

CERTIFICATION

QB-UPEC
certification system,
administrative
& technical appendix:
Tufted and woven
carpets in lengths



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

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Part 1 Obtaining the certification

1.1 Lodging an initial admission application

1.1.1 SUBMISSION OF THE APPLICATION DOSSIER

The application shall be submitted in compliance with the conditions and templates provided in part 3 (paragraph 3.1).

If the product comes from a manufacturing plant located outside the European Economic Area, the applicant shall designate a representative within the EEA as a joint signatory to the application.

A mandate must be established between the holder and the representative, it must deal with the following points:

- associated missions and responsibilities
- financial aspects
- complaints
- representative of the certifying body

When the application is received, the following procedure is initiated:

- an administrative and technical review of the application is undertaken;
- the assessment (audits and tests) is carried out;
- the assessment is reviewed;
- the decision is taken.

1.1.2 ADMINISTRATIVE AND TECHNICAL REVIEW OF THE APPLICATION

When the application dossier is received, CSTB verifies that:

- all documents requested in the application dossier are included;
- elements contained in the technical file respect the requirements in the certification reference system.

The request is only receivable if:

- the application letter is complete, signed and accompanied by the signed quote, where applicable;
- the applicant manages and assumes responsibility for the following stages: design, production, assembly, quality control, marking, packaging and marketing, and specifies the critical points of the various steps;
- any aspect not carried out by the applicant shall be covered by a contract defining the respective responsibilities with the service provider. The applicant shall remain responsible for all the operations and for ensuring they are consistent;
- the products covered by the application comply with the reference standards and technical specifications set in this certification reference system;

- the inspections and tests for the products covered by the application and specified in this certification reference system and its technical appendix are implemented;
- all requested documents are enclosed with the application, in particular the contractual documents between the applicant/representative and the applicant/distributor, if applicable.

CSTB also makes sure that it has all the ways and means to reply to the application and it may be led to request additional information necessary for the receivability of the dossier if it is incomplete.

Once the application is admissible, CSTB plans for the assessment and informs the applicant of the organizational procedures (auditor, audit duration, sites to be audited, laboratories, products to be sampled, etc.).

1.1.3 EVALUATION METHODS

The verifications performed within the framework of the QB mark are generally of two types:

- audits carried out at the production site;
- the tests on the products.

They may be supplemented with further evaluations, for instance the analysis of the control registers following the audit, an assessment of the relevance of the holder's technical support, etc.

A report is to be drafted following those evaluations: audit report, test report, etc.

Should a requirement of the reference system not be met, then the reports are to be accompanied, as the case may be, by deviation sheets, including a request for a corrective action proposal by the applicant within a prescribed time span.

The reports may mention weak points. Those points indicate departures from the product/service performance. They do not require any corrective actions. However they are to be analysed within the framework of the next evaluation and may be converted into deviations in the event of departures leading to non-respect of the reference system's requirements.

1.1.4 EVALUATION REVIEW AND DECISION

CSTB assesses the test and audit reports that are prepared and sent to the applicant (evaluation review).

The reports are accompanied, as the case may be, by deviation sheets, including a request for a corrective action proposal by the applicant within a prescribed time span.

In certain cases, a complementary inspection operation may be requested by CSTB, based on its analysis of the reports.

For each irregularity, the applicant shall describe the actions implemented or planned with the time span for their application consistent with the deviation observed. The persons responsible for the actions to be implemented shall be mentioned too.

CSTB analyses the relevance of the reply and may ask for an additional test to be carried out to check that corrective actions have been set up (partial or complete audit and/or tests/documentation verification).

CSTB may present an anonymous summary of all evaluation results to the Specific Committee for its opinion.

Depending on the results of the entire assessment, CSTB will make one of the following decisions:

- certification agreement with or without comments;
- certification refusal, giving reasons for the refusal.

In case of a positive certification decision, CSTB shall remit the QB certificate associated with the UPEC classification to the applicant which, on that occasion, will become the holder of the right to use the QB mark associated with the UPEC classification.

The certificates are issued without a validity date.

The applicant can contest the decision taken by sending a request in conformity with the General Requirements of the QB mark. The applicant is entitled to present his case formally.

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

The holder can then provide information about his certification using the methods defined in part 2 of the certification reference system.

1.2 Extension application

The steps described in paragraph 1.1 above apply.

The application shall be submitted in compliance with the conditions and templates provided in part 3 (paragraph 3.2).

