TITLE **REQUIREMENTS FOR THE ACCREDITATION OF BODIES CERTIFYING QUALITY MANAGEMENT SYSTEMS FOR COMPANIES IN THE AEROSPACE, SECURITY AND DEFENSE SECTORS**

REFERENCE **RT-18**

REVISION **05**

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NOTE *The present document represents the English version of the document under reference at the specified revision. In case of conflict, the Italian version will prevail. To identify the revised parts reference must be made to the Italian version only.*

PREPARATION

THE DIRECTOR OF CERTIFICATION AND INSPECTION DEPARTMENT

APPROVAL

THE DIRECTIVE COUNCIL

AUTHORIZATION

THE PRESIDENT

APPLICATION DATE

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1. SCOPE AND FIELD OF APPLICATION

This technical regulation sets out the additional requirements to the General Regulation for accreditation issued by the ACCREDIA Department of Certification and Inspection (ACCREDIA-DC) for the accreditation of certification bodies (CB) operating in the QMS certification scheme for the Aerospace and Defense sector according to the requirements of the standard EN 9104-001 in the current version.

ACCREDIA-DC ensures that the process of accreditation of CBs for the QMS certification scheme in the Aerospace and Defense sector is conducted according to the requirements of the standard SO/IEC 17021-1, in the current revision, and according to EN 9104-001. In cases of contrast between the requirements of the two standards, ACCREDIA-DC considers the requirements of EN 9104-001 to be binding.

2. NORMATIVE REFERENCES

Accreditation is operated by ACCREDIA in accordance with the standard ISO/IEC 17021-1 in the current revision, with the General Regulations RG-01, RG-01-01 and RG-09, in addition to the requirements contained in the standard EN 9104-001 and the requirements set by the Resolutions issued by the International Aerospace Quality Group in force on the date of the most recent revision.

The normative references to be considered for the application of this Regulation are reported in the ACCREDIA document LS-02 "Standards and reference documents for the accreditation of certification bodies", in the current revision.

3. ACRONYMS AND DEFINITIONS

With regard to the accreditation and certification processes, the definitions in the reference standards mentioned in the above paragraph are applicable, together with the following abbreviations:

AAB Auditors Authentication Board;

AIAD Italian Federation for Aerospace, Defense and Security;

AQMS Aerospace Quality Management Systems;

ASD AeroSpace and Defence Industries Association of Europe;

RMS Regional Management Structure;

SMS Sector Management Structure;

IAQG International Aerospace Quality Group;

ICOP Industry Controlled Other Party;

ICOT IAQG Certification Oversight Team

EAQG European Aerospace Quality Group;

OASIS Online Aerospace Suppliers Information System;

SGQ ASD Quality management system certification scheme for quality in the aerospace and defense sector.

Unique Office Reference office on the Italian territory for the management of the QMS-ASD scheme.

As regards the definitions relating to the findings classified as Nonconformities and their management (treatment, analysis of causes and corrective actions), the provisions of the EN 9101 standard apply.

4. ACCREDITATION PROCESS

4.1 APPLICATION FOR ACCREDITATION

The CBs that require accreditation for the QMS ASD scheme must submit an application for accreditation to ACCREDIA-DC using the appropriate forms DA-00 and DA-01, available on the ACCREDIA website, accompanied by the required documentation.

A condition for a CB to apply for accreditation is that it has been accredited by an Accreditation Body signatory to the EA/IAF MLA/BLA mutual recognition agreements for the ISO 9001 scheme for at least one year. It should be noted that any foreign accreditations issued to the Head Office of the applicant body will also be considered valid for the purpose of fulfilling this requirement, provided that the applicant company's office is present on the accreditation certificate issued, at the Head Office and that it demonstrates application of the same management system.

The first accreditation which a CB, which is not yet accredited for the QMS ASD scheme, can request is accreditation against the standard UNI EN 9100 in the current revision.

