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Authorisation: Dag Ströman, Chef CSEC , CSEC

1

Policy

The Certification Body policy for managing queues of certification applications and prioritising between certification assignments is that:

- Complete certification applications are managed in the order in which they are received by the Certification Body, regardless of who the customer is and what is to be certified.
- Tenders for certifications are put together, and sent to the sponsors, in in the order in which the preparations for the tenders are finalised, regardless of who the customer is and what is to be certified.
- Certifications are initiated in the order of the incoming accepted tenders, regardless of who the customer is and what is to be certified.
- Certifications are planned in such a way that queue situations are avoided. Reports and other input received by the Certification Body are handled according to plan.
- Delayed reports and other input during certifications are handled in the order in which they are received by the appointed certifier.

The Certification Body policy for managing queues means that:

- Complete Certification Applications are managed in the order in which they are received by the Certification Body.
- Certification Applications are registered in the order in which they are received by the Certification Body. If there is a queue, the applicant is informed about when the application is expected to be handled, and about all subsequent significant changes in this estimation.
- Certification Applications that are not complete are registered but are not formally handled by the Certification Body. Such applications do not influence the queue.
- During the handling of a Certification Application, reports and other input are handled in the order in which they are received by the Certification Body.
- Tenders for certifications are put together, and sent to the sponsors, in the order in which the preparations for the tenders are finalised.
- The Certification work performed by the Certification Body is initiated in the order in which accepted tenders are received from the sponsors of the certifications.
- The number of simultaneous certifications is determined by available resources in relation to the estimated amount of work based on plans agreed with the Evaluation Facility i.e. the evaluation work plan (EWP) from the Certification start-up meeting.
- During certification assignments, reports and other input delivered according to the plan agreed with the Certification Body have priority over delayed deliveries.
- In case of high work load on individual certifiers, reassignment of certification tasks will be considered.
- In case of delay in relation to the plan agreed with the Certification Body, renewed planning may be required.
- Certification assignments where the Certification Application cannot be approved, and where the certification cannot result in a certificate, may be conducted as time permits but without priority over certifications with approved applications.