In the case of an extension request for a modification of a certified product, the tests that must be carried out depend on the requested modification.

If the application is receivable, and after reception of the signed tests quotation and the samples, the secretary of the mark gives a registration number to the holder which he or she can communicate on only under the two following cumulative conditions:

- The product object of the request will be manufactured on a production line (or according to a similar process) which has already been audited by CSTB within the two previous years of the request date; that-is-to-say: the extension request relates to a product of a family which has already been audited,
- The site of production related to the request has not been suspended or withdrawn within the two previous years of the request date.

This number can only be communicated by the holder as described below :

Claimed classification **Ux Px Ex Cx** (*) for the product « commercial name ».

Request **ongoing** and registered with CSTB
under the n°yy.xxxx of dd mm yyyy.

()The claimed classification does not presuppose the results of the evaluation and, as a consequence, the certification of the related product.*

In the cases when one of the additional conditions listed above is not applicable, the secretary of the mark will formally register the request and communicate the registration number to the holder. However, no reference to this number or the claimed classification can be communicated by the holder under any form.

1.3 Maintenance application

The application shall be submitted in compliance with the conditions and templates provided in part 3 (paragraph 3.3).

For distribution under other trademarks, it is acceptable to make certain presentation modifications to the relevant products that have no functional effect. In this case, the holder shall specify in the maintenance application the list of modifications made to the products in question.

CSTB then makes sure that these modifications have no functional effect.

Part 2

Maintaining certification: terms and conditions for follow-up

Throughout the certification period, the holder shall:

- comply with the requirements and marking procedures described in part 2 of the certification reference system;
- update their certification file using the models supplied in part 4 of this Appendix;
- systematically inform CSTB of any modification to one of the characteristics of the certified product and/or of its organisation that is likely to have an impact on the certification.

In addition, CSTB reserves the right to carry out any controls (visits, tests, verifications, etc.) it deems necessary as a result of:

- a modification affecting the certified product or the quality organisation of manufacturing entities (manufacturing factory, manufacturing workshops, sub-contractors' factory, etc.);
- complaints, disputes, legal actions, etc. about which it becomes aware related to use of the QB mark associated with the UPEC classification;
- checks (including sampling) may be made in trade outlets.

In case of disputes with users, the verifications may include samplings or tests on the utilization premises (in that case, the holder is invited to be represented so as to witness the operations).

2.1 Conditions for follow-up inspection

The monitoring of the certified products includes follow-up audits to the production unit and tests on the products.

It also involves surveillance of the usage of the mark and the logos on the products, packaging and any communication materials.

The follow-up conditions (for audits and tests) depend upon the following:

- whether or not the holder holds the ISO 9001 certification, in compliance with part 2 of this certification reference system;
- decisions made following previous controls (audits and tests);
- any applicable reductions.

Before initiating the follow-up process, CSTB completes an administrative and technical review of the certification dossier to make sure no modifications affecting certification need to be taken into account.

2.2 Evaluation review and decision

CSTB assesses the test and audit reports that are prepared and sent to the holder (evaluation review).

The reports are accompanied, where appropriate, by deviation sheets, including a request for a proposal of corrective action by the holder, within a prescribed time span.

In certain cases, a complementary inspection operation may be requested by CSTB, based on its analysis of the reports.

For each deviation, the holder shall present the actions implemented or envisaged with a relevant time span for bringing into application with regard to the deviation observed. The persons responsible for the actions to be implemented shall be mentioned too.

CSTB analyses the pertinence of the reply and can request the implementation of a complementary check.

CSTB may submit to the Specific Committee, for approval, a summary of all the assessment results in an anonymous way.

Depending on the results of all the checks, CSTB makes a conclusion about the evaluation and notifies the holder about the conclusion, which may be:

- conclusion of certificate maintenance>, or
- decision to sanction in accordance with the General Requirements of the QB mark.

In the event of a penalty, this will be operative dating from its notification. The choice of penalty depends on the severity of the observed deviation. The sanction notifications which affect the usage right are signed by CSTB Management.

The cost of additional verifications due to the penalties or after analyzing the reports is to be borne by the holder.

The holders and their distributors that benefit from usage right maintenance are each of them responsible for the right to use the QB mark associated with the UPEC classification, relative to the product considered and commit themselves to apply the measures which result from the penalties, decided upon in conformity with the certification reference system.