Upon receipt of the application for accreditation for the QMS ASD scheme, ACCREDIA-DC shall immediately notify the CB that it cannot issue certificates against the standard of the series EN 9100 until it has obtained accreditation. ACCREDIA-DC requires a written and signed declaration from the CB's legal representative with regard to the above and declaring that the CB shall communicate to its client organizations which have applied for certification, that they will not be permitted to issue a certificate of conformity to the standard of the series UNI EN 91XX until the CB has obtained formal accreditation for the scheme in question.

If the CB fails to fulfill this requirement the accreditation process is suspended and if, following further enquiries, ACCREDIA-DC decides to terminate the accreditation process, this shall be communicated in writing to the CB, specifying the motivation and stating that the accreditation process cannot recommence until a new application has been presented, after a period of at least twelve (12) months, accompanied by objective evidence of correction of the causes that had led to the blocking of the previously initiated process.

ACCREDIA-DC must also ask the CB, which is the Unique Office on the Italian territory, for the management of the scheme, specifying that all the files must be managed, therefore also archived, at this office. In addition, in cases where the CB operates from multiple locations, it will have the obligation to specify to ACCREDIA-DC which is the location where the office assessments will take place against the requirements of the applicable QMS ASD standards. Equally, the formal communication of the name

of the CB resource candidate to take on the role of scheme manager and relations with ACCREDIA-DC and the RMS who must give his/her approval[1].

In the above communication the CB will be required to ensure that all activities related to development, including the initial qualification and monitoring of scheme auditor performances, the review of applications for certification, including the quotes, the assignment of the audit team members for the individual audit activities, the review of the audit reports, the decisions regarding certification and the sending of certificates are all conducted under the direct supervision of the scheme manager, who must be an employee of the CB or a professional with a specific contract structured in order to enable the scheme manager to correctly perform his/her activities.

Where changes are subsequently made to the organizational structure that affect the manager of the scheme appointed during the accreditation phase, the CB is required to send to the ACCREDIA technical office a communication containing the references of the candidate scheme manager and the type of contract signed with the CB, attaching an updated copy of his/her CV and of the organization chart. As requested in the accreditation phase, this new appointment must be approved by the RMS.
With regard to acceptance or approval, reference must be made to the access requirements for a new accreditation.

ACCREDIA-DC can accept the CB's application for accreditation at least 12 months after the date of adoption of one of the following provisions:

- interruption of the accreditation process, if from the review of the documentation presented - as well as following any direct contacts with the applicant CB - it is evident that the CB did not have a sufficient degree of preparation;
- reduction of the scope of accreditation;
- withdrawal of accreditation;
- expiry of the application for accreditation;
- expiry of the accreditation – incomplete renewal or negative outcome of renewal.

ACCREDIA-DC, in line with its existing accreditation procedures, shall have in place a process of assessment ensuring conformity of documentation of the CB's system, of the competence of the staff involved in the scheme, regarding both internal scheme management and the auditors, who can operate for the CB also through a non-exclusive professional relationship. The assessment activities will include, among others, the conduct by ACCREDIA-DC of the on-site assessment at the CB and at least one Stage 1 witness assessment and Stage 2 for an AQMS standard. Similarly, for each additional AQMS standard for which the CB requests AQMS accreditation, ACCREDIA-DC must perform at least one witness assessment during Stage 2 activities.

Finally, ACCREDIA-DC will indicate in writing to the CB that the activities concerning the management of the QMS ASD scheme cannot in any way be outsourced to other organizations and that they must be carried out at the Unique Office defined in the application phase of accreditation.

[1] **RMS will accept a scheme manager if AA or EEA without further verification, otherwise it will have to approve the candidate (in committee with voting members). However after a prior approval by ACCREDIA.**

4.2 RECOGNITION

On the occasion of each accreditation, ACCREDIA-DC will publish the relative decision on its website and, within 10 working days, ACCREDIA-DC will send a copy by email to the AIAD-RMS secretariat, which will upload on the OASIS database the relevant information regarding the accreditation.

