

Document Title:		
Instruction for use of Certificate and Certification Mark/s		
Section No: ITCSP-17	Date: 12/10/2018	Revision No: 00
Prepared By: Management Representative	Review and Approved By: Director	

1.0 Amendment Record

Section No.	Rev No.	Date	Description of Change	Approved By

2.0 Purpose

The purpose of this SOP is to governs the use certification mark and accreditation symbols of organizations - clients certified by ITC Zenith (M) Sdn. Bhd.

3.0 Scope

This standard operating procedure (SOP) outlines a process that should be followed by clients certified how to use the certificate and certification mark/s.

4.0 References

ISO 17021-1:2015 – clause 8.3
 Section 8.3 of management system manual

5.0 Responsibilities

Director, Operation Manager, Technical Expert.

6.0 Procedure

6.1 Use of the ITC ZENITH (M) Sdn. Bhd. Certification Marks and Accreditation Marks (“Collectively the Marks”)

- The issue of the Certificate entitles the organisation to use the relevant ITC ZENITH Mark(s) in accordance with the provisions set out therein. If the Certificate bears an accreditation Mark, or the organisation has been advised that ITC ZENITH is accredited for the process(es) certified, then the appropriate accreditation Mark(s) may be used together with the relevant ITC ZENITH certification Mark(s).
- The ITC ZENITH Mark shall only be used by the certified organisation and shall always be used in conjunction with the organisation’s name, certificate number and in connection with the process(es) listed in the Certificate. A copy of the use of the ITC ZENITH certification Mark(s) and accreditation Marks shall be provided upon registration of the Certificate.
- The ITC ZENITH certification Mark(s) and accreditation Marks may be used
 - in outdoor advertising/advertising in the reception area;
 - in corporate videos;
 - in corporate presentations;
 - in company brochures;

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- on business stationery;
- in advertisements and catalogs;
- on posters;
- at trade-fair stands;
- within the scope of marketing campaigns;
- at events;
- on the organization's website;
- on the Internet and Intranet;
- in newsletters to clients and staff
- letterheads of the organization

The organization shall identify the processes to which the Certificate applies when using the Marks in a context where the scope of the certification is in doubt.

- The Marks shall not be directly applied on the organisation's product and its packaging or be associated with the organisation's product in such a way as to imply that the product itself is certified by ITC ZENITH.
- The Marks shall not be applied to laboratory test, calibration or inspection reports, certificates, email signature and certificate attendance.
- Textual presentation
The use text to advertise a successful certification, is allowed. There shall not be any additional statements that go beyond the actual contents of the certification mark nor shall there be any falsifying or misleading statements.

Examples of permitted statements:

"Our quality management system is certified according to ISO 9001",

"Our organization is certified according to ISO 13485",

"Quality management system certified by ITC ZENITH (M) Sdn. Bhd. according to ISO 9001".

Examples of non-permitted statements:

"Our quality is certified according to ISO 9001",

"Excellent performance based on certification according to ISO 9001",

"Top consulting based on our certification according to ISO 9001"

- The organization shall discontinue immediately the use of the Marks upon expiry or revocation of the Certificate, or for whatever reason(s) as decided by ITC ZENITH (M) Sdn. Bhd.

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- All materials including but not limited to letterheads and advertisement brochures containing the Marks shall be submitted for ITC Zenith’s written approval prior to their use and or release to the public.
- Upon any reduction of the scope(s) of certification, all materials including but not limited to letterheads and advertisement brochures containing the Marks shall be submitted for ITC Zenith’s written approval prior to their use and or release to the public.
- Each certified organisation is given a Certificate, which will indicate the Marks allowed for use.
- A certified organisation may use the given Accreditation Mark. However, the Accreditation Mark must be used together with the respective certification Mark. The Marks are to be positioned sideby-side and boxed up together.
- Approval from ITC Zenith is required for the use of the Mark prior to printing. Request need to be make through official ITC Zenith email address.
- ITC Zenith reserves the rights to make amendments to this set of instructions and customers will be informed via written notice of any significant changes.

7.0 Records

1. Certificate File
2. Client Record

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