toitures (FaCeT)
84, avenue Jean Jaurès
Champs sur Marne
F-77447 Marne La Vallée Cedex 2
<http://evaluation.cstb.fr/>

4.4 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 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 system 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 president and, if necessary, a vice-president chosen from the members of the colleges defined below;
- Manufacturers College (Holders): from 4 to 7 representatives;
- Users/Specifiers college: from 4 to 7 representatives;
- Technical and Administrative Bodies College: from 4 to 7 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.

Members are appointed for a term of 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 undertake 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.

**Certification Reference System QB 25 – Flexible Underlays for
Discontinuous Roofing**

Revision No.: 04





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 of the different steps.</p> <p>Any person who modifies the container and/or content of the product (for example, packets or loose cement distribution) becomes an applicant and may not be considered as 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 that 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.
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.
Composition:	Various raw materials or components used in the manufacture of the certified product.



Distributor:	<p>Person who distributes the applicant/holder's products and who does not take any action on the product to modify its compliance with the requirements of the NF 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 brand and/or trade reference, but without modifying the certified characteristics.</p>
Product:	<p>Element resulting from a process or manufacturing process coming from one or more specific manufacturing units, defined by a trademark, a specific trade reference and 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 [EEA]:	<p>Public body or individual based in the EEA who represents the applicant/holder outside the EEA and has a written mandate from the latter signifying that the former may act on the latter's 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 notion of a representative is essential when applicants are located outside the EEA. The notion of a distributor may not be relevant, depending on the market.</p>
Subcontracting:	<p>A company carries out some of the production steps for the certified products, under the control of the QB mark holder.</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 a ban on using the mark on future products. 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 designation:	<p>The trade name specifically identifies the product subject to certification. Unless otherwise requested in the certificate application dossier. This trade designation shall be strictly reserved solely for the product, component, system or process covered in the certificate application.</p>
Trade name:	<p>It comprises the:</p> <ul style="list-style-type: none">- commercial model (optional)- trade designation (mandatory)
Warning:	<p>Penalty that does not result in suspension. The penalty is issued by CSTB, the product is still covered by the mark, but the holder shall correct the deviations observed within a given period of 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.</p>
Withdrawal of the usage right:	<p>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.</p>

