

Quality and Accreditation Institute
Centre for International Accreditation



POLICY AND GUIDELINES
FOR
USE OF QAI ACCREDITATION MARK AND/ OR CLAIM
OF ACCREDITATION BY ACCREDITED CONFORMITY
ASSESSMENT BODIES (CAB) & QAI ACCREDITED CAB
COMBINED ILAC MRA MARK

Issue No.: 07

Issue Date: November 2023

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CHANGE HISTORY

Sl. No.	Doc No.	Current Issue No.	Revised Issue No.	Date of Issue	Reasons
1	CLA 013	01	02	December 2019 (26 December 2019)	<ul style="list-style-type: none"> QAI programme name and certificate number added for endorsement of Accreditation purpose in clause 4.2.2 and QAI Accreditation Mark in annexure.
2	CLA 013	02	03	March 2021 (13 March 2021)	<ul style="list-style-type: none"> Biobanking Accreditation Programme in clause 1.1 and Accreditation Marks added
3	CLA 013	03	04	April 2021 (13 April 2021)	<ul style="list-style-type: none"> Laboratory replaced with Conformity Assessment Body (CAB). QCBCML replaced with QAI Recognition for Medical Laboratory
4	CLA 013	04	05	January 2023 (27 January 2023)	<ul style="list-style-type: none"> Calibration Laboratory added in clause 1.1 Calibration QAI mark added
5	CLA 013	05	06	March 2023 (25 March 2023)	<p>Included the information regarding</p> <ul style="list-style-type: none"> use of QAI Accredited CAB Combined ILAC MRA Mark Pictorial representation of QAI Accredited CAB Combined ILAC MRA Mark

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					<ul style="list-style-type: none"> Appendix A - Agreement for use of QAI Accredited CAB Combined ILAC MRA Mark
6	CIA 013	06	07	November 2023 (7 November 2023)	<ul style="list-style-type: none"> Centre for Laboratory Accreditation (CLA) name changed to Centre for International Accreditation (CIA) Office Address changed from 811 to 709 Added three accreditation programs -PTP, Inspection bodies, RMP

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1. Objective

To define the policy and guidelines for the use of Accreditation Mark of Quality & Accreditation Institute by its Accredited Conformity Assessment Bodies (CABs) under following programmes:

1.1 Centre for International Accreditation (CIA)

- Medical Laboratories as per ISO 15189
- Testing Laboratories as per ISO/IEC 17025
- Calibration Laboratories as per ISO/IEC 17025
- Biobanking as per ISO 20387
- Proficiency Testing Providers as per ISO/IEC 17043
- Inspection Bodies as per ISO/IEC 17020
- Reference Material Producers as per ISO 17034

2. Scope

This policy and guidelines are applied to the use of Accreditation Mark by QAI Accredited CABs.

QAI policy has been developed in line with ILAC-P8-03-2019 'ILAC Mutual Recognition Arrangement (Arrangement): Supplementary Requirements for the Use of Accreditation Marks and for Claims of Accreditation Status by Accredited Conformity Assessment Bodies'. This is to encourage CABs to use QAI Mark to refer to their accreditation status. This document sets out the conditions for the use of QAI Mark by CABs Accredited by QAI. This document also details QAI policy on any claim of accreditation by CABs apart from the use of QAI Mark.

3. Responsibility

CEO of the Board is responsible to establish, implement, and amend this document. The Accredited CABs are responsible to comply with the requirements of this document.

4. Policy and Guidelines on use of QAI Mark/ Claim of Accreditation

4.1 The Accreditation Mark provided by QAI is for the use by Accredited CABs. However, it remains the property of QAI. Accredited CABs are entitled to use QAI Mark and shall not be confused with QAI logo.

4.2 The use of these Mark by the CABs will be under the control of QAI. Compliance with the following guidelines is required when using the QAI Accreditation Mark.

4.2.1 The Marks shall be reproduced in the proportions and the colors indicated in the QAI Mark. The Marks must remain in the same format. It may be printed as a colored image or in black and white as given at QAI Mark. These are provided by QAI.

4.2.2 Where the "QAI Mark" is used to endorse Accreditation status, it shall always be accompanied by the QAI Programme name(s) (ISO 15189, ISO/IEC 17025, ISO 20387, BCML, ISO/IEC 17043, ISO/IEC 17020, ISO 17034) and the certificate number placed centrally as shown below.

