CERTIFICATION

QB Certification Reference System: Steel reinforcements for window products

Identification No.: QB 44
Revision No.: 01
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CENTRE SCIENTIFIQUE ET TECHNIQUE DU BATIMENT – CERTIFYING BODY
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This certification reference system was approved by the CSTB Technical Department on 29/08/2019.

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

This certification reference system may therefore be revised, in whole or in part, by CSTB.

MODIFICATION HISTORY

Modified Part	Revision no.	Date brought into application	Modification made
The whole document	00	01/10/2018	Creation of the reference system
1.2 and 3.3.2	01	02/09/2019	Update to conditions for reducing the frequency of monitoring audits
2.52			Update to marking procedures

Part 1
Application

1.1 Scope

This certification reference system concerns to date steel reinforcements for window products.

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

Certified products benefit from a positive assessment of their suitability for use, in reference to e.g. DTU (Unified Code of Practice), a Technical Appraisal or any other positive technical assessment of a construction system including the products and compatible with the other systems with which this system is combined to build a structure.

Note: A construction system covers the whole process from design to execution, leading to the processing of a product or the use of a service for the execution of parts of works.

1.2 Certification added value

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

The certified characteristics of the application “Steel reinforcements for window products” are defined below:

- Dim: Dimensional characteristics (Geometry of the reinforcement and thickness)
- P: Anticorrosion protection class
- Optional Ytrac characteristic: Tensile modulus (or Young’s modulus)

The definitions of these characteristics are stated in Technical Document 44-01.

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

	Admission	Continued monitoring
Production audit carried out by a qualified technical auditor: - Verification that the production inspections and records have been carried out: raw materials, production, finished products, - Verification of the quality command provisions: metrology, packaging, storage, traceability, product marking, processing of non-conformities and customer complaints, - Supervision of certified characteristics tests carried out by the applicant, where applicable.	***Yes***	***Yes*** ***Frequency:*** ***1 annual audit s) (*)***
Tests carried out by a laboratory recognised by the certifying body (independent and competent): - Samples taken by the certifying body and carried out on the applicant/holder's site and on the market	***Yes***	***Yes*** ***Frequency:*** ***1 annual test campaign***

(*)The frequency may be reduced to 1 annual audit every 2 years, provided that:

- the production site has held a QB 44 certification for 2 consecutive years;
- the results of the previous assessments are very satisfactory and the manufacturing unit has not been the subject of any critical deviation, warning or sanction for the past 2 years.

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

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 within the scope defined above for which the manufacturer complies with the technical requirements described in Part 2 of this document,

may request the right to use the QB mark “Steel reinforcements for window products”

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

Before making their application, 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 shall commit themselves to meeting the same conditions during the whole duration of use of the QB mark.

Note: When an applicant has subcontracted production

Applicants may subcontract part of the manufacturing process for the products covered by this Certification Reference System.

If so, they undertake to:

- be responsible for the effectiveness of the production control system as a whole in accordance with this certification reference system;
- be able to provide, on the one hand, the specifications that define the inspection operations that they impose on their subcontractor in order to comply with the requirements in this certification 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 "Steel reinforcements for window products" 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,
- the additional technical specifications referred to in § 2.2.2.

This certification reference system is consonant with the framework of the certification of products and services other than alimentary, 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 can in no way substitute CSTB's responsibility for the legal responsibility on the company that holds the QB mark usage right.

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.

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

NF EN 10346: Continuously hot-dip coated steel flat products for cold forming — Technical delivery conditions

NF EN 10143: Continuously hot-dip coated steel sheet and strip — Tolerances on dimensions and shape

NF EN ISO 6892-1: Metallic materials - Tensile testing - Part 1: test method at room temperature

2.2.2. COMPLEMENTARY TECHNICAL SPECIFICATIONS

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

- Technical Document 44-01
- Technical Appraisal, Technical Application Document and any technical evaluation of a window product including the product that is acknowledged as positive and compatible with the other systems with which this system is combined for the production of a structure.

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 plant;
- the quality organisation of the manufacturing plant;
- the product.

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

In the cases not provided for earlier, CSTB determines whether the modifications bring the certification into question and if it is necessary to carry out a complementary quality assurance operation.

