**STRUCTURE OF ACCORP COMMITTEE**

# Impartiality Committee

| Designation | Impartiality Committee |
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| Terms of Reference | The Impartiality committee is formed as per the requirement of the standards ISO/IEC 17021.  The basic intent of forming the committee is to safeguard the impartiality along with the other interest of the organization.  An Impartiality Committee has been constituted by the CEO, which will act as an Impartiality and independent body with no single interest predominating, to assist in the formulation of policy matters relating to Certification Scheme and oversees implementation. The Committee comprises suitably qualified persons with technical expertise, representing various interests, in a balanced manner, who are nominated by the professional institutions, industry associations and users. The Impartiality Committee members meet the minimum qualification criteria i.e. They must have Graduate & 5 years working experience in the respective field.   * The tenure of the committee shall be for four years from the date of constitution. * Participation as member of committee should be kept confidential and should not be used as a qualification or an award. It should not be used in personal seal, signature or stamp. |
| Function of the Committee | The committee functions in investigating the impartiality in the certification process and other related processes followed by ACCORP.  The committee will review impartiality keeping in mind the audit process, decision process, ACCORP management process, Risks Mitigation for the business process, Finance for operations of company, management system of ACCORP. |
| Membership | * The constitution of committee will involve :  1. CEO  (ACCORP Representative) 2. 1 certified client 3. 1 QMS Expert 4. 1 ITSM Expert 5. 1 ISMS/PIMS Expert 6. 2 Industry Stakeholders (academic, regulatory bodies, etc.)  * Chairman is appointed in the first committee meeting and the appointed chairman chairs the committee for the full tenure. * ACCORP Representative has no voting right. * Members can cast their vote and it will be considered as one unit vote and for decision majority will be considered. * Veto right will be for expert of relevant scope (QMS/ISMS/ITSM/PIMS) * Chairman also reserves the veto right and he can use his dual voting power in case of tie. |
| Responsibilities | The key roles of the Impartiality Committee are as follows:   1. To assist in developing the policies relating to the impartiality of the certification activities of Management System. 2. To counteract any tendency to allow commercial or other considerations to prevent the consistent provision of certification activities. 3. To advise on matters affecting confidence in certification, including openness and public perception. 4. To conduct a review, at least annually, of the impartiality of the audit, certification and decision making processes of Management System.   Impartiality Committee also has overall responsibility for the activities outlined below. However, this responsibility will be delegated to the Certification CEO and overseen by the Impartiality Committee.  This delegation may be removed by the Impartiality Committee if there are any concerns regarding the objectivity, impartiality or openness of their implementation.   * The development of polices relating to the operation of ACCORP, and supervision of their implementation. * Supervision of finances of ACCORP. * Development of management system certification services and schemes. * Performance of audits and certification, and responding to complaints. * Decisions on certification. * Provision of adequate resources for certification activities. |
| Authorities | * To counteract any tendency by the certification body to allow commercial or other considerations to guarantee the consistent objective provision of certification activities;      * To give compelling indications if the impartiality of **ACCORP** is at stake. * To conduct a review, at least once annually, of the impartiality of the audit, certification and decision making processes of the certification body including the evaluation results regarding the financial & sources of income, the commercial, financial and other pressures/influences on impartiality * To judge whether all parties significantly concerned in the system are able to participate. * To assign any other tasks or duties as long as these do not compromise the essential role of ensuring impartiality. |

