



Joint stock company for quality testing  
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**Z00FO06\***  
(V 3.0/ Z00PR05)  
**10.11.2023.**

## Application - Contract – Statement for management systems certification

This document is used as the basis for making of an offer for management systems certification of your company. Please fill in all applicable sections.

### 1. General information about your company

Name of the company:			
Country/ City:		Zip code:	
Address:			
Tel:		Mobile:	
e-mail:			
web page:			

### 2. Type of audit / Standard(s)

Type of Audit / Standard	SRPS ISO 9001	SRPS ISO 14001	SRPS ISO 45001	SRPS EN ISO 13485	HACCP CAC/RCP	SRPS ISO 22000	SRPS ISO/IEC 27001	SRPS ISO 22301	
Initial certification	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recertification	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transfer of certification	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Extension of the scope - new management system:									
<input type="checkbox"/> during Recertification	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> during Surveillance Audit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> during a Special Audit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Extension of the scope of already certified management system:									
<input type="checkbox"/> during Recertification	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> during Surveillance Audit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> during a Special Audit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supplier audit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you have a management system already certified according to a standard?									
<input type="checkbox"/> No									
<input type="checkbox"/> Yes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Since (date)									
Issued by (name of the certified body):									

\*you need to use the latest version of this document, available at: [www.kvalitet.co.rs](http://www.kvalitet.co.rs)

### 3. Products or services covered by the scope of the management system(s) that you want to certify:

Scope of certification (business activity)	
	Examples: Production of meat products; Production and sale of beverages and fruit juices; Development of software and information systems...
Subcontracted processes	
	Examples: bookkeeping services; design and development; transportation services.
Non-applicable requirement(s) of the standard(s)	
	Example: Design and development of products and services; Control of externally provided processes, products and services.

### 4. Sites/Locations:

	Address (country, city, address)	Processes that are performed on the site/location	Number of employees	Is it in the scope of certification?	
1.				<input type="checkbox"/> Yes	<input type="checkbox"/> No
2.				<input type="checkbox"/> Yes	<input type="checkbox"/> No
3.				<input type="checkbox"/> Yes	<input type="checkbox"/> No
4.				<input type="checkbox"/> Yes	<input type="checkbox"/> No
5.				<input type="checkbox"/> Yes	<input type="checkbox"/> No

### 5. Employees:

Total number of employees:	
Number of shifts:	
Number of employees in the scope of certification:	
Number of temporarily engaged:	

### 6. Data on important resources:

1.	
2.	

3.	
4.	

### 7. Consultancy services:

Have you used management system consultancy services in implementation of management systems in previous two years? (in-house or specific training tailored for your company, internal audits etc.)		Have you used management system consultancy services during the validity of the certification? (in-house or specific training tailored for your company, internal audits etc.)	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Name of consultancy organization:		Name of consultancy organization:	
Contact person:		Contact person:	
Last month/year of using consultancy services:		Last month/year of using consultancy services:	

### 8. Names of responsible persons:

Position	Name and surname	Phone	e-mail
CEO/President			
Quality management representative			
Environmental management representative			
OH&S representative			
Leader of HACCP team			
ISMS representative			
BCMS representative			

### 9. Documents that you submit with the application:

Management System Manual	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Context of organization	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Procedure for identification and evaluation of risks and opportunities	<input type="checkbox"/> Yes	<input type="checkbox"/> No
A record on evaluation of significant aspects of QMS, EMS and/or OH&S MS	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Process charts and their relationships	<input type="checkbox"/> Yes	<input type="checkbox"/> No
A list of procedures and other management system documents	<input type="checkbox"/> Yes	<input type="checkbox"/> No
A document containing the organizational scheme and provisions on the internal organization (if not provided in the Management System Manual)	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Copies of the authorizations, licenses, certificates etc. (if any)	<input type="checkbox"/> Yes	<input type="checkbox"/> No

A list of laws applied in the company	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Statement of Applicability of ISMS	<input type="checkbox"/> Yes	<input type="checkbox"/> No

### 10. Proposal of audit dates:

Do you have planned dates for audits?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If Yes, dates that you are proposing		

## STATEMENT

Regarding this Application for audit and certification of the management system, we declare that we possess necessary knowledge, experience, personnel, equipment and premises for performance of the activities covered by the scope of audit and certification, at a defined (necessary) level of quality and that in our work we will adhere to the procedures defined by our documents.