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

2.3.1 MODIFICATION CONCERNING THE HOLDER

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

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

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

2.3.2 MODIFICATION CONCERNING THE MANUFACTURING UNIT

- Regarding production transfers:

Any transfer (total or partial) 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 products concerned.

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

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

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

- Regarding production process modifications:

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

2.3.3 MODIFICATION CONCERNING THE 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, it shall declare all modification of certification of its 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 the internal quality assurance operation for a certified product entails an immediate halt in the QB marking of this product by the holder, who must inform CSTB of this.

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

2.3.4 MODIFICATION CONCERNING THE CERTIFIED PRODUCT

Any modification to the certified product when compared with the application dossier likely to have an effect on the product's compliance with the requirements in the certification reference system, shall be declared in writing to CSTB.

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

Any modification of the product having an influence on the certified characteristics leads to the immediate halt in the QB marking of this product by the holder.

2.3.5 TEMPORARY OR DEFINITIVE HALT IN PRODUCTION

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

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

2.3.6 MODIFICATION CONCERNING THE DISTRIBUTION CIRCUIT

Holders shall commit to informing CSTB of any modification to the distribution of the certified products as soon as they become aware of such modifications and, in particular, whenever they stop supplying a distributor that holds the right to use the QB mark, which means that the right to use the QB mark is no longer maintained.

Distributors 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 this 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.

2.4 The quality management provisions: audit reference system

2.4.1 PURPOSE

Applicants/holders and their distributors holding a maintenance of the right of use 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 methods to assess all the component elements of a product or external service(s) for which they are the applicant or holder of the right to use the certification mark.

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

The quality system depends in part on the establishment by the applicant/holder of a set of organisational measures ensuring conformity of the delivered products with the 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 the ways and means that they possess, the existence and effectiveness of which are assessed based on the requirements of standard NF EN ISO 9001, version 2015.

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

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

As part of an audit, all the necessary requirements identified on the shaded lines in Table 1 below, shall be audited. All the other requirements pertaining to quality management shall be audited over a period of 2 years.

Possible reduction:

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

This reduction is possible as long as:

- the ISO 9001 certificate includes within its scope and domain the sites and activities covered by the certification mark; and
- the ISO 9001 certificate is issued by a certifying body accredited by the COFRAC or by a member of the EA (European cooperation for Accreditation) or by a member of the IAF (International Accreditation Forum) - see signatories on the COFRAC website www.cofrac.fr, and
- the last ISO 9001 audit report from the body is forwarded to CSTB prior to the body's audit or examined during the body's audit.

Table 1 (Applicable requirements)

§ ISO 9001: 2015	REQUIREMENTS	MINIMUM EVIDENCE EXPECTED	APPLICABLE (NA = not applicable)
4. Context of the organisation			
4.1.	Understanding the organisation and its context	-	NA
4.2.	Understanding the needs and expectations of interested parties	-	NA
4.3.	Determining the field of application for the quality management system	-	NA
4.4.	Quality management system and its processes	-	NA
5. Leadership			
5.1.	Leadership and commitment	-	NA
5.2.	Policy	-	NA
5.3.	Organizational roles, responsibilities and authorities	* Organization chart * Description of responsibilities and authorities (examples: organisation chart, job sheets, etc.) * Person appointed to be responsible for organizing and efficiently implementing the production system	■ <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
7.4.	Communication		NA
6. Planning			
6.1.	Actions to address risks and opportunities	-	NA
6.2.	Quality objectives and planning to achieve them	-	NA
6.3.	Planning of changes *(SMQ)*		NA