Any suspension or any withdrawal of the right to use the QB mark associated with the UPEC classification entails the prohibition to use the QB mark associated with the UPEC classification and to make reference to it. This obligation is valid not only for the holder but also for the wholesales network of his company, as well as for the dealers called upon to distribute its products.

All the documentation (technical and sales documents, labels, notices, advertising, Web sites, etc.) shall no longer mention the QB mark associated with the UPEC classification for the product subjected to a suspension or a withdrawal (erratum and/or reprinting).

Holders can contest the decision taken by submitting a request in conformity with the General Requirements of the QB mark. They are entitled to present their case formally.

Part 3

Certification files

The application for the right to use the mark must be drawn up by the applicant/holder in one copy in accordance with the examples and templates set out below. **One original of this request shall be made on the applicant's letterhead paper in French** and the entire application shall be sent to CSTB.

In case the product comes from a manufacturing unit located outside the European Economic Area, the applicant designates a delegate within the European Economic Area who co-signs the application.

An application concerning a product which benefits from a foreign conformity mark or from a test certificate issued by a foreign laboratory is processed, taking into account any existing recognition agreements, in conformity with the General Requirements of the QB mark.

Note: Electronic versions of standard letters and sheets may be obtained from CSTB.

3.1 Case of an initial admission application

Applicants prepare a dossier to include:

- an application and commitment letter in accordance with standard letter 1;
- a general information sheet concerning the applicant, using standard sheet 4;
- a data sheet per product according to standard sheet 5.
- samples showing all the colours of the related products;
- the CE declaration of performance of the related products;
- the evidence of the required VOC label on the packaging;
- the internal control plan and the associated internal results of the past two months.

3.2 Case of an extension application

Holders prepare a dossier to include:

- an application and commitment letter in accordance with standard letter 2;
- a data sheet per product according to standard sheet 5;
- the CE declaration of performance of the related products;
- the evidence of the required VOC label on the packaging.

3.3 Case of a maintenance application

Holders prepare a dossier to include:

- an application and commitment letter in accordance with standard letter 3A (manufacturer);
- a distributor's commitment sheet (visa) on his Company's letterhead paper, in accordance with standard letter 3B (distributor).
- the CE declaration of performance of the related products;
- the evidence of the required VOC label on the packaging.

3.4 Case of a new admission application subsequent to withdrawal of the right to use the QB mark associated with the UPEC classification

Holders prepare a dossier to include:

- an application and commitment letter in accordance with standard letter 1;
- a general information sheet concerning the applicant, using standard sheet 4;
- a data sheet per product according to standard sheet 5;
- specific items all applicants must submit as part of a new admission application where the usage right has been withdrawn as a result of a sanction in accordance with standard sheet 6.

3.5 Standard letters

The electronic versions of the standard letters and forms below are available from CSTB or on the website of the “Tufted and woven carpets in lengths” application available on the website <http://evaluation.cstb.fr/> :

STANDARD LETTER 1

QB MARK associated with the UPEC classification – Tufted and woven carpets in lengths

REQUEST OF THE RIGHT TO USE THE QB MARK (ADMISSION)

STANDARD LETTER 2

QB MARK associated with the UPEC classification – Tufted and woven carpets in lengths

REQUEST OF EXTENSION OF THE RIGHT TO USE THE QB MARK
FOR A NEW PRODUCT OR A MODIFIED PRODUCT

STANDARD LETTER 3A (manufacturer)

QB MARK associated with the UPEC classification – Tufted and woven carpets in lengths

REQUEST OF MAINTENANCE OF THE RIGHT TO USE THE QB MARK

STANDARD LETTER 3B (distributor)

QB MARK associated with the UPEC classification – Tufted and woven carpets in lengths

COMMITMENT (VISA) OF THE DISTRIBUTOR

STANDARD SHEET 4

QB MARK associated with the UPEC classification – Tufted and woven carpets in lengths

GENERAL INFORMATION SHEET ABOUT THE APPLICANT



STANDARD SHEET 5

QB MARK associated with the UPEC classification – Tufted and woven carpets in lengths

TECHNICAL DATA SHEET

STANDARD SHEET 6

QB MARK associated with the UPEC classification – Tufted and woven carpets in lengths

SPECIFIC ITEMS ALL APPLICANTS (INDUSTRIALISTS, IMPORTERS, DISTRIBUTORS, ETC.) MUST PRODUCE AS PART OF A NEW ADMISSION APPLICATION WHERE THE USAGE RIGHT HAS BEEN WITHDRAWN AS A RESULT OF A SANCTION

Part 4

Prices

The purpose of this part is to define the total QB certification-related services due and to describe the terms of payment.