5. EXTENSIONS

The application for extension of accreditation of a CB must be presented to ACCREDIA-DC using the forms DA-00 and DA-01, available on ACCREDIA's website together with all the necessary documentation.

If the request for extension is to other standards in the QMS ASD scheme, ACCREDIA-DC shall:

- for the standard EN 9110, perform an assessment of the documentation of the CB's system and at least one witness assessment during Stage 2 activities;
- for the standard EN 9120, perform an assessment of the documentation of the CB's system and at least one witness assessment during Stage 2 activities.

For each extension of accreditation, ACCREDIA-DC publishes the relative decision on its website, and within 10 working days ACCREDIA-DC will send a copy by email to the AIAD-RSM secretariat which will upload on the OASIS database the relevant information regarding the accreditation.

6. SURVEILLANCE AND RENEWAL OF ACCREDITATION

For ACCREDIA-DC's annual surveillance of CBs accredited for the QMS ASD scheme, one on-site assessment will be carried out (to be performed at the Unique Reference Office as defined during the accreditation phase) during which the sampling will be performed of a number of files in accordance with the contents of Table 2, § 7.3.4 of the standard EN 9104-001.

Table 2 - Accreditation body file review requirements of certification bodies

Total number of certificates issued for all 91XX standards	Minimum number of files of the CB's clients which must be assessed annually
1-3	All files
4-25	3
26-50	4
51-90	6
91-150	7
151-280	9
281-500	10
501-1200	11
1201-3200	12

The number of certificates of a CB, considered for the assessments concerning the choice of on-site files, will be based on the records of the OASIS database at the time of the planning of the assessments.

The subdivision of the files among the various accredited AQMS standards will be proportional to the total number of certifications issued by the CB for each standard.

Furthermore, a number of witness assessments will be performed in compliance with the provisions of Table 3, § 7.3.5 of the EN 9104-001 standard.

Table 3 - Requirements for accreditation body witness assessment of aerospace quality management system audits

Number of CB Audit Duration Days in the Past 12 Months at the Time of WA Planning	Minimum Number of AB WA Days to be Performed Annually*
0-150	2
151 – 300	4
301 – 450	6
451 – 600	7
601 – 800	8
801 – 1000	9
1001 – 1200	10
1201 – 1400	11
1401 – 1600	11.5
1601 – 1800	12
1801 – 2000	13
2001 – 2500	15
2501 – 3000	17.5
3001 – 3500	20
3501 – 4000	22
4001 – 4500	24
4501 – 5000	26
5001 – 5500	29
5501 – 6000	31
6001 – 6500	33
6501 and above	35

Alternatively, the minimum number of days for witness assessments must be established according to the following formula (rounding the result that will be obtained up or down to the nearest whole day):

- 0.0046 x (CB audit days) + 4.575 = Total AB WA Days.

In cases where ACCREDIA-DC, during its assessment process, either documental or on-site or witnessing, reports any problems of competence or conformity regarding the staff or operations of the CB accredited for the QMS ASD scheme, it may be necessary to undertake supplementary on-site or witness assessments until the level of trust in the conformity and/or competence of the CB has been restored or appropriate provisions have been made for limiting the accredited activities of the CB.

ACCREDIA-DC ensures that during the cycle of validity of the accreditation of a CB for the QMS ASD scheme, at least one witness assessment will be carried out for each standard for which the accreditation has been recognized and that, in the same cycle of accreditation, the following will be guaranteed:

- all phases (Stage 1, Stage 2, surveillance and renewal) will be assessed at least once with witness assessments that will:
    - involve the assessment of a combination of different types of structure;
    - cover as many types of certification domains as possible (e.g. IAF codes, applicable planning, types of industries);
    - have a minimum duration of one audit day.