§ ISO 9001: 2015	REQUIREMENTS	MINIMUM EVIDENCE EXPECTED	APPLICABLE (NA = not applicable)
7. Support			
7.1.1.	Resources – General points	-	NA
7.1.3.	Infrastructure	-	NA
7.1.4.	Environment for the operation of processes	Evidence of the maintenance of the work environment. Examples: storage of a product and its components to protect them from bad weather, adapted ambient conditions, etc.	■ <To be considered for processes related to the products/services to be provided>
7.1.5.	Monitoring and measuring resources	* List of the inspection, measuring and test equipment used on the product/service production site and/or in the laboratory, * Identification of the equipment used to determine their validity, * Planning for the verification or calibration of the equipment having an impact on the validity of the results (in particular the equipment used to perform tests on certified characteristics), * Evidence of the verification and/or calibration operations (e.g. equipment data sheet, verification or calibration report, etc.), * Evidence of connection to national or international standards (where possible), * Validation of software used to monitor and measure the specified requirements, where appropriate.	■ <To be considered for processes related to the products/services to be provided>
7.1.6.	Organisational knowledge	-	NA
7.2.	Competence	* Compliance with test methods and inspection provisions. * Actions planned to acquire the necessary competencies (training, tutoring, etc.), where appropriate.	■ <To be used for persons responsible for inspection or with a direct impact on critical points in making the product.>
7.3.	Awareness	-	NA

§ ISO 9001: 2015	REQUIREMENTS	MINIMUM EVIDENCE EXPECTED	APPLICABLE (NA = not applicable)
7.5.	Documented information	* List of the internal and external documented information. Examples: Procedures, operating methods, test methods, inspection examination, quality records, * Evidence of control of internal and external documents Example: Availability of the applicable version of the test method, the reference system, the inspection provisions, etc.	■ <To be considered for processes related to the products/services to be provided> *Note: Quality Manuals are no longer required.*
8. Operation			
8.1.	Operational planning and control	-	NA *Note: Operational control:* *Same as § ISO 9001 v15: 8.5.1.*
8.2.2.	Determining requirements for products and services	-	NA
8.3.	Design and development of products and services	-	NA
8.4.	Control of externally provided processes, products and services	* List of service providers * Contract/order defining the requirements of the applicant/holder of the certification * Evidence of the verification of raw materials, components ***(1)***, services purchased * Evidence of the verification of subcontracting conditions: transport, handling, tests ***(2)***, etc.	■ <To be used for raw materials, bought-in components and external services affecting the quality of the product/service > <u>External providers:</u> * supplier of raw materials, components, services integrated into the product/service * subcontractor of external services (ex: tests, handling, transport, etc.) *<u>(*) Specific case of applicants/holders subcontracting part of their production</u>* *CSTB audits the subcontractors (as provided for in the certification reference system)* All the items except: * ISO 9001 v15: § 8.4.1.

§ ISO 9001: 2015	REQUIREMENTS	MINIMUM EVIDENCE EXPECTED	APPLICABLE (NA = not applicable)
8.5.1.	Control of production and service provision	* Information defining the characteristics of products and services. Example: product plan/description of the service. * Information defining the activities to be carried out and the results to be obtained. Examples: operating method(s), working instruction(s), test method(s), certification reference system (expected performance) * Monitoring and measurement activities. Examples: monitoring plan, inspection procedures and instruction(s), test method(s), etc. * Conservation of documented information proving the conformity of products/services with the acceptance criteria (*Same as §8.6.ISO 9001 v15*)	■
8.5.2.	Identification and traceability	* Identification/Marking of the product in accordance with the requirements in the Certification reference system *Marking of commercial documents in accordance with the requirements of this Certification Reference System.	■ <To be considered in all cases for identification (and for traceability, where relevant)>
8.5.3.	Property belonging to customers or external providers	-	NA
8.5.4.	Preservation	Verifying that the product is preserved throughout the production line (identification, handling, storage, packaging, transport, etc.).	■
8.5.5.	Post-delivery activities	-	NA
8.5.6.	Control of changes *(in production/service provision)*	* Evidence of control 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.	■

§ ISO 9001: 2015	REQUIREMENTS	MINIMUM EVIDENCE EXPECTED	APPLICABLE (NA = not applicable)
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 ***(2)*** * Name of the persons responsible for releasing the finished products/services	■
8.7.	Control of nonconforming outputs	* Provisions for processing non-conformities, including customer complaints, and implementation of those provisions ***(3)*** * No dispensation granted as regards the performance of a certified characteristic	■
9. Performance evaluation			
9.1.	Monitoring, measurement, analysis and evaluation	-	NA
9.2.	Internal audit	-	NA
9.3.	Management review	Management review report	NA
10. Improvement			
10.1.	General points		NA
10.2.	Non-conformity and corrective action	* Implementation of corrective action to deal with non-conformities pertaining to the certified product, including customer complaints ***(4)*** * Effectiveness of the action taken.	■
10.3.	Continuous improvement	-	NA