By signing this document, we confirm that we are familiar with the document *Rulebook for the certification of the management system* (Z00PR05) that is available at [www.kvalitet.co.rs](http://www.kvalitet.co.rs).

We accept all the conditions described in the *Contract for Auditing and Certification of the Management Systems*", on pages 5 and 6 of this document. Auditing and certification process can begin after the signing of the *Contract for Auditing and Certification of the Management System* by both parties.

\_\_\_\_\_  
Place, date

Seal

\_\_\_\_\_  
Authorized person

# CONTRACT FOR AUDITING AND CERTIFICATION OF THE MANAGEMENT SYSTEM

1. This contract regulates the rights and obligations of the applicant - user of the services (hereinafter: the client) and the certification body - "Kvalitet" a.d. Niš (hereinafter: Kvalitet) in the process of audit and certification of the management systems.
2. By signing this contract, Kvalitet is obliged to professionally and impartially perform the audit and certification of the management systems, in accordance with the defined and prescribed procedure.
3. Kvalitet is obliged, on the basis of the data provided by the client and valid IAF MD5 document, to engage appropriate number of auditors/technical experts. This will be done in accordance with the calculated time of the audit indicated in the internal Kvalitet document O00PA03 *Determination of the audit duration* and the information about the number of auditors/technical experts will be delivered to the client together with the signed contract.
4. The client is obliged to pay to Kvalitet for activities performed, in accordance with the current pricelist of the Kvalitet, within the time specified in the pro forma invoice. The user is obliged to pay to Kvalitet for the activities performed regardless of whether the requested certification document is issued to him, or not due to the failure to fulfill the conditions for its issuance.

Upon carrying out the activities, a final invoice will be issued to the client. If the certification services are not paid in accordance with the price calculation, the client is obliged to pay the performed activities within the deadline indicated on the invoice, which cannot be longer than 60 days. If agreed otherwise, the contracting parties undertake to make an annex of the contract.

On behalf of the beneficiary, the certification services may also be paid by a third party, in accordance with Article 453 of the Serbian Law on Obligations. Kvalitet may require that a payment of certification services covered by this contract is made prior to the beginning of the process of audit and certification of the management systems.

5. In the process of performing activities covered by this contract, employees of Kvalitet, as well as other engaged participants (including the members of the Management System Certification Committee and external auditors and technical experts), are obliged to treat any information received or created in connection with certification activities as confidential, in accordance with Kvalitet's documents Z00PR05 *Rulebook for the certification of the management systems* and Z00PR02 *Rulebook on the keeping of confidential information*. Kvalitet will disclose only the information required by the law, about which it will notify the client, unless otherwise stipulated by law. Documents Z00PR05 *Rulebook for the certification of the management systems* and Z00PR02 *Rulebook on the keeping of confidential information* are available on the Kvalitet's web site [www.kvalitet.co.rs](http://www.kvalitet.co.rs). By signing the contract, client confirms that is familiar with them and agrees with their content.
6. If client is dissatisfied with the services performed, or by a certification decision made, the client may submit a complaint/appeal in writing within 15 days from the occurrence of the cause for the complaint/appeal. Handling of and making decision on complaints/appeals is done in accordance with the Kvalitet's document Z00PR06 *Rulebook on complaints and appeals of clients of services of Kvalitet*.
7. In the process of audit and certification of the management systems, client is obliged to make available for Kvalitet, free of charge: the allocated workspace, means of communication (telephone, fax, internet access), the services of copying of work documents, transport to remote locations (if any). Client is obliged to collaborate with the audit team during the duration of the audit in terms of providing of all the needed/requested information and documents, to allow access to all premises for the purpose of audit and to allow the presence of observers (e.g. assessors of the accreditation body or auditors on training).
8. After the issuance of the certification documents, client shall refer to certification and to use the marks of conformity in accordance with the document S02PA01 *Instructions for use of the mark of conformity for a certified management system*, which will be delivered by Kvalitet together with the certificate. Any reference to the certification and using the mark of conformity contrary to the aforementioned instructions constitutes a misuse and could be the basis for withdrawal of certification.
9. After the issuance of the certification documents, client shall comply with the requirements of Kvalitet's when referring to the certification status in the communication media (internet, brochures, advertisements).
10. After the issuance of the certification documents, client shall not give or allow that any information about certification is given in a such way that a misunderstanding may occur.
11. After the issuance of the certification documents, client must not allow the reference to its management system certification to be used in such a way as to suggest that Kvalitet certified the products (including the services) or processes.
12. After the issuance of the certification documents, client must not state or suggest that the certification applies to the sites that are outside of the scope of certification.
13. After the issuing of the certificate, client is obliged to adhere to the established organization, its own rules and procedures that served as the basis for obtaining certification.
14. After the issuance of the certification documents, client is obliged to instruct all of its business partners that if they have any complaints on client's work related to a certified management system, they can be directed to Kvalitet.
15. Client that is certified according to standard EN ISO 13485 accepts that the information contained in the audit report may be provided to regulatory bodies that recognize this standard.