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- 4.2.3** Electronic reproduction of “QAI Mark” is permitted provided that the requirements of this document are met, integrity of QAI Mark is maintained and distortion of graphic is avoided.
 - 4.2.4** Use of QAI Mark on report and certificate is not mandatory. However, reports/ certificates bearing this Mark can benefit the CABs in view of wide acceptance among stakeholders. Only test reports or calibration certificate bearing this Mark can benefit from the acceptance established through mutual recognition agreements/ arrangements among accreditation bodies.
 - 4.2.5** The Marks may be resized to suit the organisation’s needs but no amendments will be permitted to its design or the relationship of the items within the design.
 - 4.2.6** The Accredited CABs can only use the Accreditation Mark for services of the CABs that are specifically included in the Accreditation. The Mark may not be used by the organisation to advertise any products and services of the organisation or in connection with any commercial purpose other than the permitted uses without the prior written agreement of QAI, and must not be used to suggest any approval by or sponsorship of QAI of the organisation, its activities, products or services other than those have been assessed by QAI.
 - 4.2.7** The certificates/ reports issued by the Accredited CABs under the Accredited scope shall meet the requirements of ISO/IEC 17025:2017 or ISO 15189:2012 or ISO 20387:2018 or ISO/IEC 17043 or ISO/IEC 17020 or ISO 17034 even if the CAB is not using QAI Mark on the certificates/reports.
 - 4.2.8** QAI Accredited CABs shall not authorise the use of QAI Mark by their customers, sub-contractors or any other third party. It is the responsibility of each QAI Accredited CAB to describe their Accredited status in a manner that does not imply Accreditation in areas that are outside their actual scope of Accreditation or for other testing facilities not covered under QAI accreditation and to minimize the risk of a customer/ general public being misled. All concerned are encouraged to inform QAI if a violation of this policy is discovered by actions of Accredited applicant CABs or any other parties who are not Accredited by QAI.
 - 4.2.9** When promoting or providing proof of Accreditation, Accredited CABs shall use the scope(s) of Accreditation.
 - 4.2.10** QAI Mark or any claim shall not be placed on the products or items, which a CAB has tested/calibrated or produced.
 - 4.2.11** The Marks shall not be used in any way that it misleads the reader about the Accredited status of the CABs.
 - 4.2.12** The Mark is not transferable and to be used only by the Accredited CAB.
 - 4.2.13** The QAI Mark shall not be used by the applicants for QAI Accreditation.
 - 4.2.14** The Accredited body upon suspension or withdrawal or expiry of its Accreditation (however determined), shall discontinue use of QAI Accreditation Mark.
- 4.3** QAI reserves the right to terminate use of the Mark by giving notice in writing if the organisation breaches any of the above-mentioned terms and shall take appropriate actions as per laid down policy of QAI. Kindly refer to QAI document ‘QAI Policies & Procedures for Dealing with Adverse and Other Decisions’.

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- 4.4 These guidelines for printing the Mark apply for use on all print and electronic materials and promotional items such as organisation’s letterhead, newsletters, brochures, annual reports, business cards, and advertising.
- 4.5 If any CAB is found using mark of excellence (either not entitled for or after the written intimation for not to use by QAI), financial and non- financial penalty may be imposed to CAB. Decision shall be taken on case-to-case basis by QAI board & CEO-QAI.
- 4.6 QAI Mark/ any claim of Accreditation shall not be used in such a way as to imply that QAI accepts responsibility for activities carried out under the scope of Accreditation.
- 4.7 Where the claim of Accreditation (e.g. “QAI Accredited CAB”) is used by Accredited CABs in a narrative reference to Accredited status, it shall always be accompanied by the ‘certificate number’, granted by QAI.
- 4.8 QAI Mark/ claim of Accreditation shall not be used on certificates and reports if none of the results reported are from Accredited scope granted by QAI.
- 4.9 QAI Mark may be displayed on all certificates and reports (based on CABs policy) that contain exclusively the results from Accredited scope. Where results of both Accredited and non-accredited parameters are included on an endorsed report or certificate, non-accredited results shall be clearly and unambiguously identified. Each non-accredited parameter shall be identified at a prominent place on each page of the report by an asterisk (*) along with a footnote in bold stating: **“The parameter Marked with an * are not covered under accreditation by QAI”**.
- 4.10 There shall be nothing in reports and certificates or in any attachments or other material, which implies or may lead any user of the results or any interested party to believe, that the work is Accredited when in fact it is not.