Any exceptions to the above requirements, including carrying out witness assessments during Stage 1, e.g. due to lack of cases, they must be recorded in the CB's accreditation file and made available, as such, for a period of ten (10) years.

The number of witness assessments shall be proportional to the number of certifications issued for the various standards (Table 3) and the greatest number possible of auditors operating for each CB shall be submitted for assessment.

ACCREDIA-DC ensures that for each standards accredited at least in one witness assessment during the accreditation cycle, the assessment team shall be present from the opening meeting to the closing meeting for the entire duration of the audit conducted by the CB. For assessments on multi-site organizations and/or for specific technological aspects, the assessment activity that will be conducted by ACCREDIA may be limited to a single site and/or to a number of days fewer than those performed by the CB. This condition will be applicable provided that witness assessments that fulfil the previous requirement have already been carried out or are foreseen.

For each witness assessment carried out, in order to formally review the complete reporting issued by the CB, ACCREDIA-DC must request the CB to send the complete audit report, including the forms used. For the review, ACCREDIA-DC will conduct a document review lasting not less than half a day (0,5) from which findings may arise that will be managed by the CB as well as those that may have emerged during the witness assessment.

The renewal of accreditation shall be conducted in accordance with ACCREDIA-DC's procedures, ensuring that, during the entire accreditation cycle, the above conditions have been respected and that the accreditation continues to ensure the effectiveness of the CB's activities in the specific scheme.

At the time of the renewal of accreditation, ACCREDIA-DC will publish the decision on its website, and within 10 working days ACCREDIA-DC will send a copy by email to the AIAD-RMS secretariat which will upload on the OASIS database the relevant information regarding the accreditation.

7. REMOTE ASSESSMENTS

In accordance with the requirements of the current version of ISO/IEC 17011, ACCREDIA-DC may perform remote assessments where it is not possible to carry out assessments in presence (e.g. in situations of particular emergency, among those defined by the document IAF ID 3) or in the cases provided for by the applicable ACCREDIA Regulations, taking into account any mandatory indications

of IAQG for the ICOP scheme, which impact on the performance of the CB's activities (e.g. "alleviation" for Covid).
The operational aspects will be defined between ACCREDIA and the CB during the assessment planning phase.
The remote assessment activities will be conducted by ACCREDIA applying the IAF Guideline ID 12:2015 "Principles on Remote Assessment" and the IAF MD 4:2022 document "IAF Mandatory Document for the use of Information and Communication Technology (ICT) for Auditing/Assessment purposes".

As regards the remote audits conducted by the CBs, they must take as a reference, in the performance of these activities, the requirements of the applicable IAF documents (IAF ID 3:2011, IAF MD 4:2022) and the decisions issued by IAQG for the QMS ASD scheme. ACCREDIA will carry out remote witness assessments only if the CB adopts the same modalities for conducting the audit.

At the request of the CB, in extraordinary cases as covered by the provisions of IAF ID 3:2011, ACCREDIA-DC verifies the competence of the CB to undertake remote audits against the requirements of IAF MD 4:2022, notifying the AIAD-RMS Secretariat in the event of a positive outcome for subsequent notifications in the OASIS database.

In particular, the CB will be able to carry out the activities remotely, only if it and the audited organization are in possession of adequate HW equipment (PC, tablet, smartphone, any other peripheral or electronic equipment, including network structures) and SW (management tools, real-time communication, data sharing, remote access, etc.), to demonstrate their effectiveness and exhaustively document the results - ICT mode.

ACCREDIA-DC must in any case obtain approval from the IAQG COT in order to grant an exception to the CBs in relation to a justified and ongoing "force majeure" event or an unexpected, extraordinary event.

8. COMMUNICATIONS TO THE AAB REGARDING AUDITOR FAILURES

ACCREDIA shall evaluate the possibility of communicating, also to the competent AAB any evidence of situations which might result from failures of competence of an auditor undergoing evaluation.