(1) Control of the product components

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

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

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

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

(2) Inspection during production and on finished products

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

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

During production

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

Control instructions shall be formalized and made available to the operators. The results of the controls are recorded at each control. If the results of the controls indicate that the product does not meet the requirements of this Certification Reference System, the necessary corrective actions must be implemented immediately.

On finished products

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

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

Inspections 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 reinforced and the causes of the malfunction must be identified in order to correct it by carrying out production controls, if necessary.

(3) Provisions for handling non-conformities

These notably include:

- An analysis for identifying the cause of the anomaly,
- An analysis to determine the impact of the anomaly on production since the previous control,
- Management ensuring that the implementation of the corrective actions is effective,
- In the unlikely event that non-compliant products are delivered to a customer, the latter shall be notified immediately so that appropriate measures can be taken.

In supplement to the requirements set out above, the products must satisfy the specific requirements described in Technical Document 44-01.

(4) Customer complaints

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

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

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

2.5 Marking – General provisions

Marking is an integral part of product certification.

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

It is not, under any circumstances, permitted to refer to the QB mark without having obtained the right to use said certification mark or to submit 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 General Requirements of the QB mark define the conditions of use, the conditions of validity of the right to use the QB mark and the procedures for penalties in the case of wrongful use.

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

2.5.1 THE QB LOGO

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

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

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

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

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

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

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

2.5.2 TERMS AND CONDITIONS FOR MARKING

This 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:

STEEL REINFORCEMENTS
FOR WINDOW PRODUCTS

http://evaluation.cstb.fr

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 marked, at a minimum, with the mark logo (unless not possible for technical reasons, marking per bundle(1)).

The marking must be permanently present, legible and indelible on the products targeted by direct printing or sticky label, with the following specifications:

- identification of the manufacturer holder,
- the certified characteristics and level of performance (to be adjusted according to the classes adopted),
- the logo of the mark.
- date of manufacture

The marking must be affixed every metre.

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

Note 1: In the case of picking carried out by a third party, on products marked per batch, a traceability sheet must be set up. This traceability sheet for the end customer shall list all the data defined below.

Example:

XXXX	QB	01	DimPYTrac	ZZZ
①	②	③	④	⑤

- ① Product reference
- ② the logo of the mark
- ③ the machine code identifying the holder and the production unit (2-digit code delivered by CSTB),
- ④ the definition of the certified characteristics
- ⑤ the date of production (the day number, day-month-year, etc.)

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 may include all the marking components defined in Paragraph 0: logo of the mark, name of the application, reference to the website, and, if possible, the list of the certified characteristics.

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

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

References to the QB mark in communication material or documentation must be made in a way that does not allow for any confusion between certified products and other products. They shall include all the marking components defined in Paragraph 0: logo of the mark, name of the application, reference to the website and, if possible, the list of the certified characteristics.

The QB mark logo shall be authorised on the communication materials and documentation with the following conditions:

- Case No. 1:

STEEL REINFORCEMENTS
FOR WINDOW PRODUCTS

Certificate No.XXX

http://evaluation.cstb.fr

- Case No. 2:

STEEL REINFORCEMENTS
FOR WINDOW PRODUCTS

http://evaluation.cstb.fr

supplemented with the following information:

- name and address of the certification body (CSTB, 84 avenue Jean Jaurès - Champs sur Marne - FR - 77447 Marne-la-Vallée);
- holder's name and address (name and address of the delegate in the European Economic Area, as the case may be);
- identification of the holder;
- name of the product (trade name);
- certificate number;

For the French market, this information must be provided in French (Law No. 94-665 of 4 August 1994 relative to the use of the French language). If necessary, the information can also be given in one or more other languages.

