



QAI

GENERAL CERTIFICATION GUIDELINES

TABLE OF CONTENTS

TABLE OF CONTENTS.....	2
1. INTRODUCTION	3
1.1. BACKGROUND	3
1.2. REGULATION IN CANADA	3
1.3. STANDARDS COUNCIL OF CANADA.....	3
2. THE CERTIFICATION PROCESS	3
2.1. INITIAL DISCUSSION.....	3
2.2. APPLICATION	4
2.3. PROPOSAL	4
2.4. LISTING AGREEMENT	4
2.5. EVALUATION.....	4
2.6. TESTING	5
2.7. FINDINGS LETTER.....	5
2.8. INITIAL PLANT INSPECTION.....	5
2.9. EVALUATION REPORT	5
2.10. LISTING LETTER	5
3. APPEALS, DISPUTES, and COMPLAINTS	6
4. QUALITY.....	6

1. INTRODUCTION

Whether you are new to the world of certification or if you have previously worked with a certification body, we hope that you find this guide useful in answering any questions you may have regarding the QAI listing program.

1.1. BACKGROUND

QAI is an independently owned organization with a main office located in Port Moody, British Columbia, Canada. QAI was incorporated on December 30, 1994. QAI is recognized by the Standards Council of Canada as an Accredited Certification Body in the area of building products and structures, the grading and treating of wood shakes and shingles, plumbing products, electrical safety, park model trailers and recreational vehicles. QAI has an in house ISO/IEC 17025 accredited laboratory, and is recognized by the International Accreditation Service, the Recreational Vehicle Industry Association, and various other jurisdictions and associations through the US. QAI continues to grow as clients enjoy our friendly customer service and fast and professional certification process.

1.2. REGULATION IN CANADA

There are 13 provinces and territories in Canada. Each province and territory has its own regulation, however each specifies that products are listed by an SCC recognized accredited certification body.

1.3. STANDARDS COUNCIL OF CANADA

QAI is recognized by the Standards Council of Canada (SCC) as an Accredited Certification Body. Our listing and scope of accreditation are shown on the SCC website at www.scc.ca or http://www.scc.ca/en/programs/product_cert/accredited_clients.shtml

2. THE CERTIFICATION PROCESS

There are several steps involved in the QAI listing program as follows:

2.1. INITIAL DISCUSSION

To open a file, you must first contact QAI. Once you do contact QAI, a employee will discuss with you the type of certification system that you require, the type and range of products that you are producing, the standards to be applied, the intended market areas, and other topics that are likely to have an impact on how your product is to be listed.

2.2. APPLICATION

The application form is the basis of the contract between you and QAI. It is important that the application form be completed with all of the required information discussed during the initial discussion. An incorrectly completed form will not be accepted as it forms the basis on which your product is listed.

You will need to include the full legal name of your company. QAI deals with both large and small clients, and it is an accreditation requirement that QAI only list clients that are incorporated.

Including the correct address information for both the main office and work location is important for QAI inspectors and project managers who will be staying in contact with your staff members.

Scope of desired listing: The correct standard must be included along with the model numbers, ratings, and other indicated applicable information for the products to be listed. Incorrect information can lead to incorrect sampling and evaluation of your products, which can result in a loss of time and money.

2.3. PROPOSAL

A proposal will be provided for your review, based on examination of the Application for Certification form and conversations and/or meetings held with your project manager. Once all parties agree on the proposal, the certification process can begin.

2.4. LISTING AGREEMENT

The listing agreement outlines the obligations of the client and of QAI, and defines the terms of the listing. By not fulfilling all of the obligations of the listing agreement, you may be suspended, or even expelled, from the QAI listing program, so it is important that you are familiar with this document. It is important to note that the listing agreement does not give you permission to use the QAI logo. Permission to use the QAI logo is granted only in an original listing letter signed by the president of QAI or the presidents designate.

2.5. EVALUATION

Your project manager will request that you submit drawings/samples/other documentation as required, detailing the products that are to be listed. These drawings/samples/other documents are examined by QAI personnel and evaluated to the applicable standards.

2.6. TESTING

Once you submit the required samples for the products to be evaluated, testing in accordance with the applicable standards will commence. The laboratory testing is conducted either in QAI's internal laboratory or is subcontracted to an external laboratory, as discussed during the initial discussion period. Once the testing has been completed, a test report will be generated including the results.

2.7. FINDINGS LETTER

Once the evaluation and testing has been completed, a findings letter is generated detailing all of the items that require your attention before the listing process is to proceed. Typical items found in a findings letter include test failures, product construction details that do not comply with the requirements of the standard and improper markings. These letters are made available for your review and response, and to discuss with your project manager.

2.8. INITIAL PLANT INSPECTION

QAI will conduct an initial plant inspection to ensure that you have the personnel, equipment, and safety procedures in place to ensure their products are manufactured in accordance with the applicable standards and QAI evaluation reports.

Non-conformances found during the Initial Plant Inspection need to be addressed before your product may be listed. A successful plant inspection will indicate that your manufacturing system complies with the requirements for certification.

2.9. EVALUATION REPORT

The QAI evaluation report details the critical elements of the product in order to maintain product conformance with the applicable standards. The evaluation report is the basis on which follow up inspections are conducted, and QAI ensures that there have been no changes between the products evaluated and listed by QAI, and the products being manufactured.

2.10. LISTING LETTER

Once you receive a listing letter, you are then eligible to apply the QAI logo to the products included in your QAI listing. Your QAI listing is published in our listing book online at www.qai.org.

2.11. FOLLOW UP INSPECTIONS

Follow up inspections are scheduled twice a year (minimum frequency) to ensure that you continue to produce and label products that comply with the applicable standards. If non-conformances are found during inspections, your inspection frequency may increase.

3. APPEALS, DISPUTES, and COMPLAINTS

Complaints disputes and appeals may be made by following the QAI complaints procedure QM1004, which is made available on request or on the QAI website.

4. QUALITY

We at QAI use the following guidelines in order to maintain a high level of service to our clients:

- 1) Every employee that leaves the office must carry a cell phone and publish the phone number on their business card.
- 2) All phone calls are returned by the end of the day
- 3) We understand that we are providing a service to our clients, and our goal is to provide the best customer service that we can.

Yours Truly,

Quality Auditing Institute Ltd.