9. USE OF ACCREDITATION AND CERTIFICATION MARKS

ACCREDIA-DC ensures that, both in its assessment activities and in the files held in the CB's office, during witnessing activities, it shall assess correct use of the marks with regard to the QMS ASD scheme.

10. SUSPENSION, REDUCTION OF THE SCOPE AND WITHDRAWAL OF ACCREDITATION

ACCREDIA's management system, regarding CBs which are not in conformity with any requirement of EN 9104-001 and/or of the requirements for accreditation, ensures the application of a sanctions procedure including reduction or suspension of the scope or withdrawal of accreditation.

10.1 SUSPENSION, REDUCTION OF THE SCOPE OR WITHDRAWAL OF ACCREDITATION

ACCREDIA-DC shall impose a sanction of suspension of an accredited CB in the QMS ASD scheme if the CB shows nonconformity with the requirements of accreditation and/or of the standard EN 9104-001.

A suspension concerns the accreditation for all the standards of the QMS ASD sector. Suspension is also imposed regarding all the standards of the QMS ASD scheme (EN 9100/9110/9120) for which the CB is accredited, in cases where the CB has lost its accreditation or it has been suspended, for QMS certification in compliance with the standard ISO 9001 in IAF sector 21 and/or in an IAF sector impacting the QMS ASD scheme (regarding which the CB has issued certificates of conformity and has therefore declared its competence).

If ACCREDIA starts a process of possible suspension, reduction or withdrawal, within 60 calendar days it will have to take a decision on the matter. If the situation recurs, in addition to the publication on the ACCREDIA website of the relative decision of the sector accreditation committee, within five (5) working days of the decision, a written communication is sent to the CB in question, specifying the reasons for the sanction, in accordance with the specifications of this paragraph.

In such cases, ACCREDIA-DC will notify, for competence, the AIAD-RMS Secretariat of this provision within three (3) or four (4) working days from the decision, also for the purpose of updating the OASIS database which will be carried out by AIAD. It will also keep RMS updated on the progress of the decision with regard to the suspension.

If the scope of accreditation relating to the QMS ASD scheme of a CB has been reduced or has been withdrawn, ACCREDIA-DC, upon taking the decision, can communicate this information to the other Accreditation Bodies recognized by IAQG, specifying the reasons for this provision.

10.2 ADDITIONAL CAUSES OF SUSPENSION

ACCREDIA-DC shall suspend accredited CBs for the QMS ASD scheme, if one or more of the following situations arises:

- one or more of the annual audits is not performed, whatever the motivation may be;
- where the CB does not correctly apply the classification of Nonconformities (as defined in EN 9101 in the latest revision in force), or for cases of issuing a finding with a lower classification than was due;
- where the CB has not effectively managed the findings issued by ACCREDIA-DC or has not adopted verifiable corrections and corrective actions to eliminate the root causes of the findings;
- where the CB has not verified that the Nonconformities (major and minor) closed by the client companies have been effectively managed by them;
- in the event of a recommendation of suspension presented by AIAD-RMS, the ACCREDIA Management will present to the relevant Sector Accreditation Committee a proposal for the adoption of a suspension sanction, which, if adopted, must be communicated to the Secretariat of AIAD-RMS within three (3) or four (4) working days of the decision.

In addition to these case scenarios the conditions of suspension detailed in Regulations RG-01 and RG-01-01 are applicable.

If ACCREDIA-DC suspends an accredited CB for the QMS ASD scheme, the following additional provisions shall be imposed on the CB, whose failure to apply them shall involve a reduction of the scope or the withdrawal of accreditation:

- within 15 calendar days from the date of receipt of the provision by ACCREDIA, the CB shall notify all the CB's clients and those to whom an offer has been made, the state of suspension and the possible consequences of this regarding contractual agreements and operative activities;
- the CB may continue to perform surveillance and renewal of certification activities;
- the CB shall not perform the Stage 1 initial audit but it can conclude the Stage 2 initial audit phases for which it has already carried out Stage 1;
- the CB shall not perform the activities relating to the process of extension of existing certification;
- the CB shall not accept transfers of certification from other accredited CBs;
- the CB shall request and obtain from ACCREDIA-DC approval of the modalities for the performance of audits activities which may include the presence of ACCREDIA assessors in a witnessing role;
- the CB shall provide upon request to ACCREDIA-DC and/or to AIAD-RMS the information relating to new certifications and renewals granted during the period of suspension;
- the CB shall accept any other disposition by ACCREDIA-DC which may become necessary with regard to the management of the causes of the suspension.

