



**BMQR CERTIFICATIONS PVT LTD
PERSONNEL CERTIFICATION DIVISION**

DELEGATE HANDBOOK



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**LEAD AUDITOR CERTIFICATION
ISO 9001:2015
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CHAPTER 1

INTRODUCTION



1.1 ABOUT BMQR-PCD

BMQR-PCD helps industries to certify processes and systems, products and personnel, as per National and International standards so that they can grow massively and also to facilitate domestic and international trades.

BMQR-PCD CONTRIBUTE TO OUR WORLD:

- By identifying the risks in their business and encouraging the treatments of the same.
- By providing value added services beyond the scope of certification.
- By focusing on the improvement and growth of the organization under certification
- By encouraging the organization under certification for implementing the best practices in their respective industries.

1.2 THE VALUE OF BMQR-PCD CERTIFICATION

WHY CHOOSE BMQR-PCD AS YOUR CERTIFICATION BODY?

Global Recognition

All our services are accredited by Globally recognized agencies..

Competent Personnel

BMQR-PCD ensures that highly competent personnel are engaged in delivering the service.

Compliance with Standards

Our activities are as per the relevant accreditation standards.

Customer Service

BMQR-PCD provide its services with the aim of helping our customers to solve their problems and putting all the efforts to make them to win. BMQR-PCD is continuously looking for the possible areas where we can over deliver.

Responsiveness

BMQR-PCD personnel respond to all clarifications and help at the very level best. BMQR-PCD has 24X7 customer care number where we provide round the clock service

1.3 Our Services

OUR SERVICES		
MANAGEMENT SYSTEM CERTIFICATIONS	PRODUCT CERTIFICATIONS	TAX CONSULTANCY
ISO 9001	CE Marking	Company Registration
ISO 50001	ROHS	Income Tax Filing
ISO 14001	Third Party Inspection	GST Filing
ISO 45001	US-FDA	TRAINING
ISO 22000	EN 1090	Business Improvement Training
ISO 26000	EN 15085	Lead Auditor Training
IATF 16949	Welder Qualification	Internal Auditor Training
ISO/IEC 17025	CONSULTANCY	QMS Manager Training
ISO/IEC 27001	Trademark Registration	ISO 9001 Lead Auditor Conversion Training
ISO/IEC 20000-1	Global Gap	ISO 14001 Lead Auditor Conversion Training
ISO 13485	SA 8000	ISO 22001 Lead Auditor Conversion Training
AS 9100	NABL	ISO 27001 Lead Auditor Conversion Training
HACCP	NABH	ISO 45001 Lead Auditor Conversion Training
HALAL Certifications	CMMI LEVEL 3 & 5	Lean Six Sigma Yellow belt
ISO 3834	ISI Certifications	Lean Six Sigma Green belt
ISO 29990	Patent registration	Lean Six Sigma Black belt
ISO/IEC 15189	Copyrights registration	Lean Six Sigma Master black belt
WHO-GMP	Design registrations	Business Improvement advanced training

1.4 BMQR-PCD CODE OF ETHICS

BMQR-PCD professionals will:

- Work without any discrimination in terms of religion, race, caste, language, gender etc.
- Show full respect with all of their customers, auditors, and any other persons.
- Involve 100% in their work and enjoy every moment of our delivery.
- Always look for any opportunity where BMQR-PCD can over deliver.
- Always remember that the services offered by BMQR-PCD are uplifting the economic and wellbeing of some human being. So work with that proud.
- Remember the reputation of BMQR-PCD and their accreditation agency and act to promote that.
- Maintain fair competition throughout the business and do not involve in the cheap price war.

1.5 IMPARTIALITY STATEMENT:

BMQR-PCD understands the importance of impartiality and potential conflicts of interests in carrying out its personnel certification activities. The Personnel certification process is based on scientifically developed Certification scheme through fair, valid and reliable personnel certification activities, free from bias. Certification restricted on the ground of undue financial or other limiting conditions. BMQR-PCD has system, based on its conflict of interest, to ensure that the highest standards of integrity are applied to all its activities in accordance with international best practices. On an on-going basis, BMQR-PCD conducts risk assessment and eliminate or minimize potential conflict of interests arising from its Personnel certification activities.