5. Policy of use of QAI Mark for Advertising and Publicity

- 5.1 Accredited CABs may use “QAI Mark” in publicity and/or advertising materials for promotional purposes, including brochures, business reports & stationary, technical literature, websites or on proposals / quotations for testing.
- 5.2 The Accreditation claim by accredited CAB shall be related to or associated only with the services for which it is accredited by QAI, and not with any other activities in which the CAB or its parent organisation is involved.
- 5.3 QAI accreditation is location specific. The accreditation claim shall be related only to the specific location that is covered under the QAI scope of accreditation, and not with any other non-accredited locations. Once the accredited CAB shifts the premises, they shall immediately stop the use of QAI Mark or any claim of QAI Accreditation at the new premises till QAI verifies and approve the suitability of new premises.
- 5.4 In brochures, proposals or quotations, the accredited CAB shall distinguish scope that are covered under QAI accreditation from those that are not covered.

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5.5 Where “QAI Mark” is printed on letterhead and/or other corporate stationery, such stationery is not used for work proposals or quotes, nor for reporting the results exclusively outside the QAI Scope of Accreditation, or for certifying a product or item.

6. Misuse of “QAI Mark” or QAI Accreditation Status

6.1 In the event of CAB being put under abeyance or on suspension/ withdrawal/ expiry of Accreditation, the CAB must immediately cease to issue certificates and reports displaying the "QAI Mark" or any claims of Accreditation and shall cease publishing and/or distribution of documents (including advertisements, websites, letter heads etc.) containing the “QAI Mark” or reference to QAI Accreditation.

6.2 Any claim of QAI Accreditation outside Accredited scope shall be treated as misuse of QAI Mark. It includes reporting a test method not appearing in the scope of Accreditation, reporting a value outside accredited range.

6.3 Any false claim of QAI Accreditation in the form of use of QAI Mark on the certificates for the unaccredited tests, Statements like 'Accredited by QAI' in the certificates of unaccredited any claims of other means will be treated as misuse of QAI Accreditation and adverse decision as per QAI Policy for adverse decisions shall be initiated against the CAB.

7. For use of QAI Accredited CAB Combined ILAC MRA Mark

7.1 QAI Accredited CAB {Testing Laboratory/ Medical Testing Laboratory} wishing to use ‘QAI Accredited CAB Combined ILAC MRA Mark’ shall obtain approval in writing from QAI and agree to the rules for the use of the Accredited CAB Combined ILAC MRA Mark.

7.2 The QAI accredited CAB shall use the QAI Accredited CAB Combined ILAC MRA Mark only after getting written permission from QAI. If any QAI accredited CAB wishes to use the QAI Accredited CAB Combined ILAC MRA Mark, they shall need to fill in the Appendix ‘A’- Agreement for use of QAI Accredited CAB Combined ILAC MRA Mark and submit it to QAI.

7.3 QAI shall only grant permission to use ‘QAI Accredited CAB Combined ILAC MRA Mark’ to QAI accredited CABs established in economies where the ILAC MRA Mark is registered, or where an application for registration has been lodged and registration is pending.

7.4 QAI shall not permit the use of QAI Accredited CAB Combined ILAC MRA Mark to the CAB, if there is any on-going complaint against the that particular CAB.

8. Actions for Misuse of QAI Mark / QAI Accredited CAB Combined ILAC MRA Mark

8.1 Any false claim of QAI accreditation in the form of use of QAI Mark on the certificates for the unaccredited test/calibration, Statements like 'Accredited by QAI' in the certificates of unaccredited test/ calibration/PT/RM or any claims of other means will be treated as misuse of QAI accreditation and adverse decision as per QAI CIA 022 shall initiated against the CAB.

8.2 In case a CAB is found to be violating the instructions for use of QAI Accredited CAB Combined ILAC MRA Mark, or misusing.

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QAI MARK

Accreditation Marks for Programme ISO 15189:2012



ISO 15189:2012
QAI/CIA/ML/2019/0001



ISO 15189:2012
QAI/CIA/ML/2019/0001

Accreditation Marks for Programme ISO/IEC 17025:2017



ISO/IEC 17025:2017
QAI/CIA/TL/2019/0001



ISO/IEC 17025:2017
QAI/CIA/TL/2019/0001



ISO/IEC 17025:2017
QAI/CIA/CL/2023/0001



ISO/IEC 17025:2017
QAI/CIA/CL/2023/0001

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Accreditation Marks for Programme ISO 20387:2018



