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1.0 PURPOSE

- A. The purpose of this document is to establish policies for, as well as provide, a general description of the EAGLE Registration System. This document is available to the general public and any interested party. It is written specifically for the benefit of the registration customer.
- B. The term "Customer" as used in this document refers to an organization seeking registration from EAGLE.
- C. EAGLE is committed to providing qualified, competent, efficient, affordable, and openly available third party registration and assessment services to various national and international standards. This is done in a timely manner and with the highest integrity. EAGLE's emphasis shall be to provide its customers with the best registration and assessment services possible while helping its customers stay focused on achieving value from their quality systems. This commitment is established by EAGLE's Quality Manual, Document 1.

2.0 SCOPE

This document gives an overview of EAGLE's process for registration for management systems of all types to ISO/IEC 17021.

3.0 CONTENT / CONTEXT

- A. EAGLE's quality system has taken into consideration that all activities must be objective and impartial. Objectivity means that conflicts of interest do not exist or if they do exist, they are resolved so as not to adversely influence subsequent activities in the certification process and decision.
- B. FLOW DIAGRAM
The following flow diagram briefly and pictorially shows the EAGLE Management Systems (e.g. ISO 9001, AS9100, IATF 16949, etc.) and Environmental Management System (e.g. ISO14001) Series Registration Process.
 - 1) The customer requests a quotation from EAGLE.
 - 2) The customer submits an application/contract to EAGLE for review. Standard Number and Scope of registration are critical. EAGLE assigns a lead auditor.
 - 3) EAGLE will provide a one day presentation of the registration process, and review and discuss the appropriate standard.
 - 4) EAGLE will perform a practice registration assessment. This will allow a company to judge how close it is to being compliant. This assessment has no official effect on the outcome of registration processes.
 - 5) EAGLE performs a review of the customer's Quality Manual to determine compliance to the standard. The customer receives a detailed report.
 - 6) EAGLE will perform an on-site visit or off-site review to verify other documentation (procedures, work instruction, etc.) needed to demonstrate compliance to the standard. EAGLE answers any questions about its registration and performs a walk through assessment. EAGLE judges if the customer is ready for the registration assessment. The customer receives a detailed report of the status of Quality Manual issues and any new findings from this visit.
 - 7) An EAGLE assessment team conducts a thorough and objective on-site assessment to determine the degree and effectiveness of the customer's implementation of its quality management system. The customer receives a detailed assessment report. The assessment team makes the registration recommendation.
 - 8) A corrective action and/or a follow-up visit may be required depending on the results of the assessment.
 - 9) Based on the recommendation from the assessment team, EAGLE makes the registration decision. The customer receives a certificate and complete documentation package provided an acceptable EAGLE Registration Contract is executed.



10) EAGLE performs surveillance audits typically on a six, nine or twelve month cycle. ISO/IEC Guide 17021 requires all registrars to perform a re-certification every three years to verify overall continuing effectiveness of the organization's quality management system in its entirety. This Re-Certification visit will occur at the end of the client's three year certification period.

EAGLE Certification Process

1 Quote Requested & Provided

- Customized dialogue to understand the organization's needs.

2 Application/Contract Review

- The scope of certification is critical.
- Lead auditor is then assigned by EAGLE.

3 Optional Practice Assessment (PA) by EAGLE

- This additional service helps determine gaps for compliance.
- PA outcome not part of the official audit.

4 Stage 1 - Documented Review/Readiness Visit

- On-site review to verify scope, documents, records and processes needed.
- A detailed report with findings is provided.
- Issues/comments must be addressed prior to the certification audit.
- Option for Document Review portion executed off-site.

5 Final Step I Stage 1

- Client deemed ready.

6 Plan for Registration

- The client *shall* have the following before Registration Assessment completed:
 - a) all applicable standard requirements implemented;
 - b) a full cycle of internal audits executed to validate system;
 - c) management review of
 - internal audit results;
 - process measures (KPIs).
- Detailed Audit schedule shared with client.

7 Registration Assessment

- Audit team conducts an on-site assessment to determine the effectiveness of the client's management system.
- Client receives a detailed assessment report with findings.
 - A corrective action plan and objective evidence of implementation for any finding(s).
 - A follow-up visit may be required.
- Audit team makes a certification recommendation.

8 Registration Grant Decision

- EAGLE's Technical Staff makes certification decision based on report/corrective action closure of nonconformance(s) and Assessment Team's recommendation.