CHAPTER 2

PROCESS AND EXAMINATION PREPARATION, RULES AND POLICIES



2. PROCESS AND EXAMINATION PREPARATION, RULES, AND POLICIES

2.1 PERSONAL CERTIFICATION OVERVIEW

BMQR-PCD specializes in personnel certification, offering and assessment services for lead auditors in ISO 9001, ISO 14001, and ISO 45001 standards. Our certification process adheres strictly to the ISO/IEC 17024:2012 requirements, ensuring credibility and recognition on an international scale. Our assessments are thorough and impartial, evaluating candidates' competency against established criteria. Upon successful completion, certified auditors demonstrate proficiency in quality management, environmental management, and occupational health and safety systems auditing. BMQR-PCD's personnel certification stands as a testament to individuals' commitment to excellence and competence in their respective fields, enhancing their professional credibility and opening doors to new opportunities in the global market.

2.2 PERSONAL CERTIFICATION OBJECTIVE

BMQR-PCD's personnel certification program aims to elevate industry standards by nurturing a pool of highly competent lead auditors in ISO 9001, ISO 14001, and ISO 45001 standards. Our primary objective is to provide rigorous assessments that validate individuals' expertise and proficiency in auditing practices. Through adherence to ISO/IEC 17024:2012 requirements, we ensure the credibility and integrity of our certification process, fostering trust and recognition within the industry. We strive to empower certified auditors with the knowledge, skills, and confidence to effectively assess and enhance organizations' management systems.

By promoting continual professional development and adherence to international standards, we contribute to organizational success, risk mitigation, and sustainability initiatives worldwide. BMQR-PCD's personnel certification objectives align with our commitment to excellence, integrity, and continuous improvement, driving positive change and value creation within the global marketplace.

2.3 Who Should Attend

Senior and Middle management personnel involved as implementers, auditors, and consultants of Quality Management Systems. All delegates are expected to have, adequate knowledge of ISO 9000 series of standards and some prior knowledge of QMS auditing. Lack of this prior knowledge may lead to unsuccessful completion of this certification.

2.4 Target Audience

This certification satisfies the personnel certification requirements for those who wish to register with the BMQR-PCD's auditor registration scheme. It is also essential for any serious quality practitioner, particularly those with a responsibility to design, implement and manage an audit programmer for internal audits, supplier audits and other external audits from customers and/or certification bodies. Other people who have found this certification useful in the past have been internal quality auditors who are looking to enhance their quality auditing knowledge and skills, and those looking to achieve formal recognition for the skills and knowledge that they possess.

2.5 PREREQUISITION REQUIREMENT

2.5.1 Education

Applicants for certification should have completed at least secondary education (typically all the years full-time schooling prior to university entrance). Documented evidence of the education claimed shall be required. Self-attested education certificate shall be provided by the delegate.

2.5.2 As an alternative, applicants may be considered for certification if they can document 10 years full time work experience and satisfy BMQR-PCD that they have achieved a satisfactory level of knowledge relevant to Management Systems auditors. Self-attested experience certificate/ statement shall be provided. BMQR-PCD Admin manager may conduct an interview to verify the minimum educational level.

2.5.3 Work Experience

Applicants for certification for all grades with post-secondary education degree shall have at least 4 years full-time (or part time work that totals 4 years) work experience in a technical, professional or management position of accountability involving the exercise of judgment. This period is increased to 5 years for applicants with secondary education.

Applicants for certification shall provide documentary evidence of work experience; this evidence may be presented in the form of employer references giving information on work actually carried out and positions held. Self-attested experience certificate, experience certificate/ statement to be provided.

As an alternative to the documentation requirement in 3.2.2, the applicants can provide a signed self-declaration, or signed Resume giving information on work actually carried out and positions held.

2.5.4 Management System Work Experience

Applicants for certification shall have a minimum of 2 years relevant experience in the implementation, operation, and/or auditing of management systems, which provides the practical knowledge necessary to effectively audit such management systems.

2.5.5 Training

Applicants for certification shall have completed MS auditor training. BMQR-PCD shall not require the candidates to complete BMQR-PCD's own training and as an exclusive prerequisite. The training shall cover the competence required for MS auditors in this scheme. A minimum of forty (40) hours training is required. Training can be performed by in-class courses, e-learning or other suitable learning methods. The recognized institution are IRCA, Exemplar Global or any other institution accredited by member of IAF/IPC.

2.5.6 Auditing Experience

To be eligible for certification, all auditing experience shall have been gained in the three-year period prior to certification. Proof for having executed the required number of audit shall be presented. The candidate shall provide the audit log as per the prescribed form (BMQR-PCD/PCMS/PCERT/180) using guidance for audit log sheet (BMQR-PCD/PCMS/PCERT/230).

