



April 2011

Appendix G

Quality Assurance Mark implementation rules

Introduction

This document addresses the constitution, terms of reference (specification of services), rules and duties, structure of fees etc. for the parties involved.

It is an agreed fundamental issue to keep procedures on a pragmatic and efficient level, in order to avoid unnecessary work, and to give the rules of free enterprise a dominant role in the entire system.

Involved in the process, three different parties have a role:

1. Certification bodies (empowered organisations within rules) (also covering registered testing laboratories and inspection bodies)
2. Manufacturer or his representative (distributor)
3. Contractors and users

1. Certification bodies (empowered/recognized by QAC)

The services delivered related to the Keymark are specified in the Keymark scheme rules and are governed by a contract between the manufacturer and the specific certification body.

The costs covering testing, inspection and assessment of the manufacturer and certification of products are not governed by Keymark, but agreed on as a part of the contract between the two parties. The costs are found in the free competition between the suppliers of the services involved. (Certification, inspection, testing).

Apart from these costs, the Certification Body shall collect a fee and transfer it to the Keymark scheme secretariat to cover its costs and a fee for the right to use the Keymark.

2. Manufacturers (with Keymark certified products)

Manufacturers should be aware of their role in the promotion of the Keymark in their market approach and underline the additional requirements which are met in comparison with the CE-marking.

The value of the Keymark cannot be established by any other party than the manufacturer. The Certification Bodies, the laboratories and other involved parties can only ensure the liability and confidence in the procedures for the manufacturer to obtain the Keymark.



3. Organisation

3.1 Quality Assurance Committee (QAC)

The QAC is responsible for the strategy, organisation and operation of the certification scheme.

The QAC establishes sub-committees/task groups and employs the scheme secretariat. The VDI is operating the secretariat and Belgian Building Research Institute (BBRI) is responsible for the web site activities.

The QAC meeting takes place at least once a year. Place and date have to be decided at the previous meeting.

Organisation structure

Quality Assurance Committee QAC (cooperation of CEN Keymark and VDI)

1. Task groups
 - 1.1 Scheme Development Group
 - 1.2 Certification Body Group
 - 1.3 Insulation products not covered by standards
2. System Groups (permanent) – Not relevant for Keymark
 - 2.1 District heating systems
 - 2.2 Insulation systems
3. Laboratory Group (permanent)

The roles of these parties are described in the following clauses. For the interaction, the organisational chart is shown in figure 1 and figure 2 in order to identify lines of communication and responsibility.

The official language of communication within the QAC is English. Communication between a manufacturer and the certification body may be in any other language. Any translation (e.g. of a certificate) is the responsibility of the involved parties.

The QAC is open for participation by all involved parties in the Keymark scheme and thereby also for liaisons.

The following parties shall be presented:

- Manufacturers
- Certification Bodies
- Inspection Bodies
- Testing Laboratories
- Contractors and users
- the secretariat

Parity of all interested parties is to be assured.



Special invitees and liaisons may be present.

The QAC meeting is conducted with this minimum agenda:

1. Opening
2. Minutes of the last meeting
3. Reports of the sub groups
4. Report of the chairman and Secretariats
5. Proposals for discussion (to be mailed to the Secretariat not later than 1 month before).
6. Financial report and budget for the coming year presented by the Secretariat (once a year)
7. Decision on location and time for next meeting
8. Miscellaneous

The QAC chairman and the deputy are elected or re-elected by its members for a period of three years. After the election the chairman will be appointed by the responsible persons of SDG-5 (Keymark) and VDI.

The QAC is responsible for all decisions and resolutions.

Decisions of the QAC are normally taken by consensus. In case of dispute and only after extensive discussion to find a compromise, a vote is the method to progress. In case of voting a decision will be made if 2/3 of the present members agree; the chairman cares about the particular interests of the parties involved before voting.

Decisions in writing between the meetings are possible.

In case of severe dispute or problems, an extraordinary QAC meeting can be called. The meeting can be called upon request by the chairman.

Reports from meetings shall reflect all resolutions and decisions as well as all items of general interest.

