

# Annex: Request of UNE EN ISO 9001 Quality Management

1. General documentation to send along this request:

- Organizational chart of its organization, and in necessary case, the organizational charts of the different centers subject to certification.
- List of documents applicable to the system of management of the quality (at least manual and general procedures) with indication of its states of revision/edition and date.
- Situation map of the organization and ways of access.
- Timetable of the organization (office and production).

2. Does your activity include design of products/services? Yes No

3. Indicate if the organization has the mandatory Administrative Authorization to the exercise of the activity: Yes No

4. Indicate which of the two following options is chosen for the beginning of the certification process:

Analysis of the documentation of the system of management of the quality in the AENOR INTERNACIONAL offices. In this case, send copy in vigor of its manual and general procedures of the system along the request.

Analysis of the documentation of the system of management of the quality in your facilities

5. Would you like the accomplishment of the previous visit? Yes No

Date estimated for the previous visit: .....

The previous visit to the facilities of the company favors the explanation of doubts respect to the audit method or of any other related aspect; it evaluates the implantation degree of system as well as its adjustment degree.

Analysis of documentation along with previous visit? Yes No

6. We inform to you that during the certification process the organization will have to AENOR INTERNACIONAL disposition the following information:

- Documentation of the system of management of the quality.

- Relation of the regulation (national or foreign) applicable to the activities and the products/services provided by your organization included in the scope of the certificate.

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### **Particular conditions of this certification:**

The signature of this contract implies:

- To completely accept the AENOR General Regulation of Marks of Conformity of Systems of Management, to which the organization has had access previously.
- In order to obtain the certification, the commitment to:
  - Have a documented system (manual, procedures, etc.)
  - Have the system totally implanted since a minimum of three months ago.
  - Have carried out, before the certification audit of AENOR INTERNACIONAL, internal audits for all the referred activities in the present request, as well as a revision of the system by the direction.
  - Have the procedure and registry of client claims to AENOR INTERNACIONAL disposition, within the scope of the solicited activity.
  - Conserve by a minimum period of three years after the certification, the registries that demonstrate the fulfillment of its technical requirements, except for argued request to AENOR INTERNACIONAL, which will decide on the matter.