16. After the issuance of the certification documents, client is obliged to enable Kvalitet to perform regular surveillance of the client's certified management system, once a year during the validity of the certification.
- Kvalitet is entitled to perform additional surveillance activities when it is justified.
- If Kvalitet is prevented from performing surveillance activities, the certification may be withdrawn.
- For the purpose of performing supervision according to this Article, client is obliged to pay the fee to Kvalitet, in accordance with the valid Kvalitet's Price List.
17. After the issuing of the certificate, client is obliged to inform Kvalitet in writing in a timely manner about any intended change to the management system. This includes changes in: legal, commercial, organizational status; organization and management; contact addresses; scope of activities within a certified management system; major changes in the management system and processes. Kvalitet is obliged to inform the client in writing whether the certification remains valid or whether additional audits are necessary in order to confirm the validity of existing certification or to issue a new one.
- Kvalitet is obliged to inform the client in writing about any change in its certification requirements and to verify that the client is in compliance with the new requirements.
18. Client may not use the certification and the mark of conformity after the expiration of the period of validity of certification.
19. On reasoned written request from the client, Kvalitet is obliged to issue a decision to withdraw the certification before its expiration.
20. Kvalitet will withdraw the certification by its decision, temporarily or permanently, if it determines, at the time of surveillance activities, that the client no longer meets the certification requirements.
- Client's appeal against the decision to withdraw the certification shall not postpone the execution of the decision referred to in paragraph 1 of this Article.
21. Upon withdrawal of its certification, the client is obliged to cease using advertising materials containing the references to certification.
22. The client is obliged to modify all promotional materials if the scope of certification is reduced for any reason.
23. The client must not use its certification in such a way as to bring Kvalitet into a situation of losing its reputation or public confidence in the services it provides.
24. Client can cancel this contract if submits to Kvalitet a written statement within 30 (thirty) days from the date of conclusion of this contract.
- If the client has made payment for the certification services prior to the start of the procedure of audit and certification of the management systems, Kvalitet will calculate the costs incurred from the date of the conclusion of the contract until the date of receipt of the written statement of cancelation and return to the client any difference to within 15 (fifteen) days.
- If the client did not pay for the certification services prior to the start of the audit and certification of the management system and renounced in accordance with paragraph 1 of this Article, he is obliged to pay a withdrawal fee in the amount of the costs incurred by Kvalitet from the date of conclusion of the contract until the date of receipt of the written statement of cancelation, within 15 (fifteen) days from the date of receipt of the calculation - invoice from Kvalitet.
25. For all that is not foreseen by this contract, the provisions of the Serbian Law on Obligations shall apply.
26. In the event of any dispute, the parties shall try to settle the dispute by mutual consent, and eventually by the Commercial Court of Niš.
27. This contract is made in 2 (two) identical copies, one copy for each party.

Client

"KVALITET" a.d. Niš

M.Sc.E.E. Vladimir Vukašinović  
general manager

Place, date

Place, date