



Frequently Asked Questions

What is required to granting a certificate?

A:

The management system certification shall be implemented.

For initial certification shall be required 2 stages (1 readiness review & 2 implementation review).

3 months of evidence is recommended to validate the trends. Non conformities can be issued

Once the evidence for the findings is satisfactorily a certification decision will be taken for a different team from the audit to validate the audit and issue the certificate.

(See certification steps diagram in www.aarrin.com)

Which is the valid time for the certificate?

A:

The certificate is issued for three years, once all findings have been concluded.

How often the organization shall received an audit?

A:

Audits shall be done at least once a year (each 12 months).

For customers with new systems, it is recommended an audit every six months during the first year.

Annual audits shall not exceed twelve months since the last one.

What if organization not response to the non-conformities within time given?

A:

In case of an initial audit, the certificate will not be issue and It might be required to start over the process.

In case of a surveillance audit:

- Minor non- coformities escalate to major non-coformities.
- Major non-coformities can lead to the certification suspension and subsequent withdrawal.

Note: The auditor shall review and approve all non-conformities, therefore the client shall send all responses in a timely period in order to be reviewed and approved.

In which cases is the certificate denied?

A:

-In the event that the client does not meet the standard's requirements and does not reply to the identified findings on time. (before 60 days)

-Invoices issued by American Registration Institute Certification are not covered.

-Threat Certification Marks impartiality or reputation.



- Scope activities link to weapons, gambling, sex or any other which can put in risk the credibility of the certifications.

How can I keep my certificate?

A:

- Getting audits in the established periods (not longer than 12 months since the last audit)
- Responding to non-conformities on time.
- Covering on time invoices issued by American Registration Institute Certification
- Fulfilling the applied standard's requirements

In which cases a certificate is suspended?

A:

- When non-conformities are not responded and closed by the auditor on time
- When the invoices issued by American Registration Institute Certification are not covered
- When the client refuse to receive the audit according to the contract.
- When the client is using the certification marks in a misleading way.
- When threat of impartiality is identified and client refuse to solve the issue.

What it means when a certificate is suspended?

A:

The client shall report their clients the certificate status.
The client can continue certificate and major non-conformities will be issued until suspension is solved.
All points shall be resolved between 6 months. If is not solved certificate will be withdrawn.

What does it mean to extend the scope of the certificate?

A:

When a customer requires to include new processes, products, services or sites.

When is the scope reduced?

A:

- When the client requires voluntarily to reduce the scope (processes, products, services or sites)
- When during the audit a process or site does not meet the standard requirements, or according to the audit results some of those sites or process has stopped following up the management system (each case shall be reviewed particularly)

In which cases is the certificate is Withdrawn?

A:

- When the client ignores the audit findings after suspension.
- When the client voluntarily requires to stop being certificated.
- When the client denies to cover the audit fee (invoices issued by American Registration Institute).



- Misleading use of the certification marks.
- Any threat of impartiality.
- The client is obligated by contract to return the certificate document in all cases, which is property of American Registration Institute Certification.

How can I check the certification status?

A:

- Sending an email: contact@aarrin.com with the following information:
 - 1.- Name of the certificate organization
 - 2.- Name, email, organization, phone of the requester
 - 3.- Reasons why is asking for the certificate status
 - 4.- The suspensions and withdrawal certificates are found in our webpage.