9 Certificate Issued

- Client receives an E-certificate and complete documentation package.
 - Optional hard copy certificate upon request.
- Issued for three year cycle.

10 Marketing Your Achievement


- Certificate listed on the IAF CertSearch.
- Learn how to market your certificate including proper logo requirements, Form 9 (F9).
- Order a Banner, Flag or Exhibit Panel, Form 25 (F25).

11 Surveillance Audits

- Performs Surveillance Audits, First year & Second year after Certification.
 - Six, nine or twelve month cycle .
 - Aerospace is six and twelve months only.
 - Selected clauses reviewed, not a full system audit.

12 Recertification Audit

- Performs Recertification Audits, Third year after Certification.
- Beginning of new certificate cycle.
- Scheduled approximately three months prior to expiration date at the end of the client's three year certification period.
- Full system audit.
- Includes Steps 8 & 9 above.

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C. REGISTRATION PROCESS

Note: There are no consultancy or training services that EAGLE can specify that would suggest registration would be simpler, easier or less expensive if those services are utilized.

1) Quotation and Charges


- a. Information on the numbers of days and rates for EAGLE services are readily available. EAGLE will charge the customer for the registration services on the basis of time spent and at the fees stated in EAGLE's current fee schedule. Currently, this is EAGLE's only source of income. Based on these published rates and information, EAGLE is willing to provide a quotation on fees and travel for the entire registration process (subject to future charges to the customer's organization and activities and EAGLE's registration system) and on-going surveillance (subject to future charges to the customer's organization and activities and EAGLE's registration system). All quotations meet the minimum days required by IAF Guidelines on ISO/IEC Guide 17021, IATF 16949 and AS9104.
- b. If a customer fails to pay any charges, EAGLE may discontinue further consideration of the application, not offer a registration agreement, or terminate an existing registration agreement.

2) Application


- a. An application and contract form is available from EAGLE. The information required to be completed on the form includes all locations to be covered by the registration, the standard(s) for registration and the scope of registration. If a customer has any questions, additional information will be provided.
- b. A customer shall choose to be registered by EAGLE to various standards including ISO 9001. Registration may include other specifications such as IATF 16949, ISO 14001, AS9100, and any future standards. A customer who performs design should include design in its registration.
- c. Upon receipt of the completed application form and payment, EAGLE will review the application to make sure it has all the information needed, as well as to make sure EAGLE has the proper accreditation credentials to perform the registration. During the review of the application, EAGLE will assign a lead auditor.
- d. The Lead Auditor will have complete authority and responsibility over the customer's assessment process. EAGLE will provide registration services to any customer who applies, assuming EAGLE has or can reasonably obtain the proper credentials. EAGLE will require that a customer executes an acceptable EAGLE Registration Agreement.
- e. After final review of the completed application form, EAGLE will acknowledge receipt of the application and ensure that all customer expectations can be met, particularly the customer's desired scheduling. The receipt of the application is considered public and EAGLE may make a public announcement unless otherwise requested by the customer.
- f. EAGLE will then wait for the customer's submittal of the Quality Manual. EAGLE may schedule one of the optional services if the customer requests.

3) Introductory Visit

- a. If the customer requests an introductory visit, a Certification Manager (CM), or assigned Lead Auditor will make arrangements for the visit.
- b. This optional service may be very useful to the customer. During this visit, the Lead Auditor will present the EAGLE Registrations' system to the customer. The Lead Auditor will review with the customer the actual standards to which the customer is seeking registration. Further, the Lead Auditor will answer any specific questions regarding the requirements and standard. The Lead Auditor is not permitted to give any advice nor consult in any manner. The Lead Auditor may tour the facility and point out any obvious nonconformities.