2.5.6.1: Audits for MS Auditor

The totality of auditing experience for an applicant's MS auditor grade certification is based on requirements of an applicable management system standard such as ISO 9001/ISO14001/ISO 45001 for which candidate applied. The experience shall comprise the entire audit process from preparation to reporting, in accordance with ISO 19011 or ISO/IEC 17021-2. This is referred to as a complete audit.

The applicant for certification shall have acted as a member of an audit team, team leader or as sole auditor on at least 4 complete audits, the total duration of which shall be a minimum of 20 days including preparation and reporting with a minimum of not less than 8 days on site.

2.5.6.2: Audits for MS Lead Auditor

Applicants for MS Lead Auditor grade certification shall satisfy all auditing and competence evaluation requirements for BMQR-PCD MS Auditor, and shall have satisfactorily performed as a team leader in at least 3 of the audits required, as described in 3.5.1

The audits in which the applicant was team leader shall cover the entire audit process from preparation to reporting in accordance with ISO 19011 or the ISO/IEC 17021 family.

First party (internal audits), second party (audit of a supplier) and third party (audit by an independent organization) are acceptable audits.

2.6 COMPETENCE REQUIRED FOR EACH GRADE OF MANAGEMENT SYSTEMS AUDITORS**2.6.1 Personal behavior**

Applicants for certification shall be able to demonstrate the personal behavior Necessary for the effective and efficient performance of the audit as defined in Clause 7.2.2 of ISO 19011:2018 and Annex D of ISO 17021-1:2015.

2.6.2 Competence

2.6.2.1 Knowledge and skills for all Management Systems Auditor grade certification:

- a. Detailed knowledge of ISO 19011:2018
- b. Ability to apply sufficient audit methods according to ISO 19011:2018 Annex A
- c. Understanding the audit related risk-based approach
- d. How to communicate with top management;
- e. How to conduct interviews
- f. Understand and evaluate the organizational structure (organogram);
- g. How to collect and verify information
- h. How to determine audit findings
- i. How to prepare audit conclusions
- j. How to differentiate between management system audit, process audit and product audit; types of audits: first, second and third party audit;
- k. Principles, procedures and techniques of auditing;
- l. Audit related risks and opportunities
- m. How to relate the auditee management system to the audit criteria;
- n. How to conduct an effective audit in the context of the auditee's organizational situation;
- o. How to evaluate a process approach and process performance;
- p. Regulations, and other specific considerations that are relevant to the management system to be audited including understanding of the context of the organization;
- q. Personal behavior necessary for the effective and efficient conduct of a management system audit;
- r. Statistical methods: sampling techniques, basic statistical methods (bar-charts, pie-charts, line-charts and trend-charts);
- s. Audit management system process related risks;
- t. How to communicate effectively with the auditee and audit client;

- u. How to evaluate the procedures/ processes common to the other management systems;
- v. How to audit an integrated management system;
- w. How to provide added value to business improvement;
- x. How to evaluate the management system effectiveness;
- y. How to prepare and complete the audit report.

2.6.2.2 Knowledge and skills for all Management Systems Lead Auditor grade Certification:

All the skills and knowledge listed above for the Management Auditor and Additionally:

- a. To manage an audit program according to ISO 19011:2018 item 5
- b. Competence required to fulfill the needs to generic knowledge and skills of an audit team leader according to ISO 19011:2018 item 7.2.3.4
- c. How to establish, plan and execute the activities of an audit team;
- d. How to organize and direct audit team members;
- e. Prepare and conduct the opening and closing meeting
- f. Ability to represent the audit team with audit client and auditee
- g. Provide direction and guidance to team members
- h. Lead the audit team to reach audit conclusions
- i. Prevent and resolve conflicts
- j. How to determine appropriate business improvement tools;
- k. How to evaluate the management system effectiveness;
- l. How to prepare and complete the audit report.

2.6.2.3 ISO 9001:2015 Standard based Technical Competence requirements

- a. Knowledge and skills for all Quality Management System Auditors and Lead Auditors grade certification:
- b. Detailed knowledge and understanding of all parts of ISO 9001
- c. General knowledge of guideline standards: ISO 9000 and ISO 9004
- d. Quality Management Principles in the context of ISO 9001
- e. How to relate the quality management system to the organizational products,

- including services, and operational processes
- f. How to determine the suitability and effectiveness of the Quality Management System
 - g. Understanding of competence requirements for auditors and lead auditors (ISO 19011 and ISO/IEC 17021 family of standards)

2.7 TAKING THE EXAM

General Information on the Exam

Candidates are required to arrive/be present at least 30 minutes before the exam starts. Candidates who arrive late will not be given additional time to compensate for the late arrival and may not be allowed to sit for the exam.