10.3 DURATION OF THE SUSPENSION

The suspension of a CB cannot last longer than 6 months. If it does last longer than 6 months ACCREDIA-DC shall decide to reduce the scope or to withdraw accreditation for all the standards of the QMS ASD scheme for which the CB was accredited.

10.4 EXPIRY OF ACCREDITATION – VALIDITY OF THE CERTIFICATIONS ISSUED

In cases where, for the CB's QMS ASD scheme, the scope of accreditation has been reduced or has been withdrawn or has expired, ACCREDIA-DC will continue to recognize as valid the certificates issued by the CB for six months from the date of expiry of validity of accreditation, or until the natural expiry of the certificate, if this occurs sooner.

During this period, ACCREDIA-DC recognizes the certifications as suitable for transfer to another accredited CB in accordance with the mandatory document IAF MD 02 and the requirements of the standard EN 9104-001.

11. FINDINGS

ACCREDIA-DC classifies its findings as Nonconformity, Concern or Comment in accordance with the definitions set out in General Regulation RG-01.

In particular:

- the finding classified by ACCREDIA as a Nonconformity according to the General Regulation RG-01 corresponds, according to the provisions of the standard EN 9101, to a Major Nonconformity for the QMS ASD scheme;
- the finding classified by ACCREDIA as a Concern according to the General Regulation RG-01 corresponds, according to the provisions of the standard EN 9101, to a Minor Nonconformity for the QMS ASD scheme;
- the finding classified by ACCREDIA as a Comment according to the General Regulation RG-01 corresponds, according to the provisions of the standard EN 9101, to the OFI classification "Opportunity for improvement" for the QMS ASD scheme.

11.1 MANAGEMENT OF FINDINGS

Management of the findings by the CB is intended to mean activities which it conducts with respect to the findings raised by ACCREDIA-DC.

ACCREDIA-DC foresees that in the event that, during an on-site or witness assessment or during the document reviews of the audit reports issued by the CB (see the cases referred to in § 6), Nonconformities or Concerns are recorded in the QMS ASD scheme, the CB is required to:

- send the proposal for the treatment of the Nonconformities, the analysis of the root causes and the CAs within 15 working days of the receipt of the confirmation of the findings by the Director of Department;
- implement the identified actions, usually within 60 calendar days for Nonconformity and 90 days for a Concern, using as reference the date of the conclusion of the assessment during which the findings were raised.

If a situation of Nonconformity is found, within 90 calendar days from the conclusion of the assessment, which can be extended by 1 day in case of coincidence with a national holiday (as per law L. 27 May 1949, n.260 and subsequent amendments), ACCREDIA-DC will carry out a supplementary assessment activity (documental or office or witness) in order to verify the closure of the Nonconformity.

In the case of Concerns, the CB must send evidence of the implementation of the treatments and corrective actions to ACCREDIA-DC, which will verify both the implementation and its effectiveness when the next assessment takes place, either on-site or witness, depending on the case.

If a Nonconformity is raised, accreditation or extension are not granted until confirmation of the effective application of the necessary corrections, the closure of the corresponding CAs and the verification of their effectiveness by ACCREDIA-DC.