ISO 20387:2018
QAI/CIA/BB/2021/0001



ISO 20387:2018
QAI/CIA/BB/2021/0001

Accreditation Marks for Programme ISO/IEC 17043:2023



ISO/IEC 17043:2023
QAI/CIA/PTP/2023/0001



ISO/IEC 17043:2023
QAI/CIA/PTP/2023/0001

Accreditation Marks for Programme ISO/IEC 17020:2012



ISO/IEC 17020:2012
QAI/CIA/IB/2023/0001



ISO/IEC 17020:2012
QAI/CIA/IB/2023/0001

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Accreditation Marks for Programme ISO 17034:2012



ISO 17034:2016
QAI/CIA/RMP/2023/0001



ISO 17034:2016
QAI/CIA/RMP/2023/0001

QAI Accredited CAB Combined ILAC MRA Mark

For Medical Testing Laboratory: Pictorial representation of QAI Accredited CAB Combined ILAC MRA Mark to be used by medical testing laboratory is depicted below.



ISO 15189:2012
QAI/CIA/ML/2019/0001



ISO 15189:2012
QAI/CIA/ML/2019/0001

For Testing Laboratory: Pictorial representation of QAI Accredited CAB Combined ILAC MRA Mark to be used by testing laboratory is depicted below.



ISO/IEC 17025:2017
QAI/CIA/TL/2019/0001



ISO/IEC 17025:2017
QAI/CIA/TL/2019/0001

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Appendix A

Agreement for use of QAI Accredited CAB Combined ILAC MRA Mark

CAB Name:

CAB ID & Certificate Number:

Validity of the Accreditation Certificate.....

Address:

.....

.....

Terms and Conditions for Use of QAI Accredited CAB Combined ILAC MRA Mark

- a. The accredited CAB shall use the QAI Accredited CAB Combined ILAC MRA Mark only after this agreement has been signed by QAI accredited CAB and QAI.
- b. Accredited CABs can use the QAI Accredited CAB Combined ILAC MRA Mark for activities undertaken outside the economy in which they are established.
- c. The accredited CAB shall ensure that, at all times, its use of the QAI Accredited CAB Combined ILAC MRA Mark does not breach any requirements of QAI CIA 013.
- d. QAI Accredited CAB Combined ILAC MRA Mark shall only be reproduced in the manner prescribed in QAI CIA 013.
- e. The ILAC MRA Mark shall be positioned at the left side of the QAI symbol, but shall appear in close proximity to each other.
- f. QAI accredited CAB shall not use the QAI Accredited CAB Combined ILAC MRA Mark in any way that would harm the reputation of ILAC and/or QAI.
- g. QAI accredited CAB shall allow QAI to observe the use of the Accredited CAB Combined ILAC MRA Mark.
- h. QAI accredited CABs are entitled to use of the QAI Accredited CAB Combined ILAC MRA Mark together with the certificate number of the accredited CAB.
- i. QAI accredited CAB shall not use the ILAC MRA Mark in any form other than as part of a QAI Accredited CAB Combined ILAC MRA Mark.

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- j. Upon the termination of this agreement, the accredited CAB no longer has the right to use the QAI Accredited CAB Combined ILAC MRA Mark and stop all such use.
- k. The accredited CAB's rights under this agreement shall automatically and immediately be suspended during any period where the accredited CAB either voluntary withdraws its Accreditation or the accreditation status of the CAB is under "Voluntary Withdrawal" or "Suspension" or "Forced Withdrawal" or "Debarred" category.
- l. QAI has the right to terminate this agreement by giving a written notice if the accredited CAB is found violating the terms and conditions of this agreement.
- m. This agreement will automatically terminate when CAB Acquisition, Merger, De-Merger, take over/ Purchase and Selling of CAB has been initiated as informed to QAI.
- n. This agreement will automatically terminate when ILAC MRA status of QAI has been suspended, terminated or not renewed by ILAC.
- o. In case, there is any on-going complaint against the accredited CAB, QAI shall not permit the use of QAI Accredited CAB Combined ILAC MRA Mark to the particular CAB.
- p. All disputes, if any, arising out of this contract, that remain unresolved through mechanism provided by QAI are subject to the exclusive jurisdiction of the Courts at New Delhi and none other.

Declaration

I declare that, undersigned is authorized to sign this agreement on behalf of _____ which is accredited by QAI in the field of _____ (Testing/ Medical Testing).

This agreement is entered on the date stated at the end of it and will terminate on the expiry of the CAB's accreditation.

**Signature of CAB Head
(Date, Name & Designation)**

**Signature on behalf of QAI
(Date, Name & Designation)**

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