The members of the QAC and all sub-groups receive no fee for their services and pay for their own travel and other costs.

NOTE: If information is given to the QAC or sub-groups requesting confidentiality, this shall be respected.

3.2 Sub-groups

3.2.1 General

All sub-groups are nominated by the QAC.

The sub-groups organise themselves and elect chairmen and deputies amongst their members.

The chairmen are elected or re-elected for a period of three years.

All decisions are normally made by consensus. Only in the extreme case of dispute where no consensus has been possible the decision is taken on the basis of simple majority of members.

If necessary, the sub-groups shall deal with problems in order to either give guidance to the secretariat or to propose resolutions for decision at the QAC meeting.

The sub-committees meet at appropriate intervals, and the secretariat shall participate for writing of minutes, reporting etc.

Reports from meetings shall reflect all items of general interest.



3.2.2 Scheme development group (SDG)

The SDG acts as a reference body for the scheme secretariat and assists the secretariat in its daily work and is engaged in the further development of the scheme rules. The SDG conducts the supervision of the work performed by the secretariat including its financial and accounting activities.

SDG will also organise and maintain liaison with Group of Notified Bodies –sector group 19 (GNB-SG19).

3.2.3 Certification Body Group (CBG)

The CBG deals with all matters relevant to the certification bodies involved to ensure consistency in certification decisions and procedures.

The CBG is maintaining a register of Certification Bodies operating the Keymark scheme and a "long-list" as guidance and for information only of used inspection bodies.

3.2.4 Laboratory group

The tasks of the Laboratory group are:

- Co-ordinate the comparative testing among laboratories, reporting, supply of test samples
- Co-ordination of audits of registered laboratories done by members of the group
- Maintain a register of specified devices used within the group and the registered laboratories.

3.3 Secretariat

The following tasks have been identified as being under the responsibility of the secretariat, as handled by VDI:

- Establishing and running the secretariat with phone, fax, e-mail, address etc.;
- Organising and report of the QAC meetings with all involved parties invited;
- Organising and report from the sub-group meetings;
- Economical matters (accounting, reporting etc.);
- Maintaining a list of documents involved in the Keymark scheme (relevant EN standards, scheme rules, decision and resolution list etc.)

The Keymark web site administrator, BBRI is responsible for establishing and maintaining (ongoing registration, availability, security system (levels of access)) the Keymark website.

Note: The QAC secretariat acts independently of the SDG-5 (Keymark) secretariat. Coordination through electronic communication and through meetings, if required, with the SDG-5 secretariat shall be ensured.