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- 4) Practice Assessment
 - a. The Practice Assessment is another optional service offered by EAGLE. EAGLE will perform an assessment which is essentially the same as a registration assessment, except it is "unofficial". EAGLE will conduct the assessment in the same manner as an actual registration assessment and will document non-conformities on the same forms as in an actual registration. EAGLE will provide the customer with the assessment records.
 - b. EAGLE will only maintain records for traceability to insure impartiality of the customer's registration process (i.e., a Confidentiality and Conflict of Interest Agreement from each assigned auditor). EAGLE limits itself to one practice assessments per standard per customer site. For IATF 16949 only one practice assessment is permitted. The practice assessment has no influence on the Registration Assessment.
- 5) Quality or Environmental Manual Review
 - a. The customer is required to document its quality or environmental management system with a quality or environmental manual in accordance with the appropriate standard or with any other special specification. ANAB Accreditation Rule 7 requires that the scope in the quality manual is complimentary to the scope statement that will be on the certificate that EAGLE will issue. Upon receipt of the customer's quality or environmental manual, the assigned Lead Auditor or another member of the registration assessment team will perform an evaluation. This will be to begin the determination of conformance of the customer's quality or environmental management system to the applicable standard. The customer must have a documented quality or environmental management system which conforms to the standard(s) selected. The auditor may ask the customer for additional documentation and information. The time charged for this service is normally one half to one audit day.
 - b. EAGLE will deliver to the customer a Quality or Environmental Manual Review Report Summary indicating which quality management or environmental management elements are not addressed and which elements are adequately addressed. Issues, comments and notes will be recorded by the EAGLE reviewer.
 - c. EAGLE's philosophy is to provide details to the customer as to what is expected as early as possible in the registration process so that there are no surprises during the registration assessment. Therefore, EAGLE emphasizes the Quality or Environmental Manual and Readiness Reviews.
- 6) Readiness Review
 - a. The Lead Auditor will perform an on-visit or off site review with the customer to review resolution of quality or environmental manual issues, and to verify that other documentation exists supporting the customer's quality or environmental management system. The Lead Auditor will also perform sample audit questioning. This allows the Lead Auditor to judge if the customer is ready for the registration audit. Also, this review enables the Lead Auditor to prepare the plan and schedule for the registration assessment.
 - b. EAGLE will provide the customer with a Readiness Review Report. This report will contain the customer's quality or environmental management system listing as it is to be formally communicated by the registrar, the status of any quality or environmental manual review issues and any new issues that may have arisen during the readiness review.
 - c. At this point in the registration process, the customer and EAGLE should be able to determine the customer's readiness to be assessed. The customer will be informed during the readiness review that a thorough internal audit covering all processes/elements of its quality or environmental management system is required. There will also be a management review compliant with the appropriate standard(s) which are required to be conducted before the registration assessment. The customer will agree upon a date for the registration assessment with the Certification Manager (CM), or Lead Auditor.

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7) Registration Assessment

- a. A team of auditors assigned by EAGLE will perform an in-depth and objective registration assessment. The amount of time and actual charge for this service depends on many factors, including the standard(s) for registration, the number of customer's employees, the number of customer's facilities/locations, the complexity of product/service and documentation, the number of required corrective actions, and if a specific industry technical expert is needed. EAGLE shall determine the number of days for the registration assessment before the actual assessment occurs. EAGLE shall have itemized the number of days and the charge in the quotation, as modified resulting from any charges to the customer's organization or activities or from charges on EAGLE's registration system. If a follow-up visit is needed and/or extensive corrective actions are required, EAGLE may charge the customer an additional fee.
- b. EAGLE will appoint members of a team to conduct the registration assessment. External experts may be part of an assessment team. The assessment team may be either staff or contract auditors. The customer has the ability to reject an auditor at any time during the process. EAGLE will provide name of auditor(s) to client and when requested background information, with sufficient time for the client organization to make any objections.
- c. The registration assessment will be conducted in accordance with the EAGLE procedure for "Document 5-Registration, On-going Surveillance and Customer Surveys" and is a sampling of the customer's quality and/or environmental management system, documentation and records. Other special programs (e.g., IATF 16949, ISO14001, AS9100, etc.) may be supplemented with other requirements, forms and checklists. When evaluating multiple standards it is often acceptable to combine management audits. Combined documentation for multiple systems (i.e. EMS and QMS, etc.) is acceptable as long as the components of the specific systems can be clearly identified along with the appropriate interfaces to the other systems. EAGLE must demonstrate that any audit satisfies all requirements for certification for each of the multiple systems through audit reports and unique checklists for each system.
- d. The registration assessment is intended to determine if the customer has effectively implemented its quality system and documentation. Assessment team members are not permitted to give advice at anytime. The assessment team shall document how the customer complies with the appropriate standard. The Assessment team shall record write-ups on EAGLE's Non-Conformance Record or AS9101 required forms. Team members will classify each write-up as a major non-conformance, a minor non-conformance or an opportunity.
- e. A Major non-conformance is the absence of, or the failure to implement and maintain, one or more required management system elements, or a situation which would, on the basis of available objective evidence raise significant doubt as to the quality of what the registration customer is supplying. An assessment team may judge several minor non-conformities against a single quality system element to be a significant breakdown of a quality management system clause.
- f. A minor non-conformance is any other non-conformance which is an isolated occurrence and is normally easily corrected and verified.
- g. An opportunity is neither a major nor minor non-conformance. It is used to document items that may help a customer improve.
- h. The registration assessment will result in the assessment team making a recommendation to the EAGLE office. The recommendation will be to register the customer, withhold registration until verification of the customer's corrective action which may include a follow-up visit, or not to register the customer. The recommendation must be supported with

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documentation. If two or more major non-conformances are found, the assessment team shall consider issuing the recommendation not to register.