In cases in which, on the date of conduct of the supplementary activity by ACCREDIA-DC (which, as indicated above, must take place within 90 calendar days from the conclusion of the audit) it will not be possible to proceed with the closure of the Nonconformity, ACCREDIA-DC will begin the accreditation

suspension process by sending a notice of suspension to the CB. If within 15 calendar days from the date of the notification of justified suspension, the CB does not send the necessary evidence of management of the findings, ACCREDIA-DC will submit to the Sector Accreditation Committee the proposal for the imposition of suspension. If this occurs during the initial assessment process of a new accreditation, ACCREDIA-DC undertakes to interrupt this process and to communicate the reasons for this decision to the CB (referring to this clause).

As regards the findings classified as Comments, an immediate, formal, acknowledgment is not required. However, the degree of implementation of the indications provided by ACCREDIA-DC can be verified during the first due assessment.

12. MANAGEMENT OF COMPLAINTS/FEEDBACKS/APPEALS

ACCREDIA-DC, in accordance with the requirements of its internal management system and with General Regulation RG-01, has a management procedure for complaints/feedbacks/appeals which provides for:

- the response to the complainant within 30 working days from receipt of the complaint/feedback;
- the evaluation of the complaint/feedback, with relative response;
- if ACCREDIA-DC deems it necessary to perform a non-programmed surveillance visit (see § 1.5.1.3 of Regulation RG-01) the CB is notified to this effect with minimum advance notice of 7 working days.

With reference to the behavior of the ACCREDIA-DC assessors, any complaint/feedback can be presented within 10 working days of the execution of the assessment.

ACCREDIA-DC has the responsibility to ensure that complaints/feedbacks concerning its processes or those of the accredited CB regarding the accreditation requirements for the QMS ASD scheme, are resolved. If this is not possible, ACCREDIA-DC shall inform AIAD – RMS with regard to the situation.

ACCREDIA-DC shall inform AIAD – RMS of any appeals received from the accredited/applicant CB operating in the QMS ASD sector and shall provide information with regard to the handling of them.

ACCREDIA-DC shall respond to OASIS complaints and feedbacks within 30 calendar days from the date of receipt of them.

ACCREDIA-DC encourages the CBs, where possible and necessary, to transmit feedbacks/complaints using the OASIS platform.

ACCREDIA-DC, based on the level of criticality of the complaints received, may carry out unprogrammed assessment activities towards the CB concerned. The unprogrammed assessment activities must be conducted within 90 days of the decision taken by the ACCREDIA-DC director.

Any feedback or complaints that cannot be resolved, due to the interpretation of the standard, must be reported to the RMS for resolution as indicated in Table 1 of the standard EN 9104:

If the complaint is directed at:	Certified organization	Auditor	Assessor	Accreditation body	CB	RMS	SMS
The problem must be communicated to:	CB	CB	Organization of origin of the Assessor	SMS or RMS	Accreditation body	SMS	IAQG OPMT (COT)

13. SECTOR ACCREDITATION COMMITTEE

ACCREDIA guarantees that decisions for the accreditation of a CB operating in the QMS ASD scheme, shall be taken with the support of at least one person with specific ICOP scheme competences, appointed by AIAD.

The above competences are guaranteed by knowledge of the standards ISO/IEC 17011, ISO/IEC 17021-1 and EN 9104-001, as well as the requirements of EN 9101, and knowledge of the aerospace and defense sector, with understanding of the terminology, the processes, practices and product requirements as they are documented in ACCREDIA-DC's assessment reports in the ICOP scheme.

ACCREDIA-DC shall document staff competences for taking decisions and maintaining these reports in order to have evidence of compliance with the above requirements.

14. RIGHT OF ACCESS TO INFORMATION

ACCREDIA-DC accepts and requires that CBs operating in the QMS ASD scheme, as a binding requirement for accreditation, shall have as follows: unlimited access to the records of MS assessment activities for each certified organization. The records will be made available to the OP Assessors of AIAD-RMS, EAQG or IAQG for the purpose of surveillance and verification of compliance with the requirements of the ICOP scheme and they will also include audit records that are archived in the OASIS database.