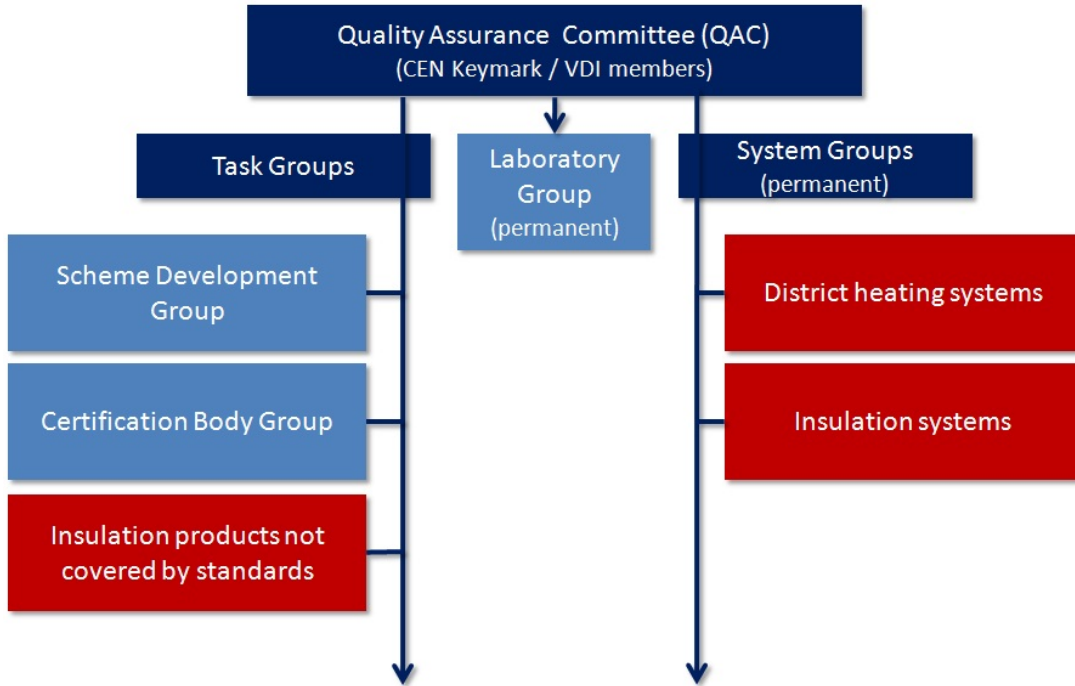


Figure 1 - Quality Assurance Committee and subgroups



Certification schemes for insulation products for buildings, equipment and industrial installations - VDI certification scheme

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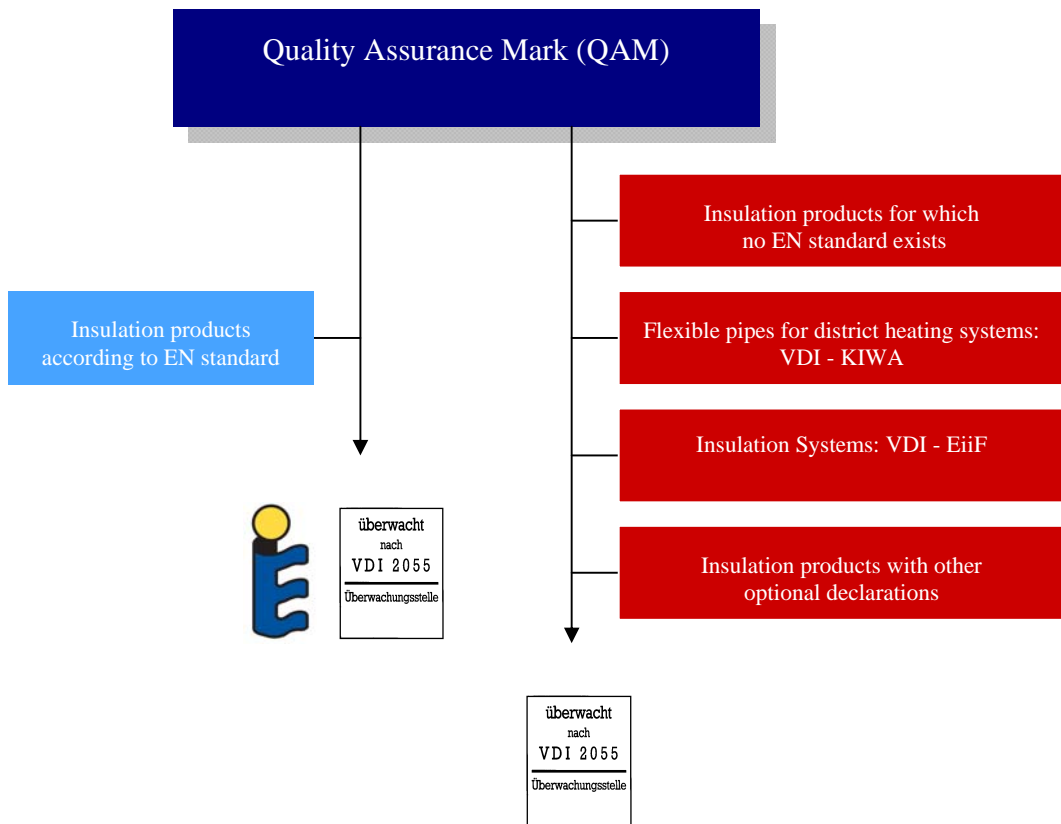


Figure 2 - Certification activities showing the current responsibilities of CEN and VDI

NOTE: Some groups are not relevant for Keymark (marked in red) and are only included in Figure 1 and Figure 2 to show the coordination with VDI.