Candidates are required to bring a valid identity card (a national ID card, driver's license, or passport) and show it to the invigilator.

If requested on the day of the exam (paper-based exams), additional time can be provided to candidates taking the exam in a non-native language, not more than 30 additional minutes.

BMQR-PCD EXAM FORMAT AND TYPE

Paper-based: Exams are provided on paper, where candidates are not allowed to use anything but the exam paper and a pen. The use of electronic devices, such as laptops, tablets, or phones, is not allowed.

The exam session is supervised by a BMQR-PCD approved Invigilator.

For more detailed information about the exam format, please visit www.bmqr.com or email examiner@bmqr.com. BMQR-PCD exams are available in two types: Theory Exam and practical Exam. The theory exam consists of multiple choice questions, short answer questions, long answer question, situational analysis and case studies. The pass mark for theory exam is 65 marks. The practical exam consists of either observation during an actual audit or participating in the audit with "Audit simulator". The pass mark for practical exam is 15. The overall pass mark is 80 marks.

This theory exam comprises of multiple choice questions, short answers, long answers, essay-type questions, situation analysis such as identification of non-conformances and writing sample non-conformances. The practical exam is undergoing one live audit under the supervision of an experienced auditor. For getting the sample exam question paper, you can visit www.bmqr.com or write to examiner@bmqr.com. They are used to determine and evaluate whether a candidate can clearly answer questions related to the defined competency domains. Additionally, problem-solving techniques and arguments that are supported with reasoning and evidence will also be evaluated.

The exam is open book and is not intended to measure memorizing or recalling information. It aims to evaluate candidates' comprehension, analytical skills, and applied knowledge. Therefore, candidates are required to provide logical and convincing answers and explanations in order to demonstrate that they have understood the content and the main concepts of the competency domains. You will find a sample of exam questions provided below.

Since the exam is “open book,” candidates are authorized to use the following reference materials:

- A hard copy of ISO 9001:2015 standard.
- A hard copy of ISO 19011 standard.
- A hard copy dictionary.

The course material and training notes are not allowed inside the exam hall. Any attempt to copy, collude or otherwise cheat during the exam session will lead to automatic failure. BMQR-PCD exams are available in English and other languages. To learn if the exam is available in a particular language, please contact examiner@bmqr.com.

2.8 RECEIVING THE EXAM RESULTS

Exam results will be communicated via email. The only possible results are pass and fail; no specific grade will be included. The time span for the communication starts from the exam date and lasts 10 to 15 working days only

Candidates who successfully complete the exam will be able to apply for one of the credentials of the respective certification scheme.

For candidates who fail the exam, a list of the domains where they have performed poorly will be added to the email to help them prepare better for a retake.

Candidates that disagree with the results may request a re-evaluation by writing to The Personnel Certification Director at connect@bmqr.com within 30 days of receiving the results. Re-evaluation requests received after 30 days will not be processed. If candidates do not agree with the results of the reevaluation, they have 30 days from the date they received the reevaluated exam results to file a complaint through the connect@bmqr.com Any complaint received after 30 days will not be processed.

2.9 EXAM RETAKE POLICY

There is no limit to the number of times a candidate can retake an exam. However, there are certain limitations in terms of the allowed time span between exam retakes.

- If a candidate does not pass the exam on the 1st attempt, they must wait 15 days from the initial date of the exam for the next attempt (1st retake). Retake fees apply.

Note: *Candidates who have failed the exam are eligible to retake the exam once for free within a 12-month period from the initial date of the exam.*

- If a candidate does not pass the exam on the 2nd attempt, they must wait three months after the initial date of the exam for the next attempt (2nd retake). Retake fees apply.

Note: For candidates that fail the exam in the 2nd retake, BMQR-PCD recommends them to attend a training course in order to be better prepared for the exam.

- If a candidate does not pass the exam on the 3rd attempt, they must wait six months after the initial date of the exam for the next attempt (3rd retake). Retake fees apply.
- After the 4th attempt, the waiting period for further retake exams is 12 months from the date of the last attempt. Retake fees apply.