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

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

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

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

→ The industrialist is responsible for:

- Immediately informing CSTB
- Validating the qualities/batch numbers, etc. involved
- Plan for retroactive declassification or destruction of the products and possible withdrawal from the market

→ CSTB is responsible for:

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

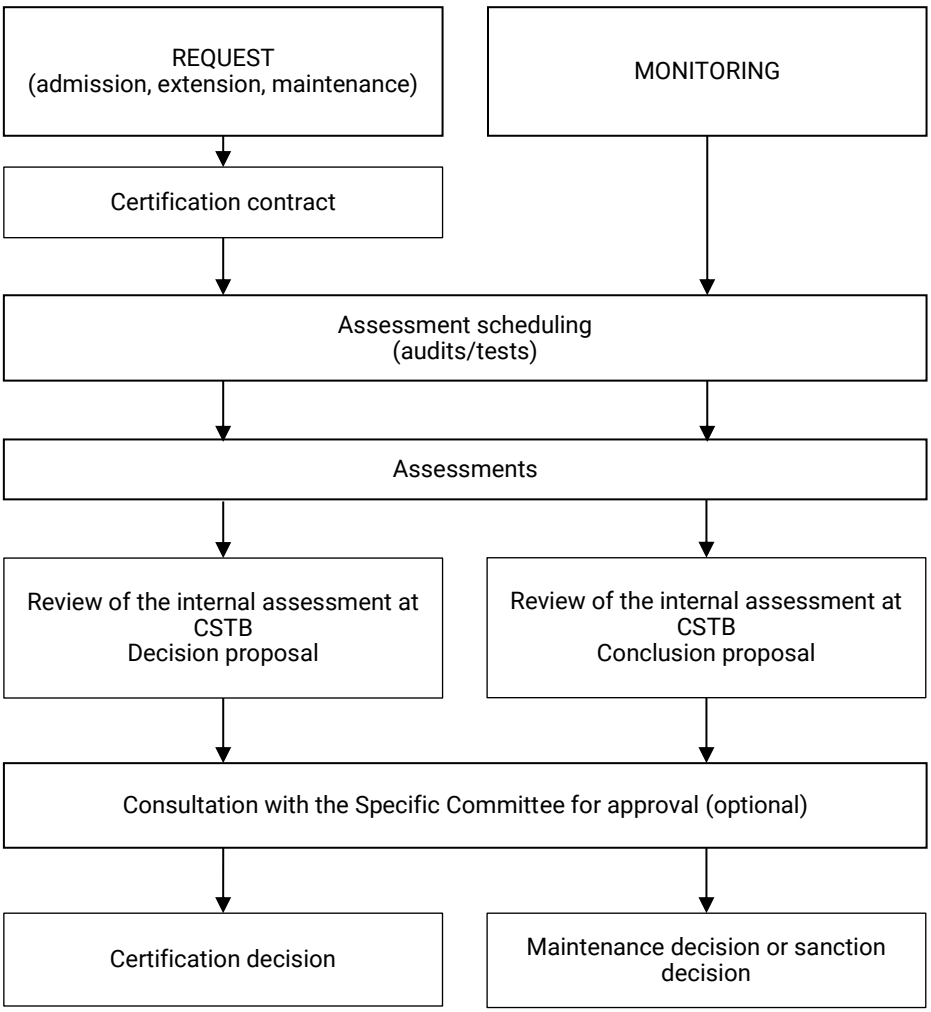
Part 3
Certification Process

3.1 General points

- Definition of the applicant (see part 5);
- Definitions of the various types of application (admission application/complementary admission application/extension application/maintenance application):

    - An admission application is made by an applicant not having the right to use the QB mark for the "Steel reinforcements for window products" application.
      It corresponds to a product (or a range of products) coming from a specific design process and/or manufacturing unit and/or a specific sales location, defined by a trademark and/or with a specific reference to the product submitted and the technical characteristics;
    - A complementary admission and/or extension application is made by a holder and applies to a new product/a modified product on the same manufacturing site;
    - A maintenance application is made by a holder and applies to a QB-certified product intended to be sold under another trademark and/or with a specific reference to the product without any modification to the certified characteristics;
    - A new 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 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 requirements defined in Technical Document 44-01.