| Designation | Certification Committee |
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| Terms of Reference | * The certification committee shall be formed to take decision for granting or refusing certification, expanding, or reducing the scope of certification, suspending, or restoring certification, withdrawing certification, or renewing certification are different from those who carried out the audits. The committee decides on granting of certification to the client subject to audit as per ACCORP Audit process * Recommending audit decision to the CEO. * The tenure of the committee shall be for the particular audit and will be constituted each time and every time. Certification committee is temporary committee constituted every time for Grant of certification , Change of the scope of certified client & Decision on maintaining certified client * Participation as member of committee should be kept confidential and should not be used as a qualification or an award. It should not be used in personal seal, signature or stamp. |
| Function of the Committee | The committee will be considering the audit process followed for the certification, including the application process, followed by contract review, stage 1 & 2 audit planning and execution. The committee will consider the recommendations of the lead auditor for their decision depending on the review of the audit findings in the audit report for stage 1 & 2. |
| Membership | In certification committee ACCORP CEO and Quality Manager are permanent members and Technical Member will be selected from pool of TE/LA of relevant code (who is not a part of audit) and all the committee member shall not be part of Audit.   1. CEO of ACCORP ( Permanent Member) 2. Quality Manager of ACCORP( Permanent Member) 3. Lead Auditor/ Technical expert (Relevant code )   If Quality Manager has relevant code then Technical Expert/Lead Auditor not used in certification committee. The CEO can also act as Certification Manager. Certification Manager or Quality Manager can be member of the committee if they are not part of the audit, i.e. CEO or quality manager should not be a part of the audit team.  CEO has no right to vote in decision making  Quality Manager has the veto right (if he is qualified for the same code) and decide on the audit result.  Technical Expert has the veto right and will assist quality manager in taking decision.  Final decision of audit will be taken by quality manger with the help of member |
| Responsibilities | ACCORP has established a Certification Committee for Audit report and decision of grading the certificate Controlled. The Certification Committee complies with the relevant accreditation standards.  The objective of the Certification Committee is to advise both the CEO and the decision Committee of the ACCORP .The underlying risk assessment is based on a report, made up on location by (a team of) experts of a certification body   * impartiality and independence of organization’s management systems certification decisions including decisions on granting, refusing, maintaining of certification, expanding or reducing the scope of certification, renewing, suspending or restoring following suspension, or withdrawing of certification. * participates in the process of risk assessment as a representative of stakeholders on the issues covering impartiality, including openness and perception of the society. * gives independent advices to CEO on issues concerning confidence to certification, including openness and public perception. It also analysis, at least, annually, the impartiality and independence of certification decisions and audit processes.   Certification Committee controls that:   * ACCORP had documented quality policy, management system and certification system, based on impartiality and competence principles; * principles and conditions of ACCORP activity meet ISO/IEC 17021, requirements and IAF recommendations as well as other documents, specifying accreditation requirements.   c) Certification Committee has to:   * adequately respond to the facts of non-adherence by ACCORP to quality policy and obligations to customers; * adequately respond to the facts of ACCORP violation of the principles, conditions and requirements for performance of organization’s management systems certification and confirmation of products and services conformity; * review customer appeals against certification (conformity confirmation) decisions taken by ACCORP   d) In case when ACCORP actions and decisions on the results of certification process and confirmation of conformity do not comply with the requirements of ISO/IEC 17021, and IAF recommendations and other documents, defining accreditation requirements, Certification Committee has the right to address to the Accreditation body with proposals, statements and appeals to the accreditation body or stakeholders. |
| Authorities | The Decision for Initial /Recertification / Scope Extension/ Scope Reduction/ Special Audit for disposal will be final and accepted . |

| Designation | Appeal Committee (Also dealing the Complaints) |
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| Terms of Reference | * Appeals committee shall deal with only the deviation in certification process and not with specific non-conformities. * Recommending suggestions and actions on appeals to the CEO. * The tenure of the committee shall be for a period of closure of the appeal from the date of constitution of the committee or as decided by the CEO. * Participation as member of committee should be kept confidential and should not be used as a qualification or an award. It should not be used in personal seal, signature or stamp. |
| Function of the Committee | The Appeals Committee will consider appeals against deviations with respect to the process of certification made by the ACCORP and will deal with them appropriately to recommend decisions to resolve/ close the appeals. |
| Membership | Appeals Committee members, including the Chair, must wholly satisfy these criteria.  a) They must not have participated in or influenced the original Certification Committee that took the decision now subject to appeal.  b) They must be free from any conflict of interest concerning the appellant or matter under appeal.  c) They must be conversant with the Certification Process and ACCORP functioning. d)Before progressing to consider any application for appeals, all members of the Committee must satisfy the above criteria and sign a disclaimer to officially record that they have no conflict(s) of interest with regard to the matters at hand. In the event of not being sure of conflict, such member may recluse himself / herself from consideration of the particular appeal. Should they be unable to do so, a substitute member(s) with no such conflict(s) of interest will be appointed.  e) The committee shall have the necessary competence available to hear the subject of the appeal.  f) The appeals committee may co-opt expertise if the need arises. A co-opted person will not have right to vote but will have the prerogative of recording his/ her opinion in light off the reason for invite.  g) Decisions are made on a majority voting basis. In case of a tied result, the Chairman in view of his dual voting power, will cast his vote so that committee may arrive at a final decision on deviation.  h)The chairman of the committee will be any available member of the impartiality committee.  i) Other available member from the impartiality committee will be appointed as the member of the appeal committee  j) Sector Specific technical expert/ auditor (who satisfies a,b & c points above) |
| Responsibilities | a) Appeals Committee may meet as and when needed.  b) After examination of the appeal, the Committee shall seek clarification/ documents from all appropriate sources.  c) Appeals Committee may recommend a hearing with the appellant, if required. d) Any delay or lapse in submission of clarification or relevant documents or hearing process by the appellant, the responsibility/onus of delay will be considered on the appellant.  e) The detailed report by the Committee shall be submitted to the CEO for his decision.  f) The appeal should be disposed off within 8 weeks from the date of receipt. |
| Authorities | a) CEO shall take a decision based on the recommendations submitted by the Appeals Committee.  b) The decision of the CEO shall be final considering the recommendations from appeal committee. |