- i. The customer will receive a detailed registration assessment report. This report contains information about the customer, details and about the registration and assessment scope, identification and information about the auditors, a summary of the assessment results, and copies of each write-up. The report will also include copies of each auditor's process audit notes.
 - j. EAGLE may prepare two official copies of the registration assessment report. EAGLE will maintain one copy, and the customer will maintain the second copy. The customer will have the exact same reports and records that are in EAGLE's possession. EAGLE intends that this reporting and record keeping method will enhance the consistency of the assessment and on-going surveillance. This means, the documentation report may be useful to both EAGLE and the customer in answering issues addressed during the registration assessment which may again arise during the on-going surveillance.
- 8) Corrective Action/Follow-up Visit
Based on the recommendations of the Lead Auditor and results of the registration assessment, extensive corrective actions and a possible follow-up visit may be required. The amount of time to perform this service will depend on the severity of the situation. The charge for this service will be at EAGLE's current published daily or hourly rate. This part of the assessment process will be coordinated between the Lead Auditor and Chief Technical Officer (CTO), Senior Certification Manager (SCM), or Certification Manager (CM).
- 9) Registration Decision
- a. The Lead Auditor will present the recommendation and assessment report to EAGLE. The content and format of the assessment report will be in accordance with EAGLE's procedures. There will be a one time charge for the assessment report in accordance with EAGLE's current published rates.
 - b. EAGLE requires the assessment and registration decision to be separate. EAGLE will review the recommendation of the Lead Auditor. EAGLE's CTO for the Standard, or other person granted Registration Grant Authority (RGA) pursuant to "Document 11 - Issue, Control and withdraw of Certificate and Logo" may make the registration decision. Before acting on a recommendation to grant registration to a customer, EAGLE will ensure that all registration requirements have been met and are properly documented in accordance with EAGLE procedures. The CTO, SCM, CM or designee will notify the customer of EAGLE's registration decision.
 - c. If a registration decision is unfavorable or if a customer has withdrawn its application, EAGLE will consider any new application only after the customer has demonstrated that adequate corrective actions have been taken on those points on which the earlier registration had been denied, or that the reasons for the withdrawal no longer apply.
 - d. EAGLE will prepare and present a registration contract to the customer with the application. A copy of the model Registration Contract to be entered into between EAGLE and the customer will be publicly available. All processes/elements of the customer's quality or environmental management system are reviewed at least every three years during the on-going surveillance.
 - e. If the registration decision is favorable, the Registration Contract is agreed upon and properly executed, and when all payments have been received, EAGLE will grant registration and will issue a certificate. The scope of the registration will be shown on the certificate. The model for the certificate is available for review by the customer. EAGLE may issue a certificate without an accreditation mark if not all the requirements have been met.
 - f. EAGLE controls the certificate, use of the EAGLE registration logo and use of the accreditation mark in accordance with EAGLE procedures and as provided for in the

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Registration Contract. The customer may use the EAGLE registration logo and accreditation mark on letterhead and marketing documentation, but at no time nor in any way may the customer use the logo to indicate product approval. The customer shall ensure that the registration logo and accreditation mark are only used within the scope of the registration. EAGLE may withdraw a customer's registration certificate, and use of the registration logo and accreditation mark at any time for a customer's misuse the logo or mark, or for quality management system failures.

- g. EAGLE will publish a listing of all the customers it registers. This list will be publicly available, and EAGLE may submit the list to external bodies who maintain such information.