This entails checking, before admission, the existence and effectiveness of the measures taken in the quality field as well as the product quality control operations by the applicant. These are the admission audits conducted by the auditor.

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

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

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

An audit report is prepared and addressed to the applicant.

For each deviation detected by the auditor, the applicant must describe the actions put in place or planned, including the time it will take to enact them and the people responsible. CSTB analyses the pertinence of the reply and can request an additional audit.

3.3.1.1 Case of an initial admission application

The audit normally lasts 1 day per manufacturing unit.

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

3.3.1.2 Case of a complementary admission application

The steps described in Paragraph 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 specifics:

- 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 combined with a follow-up audit.

3.3.2 FOLLOW-UP AUDITS

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

All of the provisions described in Paragraph 3.3.1 apply.

Inspections

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

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

An audit report is prepared and addressed to the holder.

The audit normally lasts 1 day per manufacturing unit.

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

Normal monitoring:

The normal frequency is 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 normal frequency of audits, with or without increased monitoring by the applicant and sampling for test purposes in the manufacturing unit and/or in the distribution network.

In addition, any critical deviation observed during an audit, whether or not combined with a sanction, may justify a transition to heightened monitoring. The latter will be initiated by CSTB, possibly after recommendation from the Specific Committee, for a set period including or not stricter holder's inspection and sampling for testing.

Reduced monitoring:

If the production unit has not been the subject of any critical deviation, warning or sanction for 2 consecutive years, reduced monitoring of its production site may then be applied.

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

In the event that the plant is subject to a sanction, the audit frequency shall automatically be brought back to normal monitoring for a minimum period of 3 years.

3.4 Sampling

The auditor has the necessary samples taken as required from stock or the manufacturing unit for testing in accordance with the measures in Technical Document 44-01. 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.

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 take charge of 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 holders fail to send the sample(s) to the mark's laboratory within the time required by the CSTB, penalties may be applied to them (sanction, suspension).

Regarding 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 product production process 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's laboratory, in particular to check the characteristics involved.

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

Inspections at the user's site:

CSTB takes a sample of products from the user's site in accordance with Technical Document 44-01. These products will be the subject of a marking and certified characteristics inspection by the laboratory of the mark.

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

3.5 Testing

3.5.1 ADMISSION TESTS

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

A test report is prepared and remitted to the applicant.

The tests are carried out under the responsibility of the laboratory of the mark on the products defined in Technical Document 44-01.

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 2 of the certification reference system and in Technical Document 44-01.

A test report is prepared and remitted to the applicant.

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

Part 4
The stakeholders

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

4.1 The certifying body

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

Centre Scientifique et Technique du Bâtiment (CSTB)
Direction BAIES ET VITRAGES
84, avenue Jean Jaurès
Champs sur Marne
FR-77447 Marne La Vallée Cedex 2
☎: +33 (0)1 64 68 84 45

http://evaluation.cstb.fr/

4.2 Audit bodies

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

Centre Scientifique et Technique du Bâtiment (CSTB)
Direction BAIES ET VITRAGES
84, avenue Jean Jaurès
Champs sur Marne
FR-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 missions.

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 BAIES ET VITRAGES
84, avenue Jean Jaurès
Champs sur Marne
FR-77447 Marne La Vallée Cedex 2

http://evaluation.cstb.fr/

4.4 Subcontracting

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

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

4.5 Specific Committee

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

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

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

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

The composition of the Specific Committee is set to respect representation between the different parties concerned, which does not lead to any of them dominating and which guarantees their relevance.

It is composed as shown below:

- A Chairperson chosen from the members of the colleges defined below;
- A Vice Chairperson: a representative of CSTB;
- Manufacturers College (Holders): from 2 to 5 representatives;
- Users'/Specifiers' college: from 2 to 5 representatives;
- Technical and Administrative Bodies' College: from 2 to 5 representatives.

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

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

The time span for the appointment of the members is 3 years. This appointment is renewable by tacit agreement for further successive periods of one year, not exceeding three renewals, unless notice of termination is given without proper reasons by the CSTB or the member, by registered letter with acknowledgement of receipt three months prior to the deadline of the ongoing period during the renewal process.

The Specific Committee's President can change every year.