The QB certification includes the following services:

- Development and implementation of an application;
- Examination of the certification application;
- Processing of certification application;
- Testing;
- Audits;
- Complementary or supplementary checks;
- Promotion.

4.1 Services relating to QB certification associated with the UPEC classification

The payment of services is due even in the case when the right to use the QB mark associated with the UPEC classification would not be granted or in the case when the request would be abandoned during the examination process.

Nature of the service	Definition of the service	General terms and conditions
Development and implementation of an application.	Participation in the implementation of the QB mark, including the preparation of the certification reference system.	This service is paid by the applicant when it makes its initial application for the right to use the QB mark associated with the UPEC classification. The fee for this service remains due even if the right to use the QB mark associated with the UPEC classification is not awarded or if the application is abandoned during the examination.
Examination of the certification application.	Services including examination of the application dossiers, the relations with the applicants, the laboratories, the auditors, and the assessment of the results of the checks.	These services are invoiced when the application is received. It is a single flat amount. The fee for these services remains due even if the right to use the QB mark associated with the UPEC classification is not awarded or if the application is abandoned during the examination.
Processing of certification application.	Services of processing the dossiers of certified products and of their holders, preparation of lists of certified products, assessment of the results of the verifications.	

Nature of the service	Definition of the service	General terms and conditions
Testing	Laboratories' testing services.	The laboratories' price lists are provided upon request. The fee for these services remains due even if the right to use the QB mark associated with the UPEC classification is not awarded or if the application is abandoned during the examination.
Audit	Services including preparation for the audit, the audit itself as well as the report. Travel expenses are to be added to these services.	The fee for these services remains due even if the right to use the QB mark associated with the UPEC classification is not awarded or renewed.
Complementary / supplementary checks.	Services required by the additional checks or complementary verification tests which may turn out to be necessary following insufficiencies or anomalies detected by the current verifications.	These services are to be borne by the applicant/holder according to the prices in force, provided upon request.
Promotion.	Sector promotion actions to promote the QB mark.	The fee for this service is specified each year and invoiced in addition to the other services.

4.2 Paying for the services

4.2.1 INITIAL APPLICATION / EXTENSION APPLICATION

The registration fee and the costs relative to the services of examination and audit, invoiced as part of an admission or extension application of the right to use the QB mark are payable in a single payment, at the time the application is submitted, for its official registration.

These fees remain payable even if the right to use the QB mark is not awarded or renewed.

The travelling expenses are invoiced after each audit.

4.2.2 SURVEILLANCE

The fees for the annual services pertaining to follow-up and right to use the QB mark will be invoiced during the first quarter of each year and remain payable if the right to use the QB mark is not renewed, is cancelled or is suspended during the year.

The travelling expenses are invoiced after each audit.

4.2.3 NON-PAYMENT OF AMOUNTS DUE

The applicant or holder of the right to use the QB mark must pay all their fees in accordance with the stipulated terms of payment. Any failure on their part constitutes an obstacle to the performance by CSTB of the responsibilities of verification and corrective action that are incumbent upon them under this certification reference system.

In case an initial notification by registered letter, with receipt acknowledgement, should not result, within one month, in the payment of all the sums due, all penalties provided for in the General Requirements of the QB mark may be applied for all the products accepted for that holder.

4.3 Cancellation by the applicant/holder of an audit or a test

As regards any audit cancelled by the applicant/holder less than 30 days prior to the date of the audit, the CSTB may charge a lump sum by way of damages:

- 25% audit invoice if cancellation 1 month prior to the audit;
- 50% audit invoice if cancellation from 1 month to 15 days prior to the audit;
- 75% audit invoice if cancellation less than 5 days prior to the audit.

If the CSTB travel and accommodation expenses are not the subject of a fixed rate, they will be invoiced too if those expenses cannot be fully refunded.

Applicants/holders do not have to pay this lump sum provided that they can demonstrate that the cancellation directly results from a case of absolute necessity as specified in the French Law.

4.4 Prices

Prices are reviewed annually, in the form of a price list drawn up by CSTB. This revision is decided on after consultation with the Specific Committee.

If holders refuse to recognize the annual price review, they will be deemed to have voluntarily terminated the right to use the QB mark associated with the UPEC classification for their certified products.