10) On-going Surveillance

- a. EAGLE will normally conduct surveillance assessments every six or nine months but never more than a 12 month cycle. The first surveillance audit after the Registration Assessment must occur within one year of the last day of the Registration Assessment. The time and charge for this service will be detailed on the quotation presented to the customer at the beginning of the registration process. The time and charge for this service may vary if EAGLE determines that the customer's organization or activities have changed.
- b. EAGLE requires its registered customers to keep records of complaints against the quality management system and resolution of those complaints. Corrective actions, including complaints against the quality management system, preventive actions, internal audits and management reviews are processes/elements of the customer's quality or environmental management system which EAGLE will review during each on-going surveillance visit. EAGLE will assess every process/element of the customer's quality or environmental management system at least every three years during the on going surveillance visits. EAGLE intends for the on-going surveillance to be a value added service. Additionally and with customer concurrence, the EAGLE auditor may point out and/or record continuous improvement opportunities. At no time may the auditor make recommendations or give advice as how to address these opportunities. The customer's choice of action or non-action with regard to these opportunities shall have no bearing on continuing registration.
- c. If the results of the on-going surveillance yield excessive non-conformance or if major modifications occur, EAGLE may charge the customer for additional assessment time. EAGLE will determine if a customer's change in ownership, changes in personnel, or equipment will require a re-assessment. If EAGLE's analysis, a complaint filed against a customer, or other indications indicate the customer no longer complies with the registration requirements, EAGLE can require a re-assessment audit. In addition EAGLE may withdraw or suspend the customer's registration in accordance with EAGLE procedures. EAGLE will charge any additional charges at EAGLE's current published rates.
- d. EAGLE will provide a Surveillance Report to the customer at the time of each surveillance visit. The report will include details of those areas assessed, and any non-conformance.
- e. If EAGLE receives a complaint against a customer, EAGLE will investigate at the next surveillance that the customer has followed its own systems and procedures and taken appropriate corrective action.

11) Re-Certification Audit

Every three years EAGLE is required to re-assess every process/element of the customer's quality or environmental management system with a full re-certification audit. With each recertification report the auditor should submit a copy of the client's process interactions to validate the accuracy of the Registration Assessment Plan. As long as the client's QMS system has demonstrated effectiveness during the Surveillance cycle, no Stage 1 will be required prior to each Recertification Event. The re-certification audit days will be calculated per ISO/IEC 17021 and AS9104.



D. REGISTRATION SCOPE AND AUDITORS

- 1) EAGLE shall be formally accredited for and shall be capable of assessing the accreditation code and registration scheme for each customer that applies to EAGLE for registration to one of the standards. EAGLE shall ensure that an auditor during the assessment will possess the appropriate expertise.
- 2) EAGLE prefers that every EAGLE auditor be approved by a legitimate and recognized national approval scheme (e.g., preferably the IRCA) for auditors. EAGLE shall determine in its sole discretion whether a national scheme is "legitimate and recognized".
- 3) EAGLE will assign all auditors, including the Lead Auditor, for a customer's registration process. The Lead Auditor will have complete authority and responsibility for the customer's assessment process.
- 4) EAGLE will inform the customer in advance of performance of any service as to the names of all auditors assigned to its registration process. The customer may decline to have an auditor perform work on their registration. This is especially true and expected if the customer knows of any existing or potential conflict of interest.

E. CONFLICT OF INTEREST

- 1) No EAGLE representative shall market EAGLE registration services and any consulting services at the same time.
- 2) EAGLE assessment team members will have no current, previous or future consulting ties with the customer being assessed. This limitation is for 24 months before and at least 12 months after the registration activity. No EAGLE auditor shall have provided any quality system consulting service to a customer that auditor is appointed to assess for EAGLE for 24 months before the date of the assessment activity. Additionally, no EAGLE auditor shall provide any registration service other than from EAGLE or any consulting to an EAGLE customer for at least 12 months after the date of the last appointed registration service. IATF 16949 does not allow any previous consulting.

F. CONFIDENTIALITY AND DISCLOSURE OF INFORMATION

- 1) The information included in the application for registration and subsequent registration listing is considered public information.
- 2) All other reports and information which EAGLE acquires during the EAGLE registration process will be treated as confidential by all EAGLE employees and auditors. EAGLE assessment team members are required to maintain confidentiality regarding information obtained about the customer and its operations. Each EAGLE auditor will sign a confidentiality statement for each customer for whom registration services are provided by the EAGLE auditor.

G. PUBLICATIONS, PUBLIC NOTICE AND INFORMATION


- 1) EAGLE maintains a current listing of its registered organizations. This list contains the customer name, registration location, the standard and scope of registration. This information is publicly available, and may be published or submitted to parties who maintain and publish lists of registered organizations.
- 2) EAGLE may make public announcements of the application for, granting of, and renewal or withdrawal of registrations.
- 3) This document "Document 3-Registration System" is the publication of the EAGLE Registration System.

