



Review, decision, and certification.

A report of the audit will be provided and following verification of corrective actions will be submitted for independent review and decision, following a positive decision a certificate of approval of the quality system confirming the instruments listed continue to be manufactured in accordance with the Regulation and signed by the UKMB Managing Director will be issued.

The validity of the certificate shall be three years from date of issue and normally subject to annual surveillance/recertification visits to confirm the ongoing approval/certification of the quality system to support the applicable instruments validity.

Appeal.

When an applicant or a certificate holder disagrees with a certification decision, then UKMB has an appeals process, a copy of the appeals procedure can be requested. The appeal must be in writing, for the attention of the UKMB Managing Director, and detail the basis of the appeal, which will then be considered by two independent members of the Advisory Board. The results of the appeal will be communicated in writing to the appellant.

Complaints.

Complaints about the UKMB process delivery or scheme assessment criteria, will be treated in accordance with the UKMB complaints procedure, logged accordingly, investigated and when appropriate the results provided accordingly.

Manufacturer's responsibility.

The manufacturer shall comply with the certification agreement (SD7) which also includes the use of marks when approval of the quality system is confirmed via award of certification. The manufacturer shall immediately inform the management of UKMB of any organisational changes, manufacturing changes or other circumstance which could result in the quality system failing and the instruments continued compliance with the applicable requirements of the Regulation/Directive.

Sanctions.

An approval certificate may be suspended or withdrawn by the UKMB if the manufacturer does not comply with the requirements of the certification scheme, including timely corrective action and verification of non-conformities. When approval/certification is suspended or withdrawn (or expired) the manufacturer shall cease any reference to UKMB approval and use of marks.



Certification amendment.

If the manufacturer wishes to amend certification to include additional instruments or locations an application to UKMB must be submitted (SD6). UKMB will undertake a review and advise on actions necessary regarding any further assessment of the manufacture/quality system considered necessary in order to amend the approval/certification accordingly.

Please address any appeals and complaints in writing to:

UK Metrology Board Ltd
Unit 3 Curo Park,
Frogmore,
St. Albans,
Hertfordshire
AL2 2DD