The members of the Specific Committee formally commit themselves to keep confidential all information, particularly of individual character, which is communicated to them.

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

Part 5
Glossary

Agreement of the right to use the QB mark:	Authorisation granted by CSTB to an applicant to affix the QB mark on the product for which the application has been made.
Admission:	Application through which applicants request, for the first time, the right to use the QB mark for a product; they declare that they understand this certification reference system and undertake to respect it.
Complementary admission:	Application through which a holder wants to benefit from the right to use the QB mark for a new product or a new production entity.
Audit:	See Standard NF EN ISO 9001.
Warning:	Non-suspensive penalty notified by CSTB. The product is still marked, but the holder must correct the deviations observed within a defined time period. When a warning is accompanied by an increase in the number of inspections, the actions must be launched within a defined time period. The warning may only be renewed once.
Applicant/Holder:	Legal entity that controls and/or is responsible for respecting all the requirements defined in the QB mark certification reference system. These requirements cover at least the following steps: manufacture, assembly, quality control, marking, packing and possibly market release; and specify the critical points in the different step. Any individual who modifies the container and/or the contents of a product (e.g. technical modification) becomes an applicant and cannot be considered a distributor. Therefore, this person must make a usage right admission application.

Distributor:	Body that distributes the applicant/holder's products and that does not modify the conformity of the product to the requirements of the QB mark. Distributors may be of the following types: - distributors who distribute the product under the holder's trademark. In that case, no action is to be taken for the QB mark. - distributors who distribute the product after changing the trade name or not. The applicant/holder can make an application for maintenance of right of use. If the distributor does not wish to have explicit reference to the manufacturer, then an application for admission to the QB mark shall be made by the distributor. In that case, the manufacturing plant is not mentioned on the certificate. Depending on the various operations carried out by the applicant/holder or the distributor, the sites audited and the audit duration within the framework of initial certification or monitoring are to be defined case by case.
Extension:	Application through which holders request the extension of their right to use the QB mark for a certified product, the characteristics of which have been modified.
Delegate:	Public body or individual based in the EEA who represents the applicant/holder outside the EEA and has a written mandate from them signifying that they may act on their behalf and specifying under which context (missions and associated responsibilities and financial aspects, complaints, contact for the certifying body, among others) in the QB mark certification process according to the provisions in the certification reference system. The delegate may be the retailer or importer; their different functions are clearly identified. The delegate concept is vital once the applicants are outside the EEA. Depending on the markets, the retailer concept may not be relevant.
Maintaining the right of use:	Application through which holders request the maintenance of their right to use the QB mark for a product intended to be marketed by a distributor under a different mark and/or trade reference, but without modifying the certified characteristics.
Product:	Element resulting from a process or manufacturing process coming from a specific manufacturing unit, defined by a trademark and/or a specific trade reference with specific technical characteristics.
Certification Scheme:	Specific certification system for well-defined products to which the same specified requirements, and specific rules and procedures apply.

Receivability:	Study of a dossier which enables the application to be examined. The receivability relates to the administrative and technical parts of the dossier.
Renewal:	Application through which the holders request the renewal of their right to use the QB mark before the end of validity of their QB certificate.
Certification Reference System:	Technical document which defines the characteristics that a product, a service or a combination of products and services shall have, and the methods for inspecting the conformity with these characteristics, as well as the methods for communicating on the certification (including the content of the information).
Withdrawal of the usage right:	Decision communicated by the CSTB to cancel the right to use the QB mark. A withdrawal can be pronounced as a sanction or in case of abandonment of the QB mark usage right by the holder.
Subcontracting:	Company that carries out some of the production steps for the certified products, under the control of the QB mark holder.
Suspension:	Decision communicated by CSTB that temporarily and for a set period of time cancels the authorisation to use the QB mark. The suspension may be issued as a sanction or in the event that the right to use the mark is temporarily abandoned by the holder. Suspension is accompanied by the prohibition on affixing the mark to future production. It shall be for a maximum 6-month period, renewable once, following which a withdrawal of the right to use the QB mark shall be announced if no action has been taken by the holder. The sanction notifications which affect the usage right (suspension/withdrawal) are signed by CSTB Management.