H. CUSTOMER WITH EXISTING REGISTRATION

- 1) A potential customer that is registered by an accredited, legitimate, and recognized registrar may apply to EAGLE for transfer of registration and on-going surveillance. EAGLE will determine if a registrar is acceptable and accredited by accreditation body properly recognized by the EA, PAC, IAAC or IAF MLA.
- 2) The customer must submit an application with fee, and the following information to EAGLE.
- 3) The information should include:



- a. The reason for seeking transfer
 - b. Valid accredited Certificate from an acceptable and accredited Registrar
 - c. Quality Manual, and/or Environmental Manual
 - d. Initial reports, if practical
 - e. Last assessment report and subsequent surveillance reports
 - f. Closure of outstanding nonconformities
 - g. List of any customer complaints with corrective action taken since the last audit active (e.g., last surveillance audit)
- 4) If the above required documents are not provided, EAGLE will determine if surveillance audit with certain elements should be audited before a transfer process can be completed.
- 5) EAGLE will review the documents provided to ensure that all EAGLE requirements are met. After this review, EAGLE will follow the normal process for the registration decision. EAGLE will charge the initial review at one day. EAGLE will bill any needed visits and on-going surveillance at the then published rates.
- I. CUSTOMER CORRECTIVE ACTIONS**
- 1) During the registration process and on-going surveillance, EAGLE auditors will identify non-conformities. The customer and EAGLE will agree upon the deadline (normally 30 days for corrective action plan and 60 days for evidence of implementation) for corrective actions or as defined in program specific requirements (e.g. IATF 16949 or AS9104-1). EAGLE reserves the right to verify whether the customer has taken adequate corrective action.
 - 2) EAGLE requires that the customer will take prompt actions on any issues or problems identified by the customer during internal audits or reviews.
- J. CUSTOMERS WITH MULTIPLE LOCATIONS**
- If a customer is operating a number of facilities, all of which are part of and under control of the same organization, operate under the same quality management system and do substantially the same work, EAGLE may assess the various facilities on a sample basis per the applicable Guides and Guidance documents and pursuant to EAGLE's requirements. EAGLE will assess each facility at least once during an on-going surveillance period of three years and pursuant to EAGLE's requirements.
- K. COMPLAINTS**
- 1) Each EAGLE customer is required to maintain a record of all complaints directly received and remedial action taken about its quality system and products. These records shall be available to EAGLE.
 - 2) If a well-reasoned complaint is submitted to EAGLE in writing, alleging non-conformance of a registered customer with the registration requirements or about the EAGLE registration system, the President, CTO or his designee shall investigate. EAGLE shall inform the person making the complaint of the results of the investigation.
 - 3) All complaints received by EAGLE will be handled in accordance with "Document 9-Appeals, Complaints and Disputes".
- L. APPEALS**
- 1) A customer seeking or maintaining registration, who has received an unfavorable report, action or decision, may appeal the report, action or decision in accordance with EAGLE procedure. A copy of EAGLE's Appeals Procedure is available to the customer. Customers may commence appeals by contacting the President or CTO for the standard or CM.
 - 2) Alternative Registration may be performed in accordance with ANAB and/or IAF requirements and guidelines.
- M. MODIFICATION OR TERMINATION OF REGISTRATION, OR CHANGE TO QUALITY SYSTEM**
- 1) If the customer wishes to modify, terminate or change the scope of its registration or quality system (i.e., quality manual), it must notify EAGLE. EAGLE will make the appropriate decision as to the actions to take.

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2) EAGLE will require the customer to return the certificate of registration to EAGLE. If the scope of registration is changed, EAGLE will issue a new certificate reflecting the change of scope after properly verifying and assessing that all registration requirements are met. If additional time is needed EAGLE will make appropriate charges.

N. CHANGES TO THE REGISTRATION REQUIREMENTS AND PROCEDURES

Changes to the requirements and procedures for registration may be made only in accordance with “Document 6 – Document Control”.

O. WITHDRAWAL OF REGISTRATION

EAGLE may withdraw registration for misuse of the registration logo or accreditation mark, major non-conformities found during on-going surveillance, and/or non-payment for services.

P. LANGUAGE

The official language of the registration shall be English unless otherwise agreed to in advance. Needs for other languages may be met unofficially as needed.

4.0 RESPONSIBILITIES

All auditors shall meet the requirements of EAGLE's procedure for “Document 4 - Personnel Criteria, Training and Competence”. Auditors are responsible for maintaining their credentials and having the latest copies of the various standards and EAGLE documents.