To arrange exam retakes (date, time, place, costs), candidates need to contact the BMQR-PCD at examiner@bmqr.com

2.10 EXAM SECURITY

A significant component of a professional certification credential is maintaining the security and confidentiality of the exam. BMQR-PCD relies upon the ethical behavior of certification holders and applicants to maintain the security and confidentiality of BMQR-PCD exams. Any disclosure of information about the content of BMQR-PCD exams is a direct violation of BMQR-PCD's Code of Ethics. BMQR-PCD will take action against any individuals that violate such rules and policies, including permanently banning individuals from pursuing BMQR-PCD credentials and revoking any previous ones. BMQR-PCD will also pursue legal action against individuals or organizations who infringe upon its copyrights, proprietary rights, and intellectual property.

2.11 RESCHEDULE THE EXAM

For any changes with regard to the exam date, time, location, or other details, please contact examiner@bmqr.com

2.12 APPLY FOR CERTIFICATION

All candidates who successfully pass the exam (or an equivalent accepted by BMQR-PCD) are entitled to apply for the BMQR-PCD credentials they were examined for. The candidate who passed successfully the Lead auditor training from IRCA, Exemplar Global, NBQP or any other personal certification body accredited by an accreditation body who is the member of IAF or IPC, can also apply

CHAPTER 3

CERTIFICATION REQUIREMENTS



3. CERTIFICATION REQUIREMENTS

3.1 ISO 9001: 2015 Lead Auditor

The requirements for BMQR-PCD ISO 9001 Auditor/Lead Auditor certifications are:

CREDENTIAL	EXAM	PROFESSIONAL EXPERIENCE	MS AUDIT/ ASSESMENT EXPERIENCE	OTHER REQUIREMENTS
BMQR-PCD Certified ISO 9001 Auditor	BMQR-PCD Certified ISO 9001 Lead Auditor exam or equivalent	Two years: One year of work experience in quality management	Audit activities: The applicant for certification shall have acted as a member of an audit team, team leader or as sole auditor on at least 4 complete audits, the total duration of which shall be a minimum of 20 days including preparation and reporting with a minimum of not less than 8 days on site.	Signing the BMQR-PCD Code of Ethics
BMQR-PCD Certified ISO 9001 Lead Auditor	BMQR-PCD Certified ISO 9001 Lead Auditor exam or equivalent	Two years: Two years of work experience in quality management	Audit activities: The applicants for MS Lead Auditor grade certification shall satisfy all auditing and competence evaluation requirements for MS Auditor and shall have satisfactorily performed as a team leader in at least 3 of the audits required.	Signing the BMQR-PCD Code of Ethics

To be considered valid, the audit activities should follow best audit practices and include the following:

1. Planning an audit
2. Managing an audit program
3. Drafting audit reports
4. Drafting nonconformity reports
5. Drafting audit working documents
6. Documented information review

7. On-site audit
8. Following up on nonconformities
9. Leading an audit team

Note:

1. The definition for complete audit is “An audit that covers the entire audit process — from audit planning, preparation, execution (on-site or remote), to reporting — conducted in accordance with ISO 19011 or ISO/IEC 17021-1.”.

2. The audits in which the applicant was team leader shall cover the entire audit process from preparation to reporting in accordance with ISO 19011 or the ISO/IEC 17021 family of standards. First party (internal audits), second party (audit of a supplier) and third party (audit by an independent organization) are acceptable audits.



CHAPTER 4

CERTIFICATION RULES AND POLICIES



4. CERTIFICATION RULES AND POLICIES

4.1 PROFESSIONAL REFERENCES

For each application, two professional references are required. They must be from individuals who have worked with the candidate in a professional environment and can validate their quality management experience, as well as their current and previous work history. Professional references of persons who fall under the candidate's supervision or are their relatives are not valid. Professional reference from BMQR auditors will be preferred.

4.2 PROFESSIONAL EXPERIENCE

Candidates must provide complete and correct information regarding their professional experience, including job title(s), start and end date(s), job description(s), and more. Candidates are advised to summarize their previous or current assignments, providing sufficient details to describe the nature of the responsibilities for each job. More detailed information can be included in the resume.

4.3 KNOWLEDGE GAINING METHODS

The knowledge and skill required for MS auditor / lead auditor can be gained in a number of ways:

- Attending a 40 hours Certified Lead auditor training.
- Completing a 40 hours of E-Learning.

4.4 EVALUATION OF CERTIFICATION APPLICATIONS

The Certification Department will evaluate each application to validate the candidate's eligibility for certification. A candidate whose application is being reviewed will be notified in writing and, if necessary, given a reasonable time frame to provide any additional documentation. If a candidate does not respond by the deadline or does not provide the required documentation within the given time frame, the Certification Department will validate the application based on the initial information provided, which can eventually lead to its downgrade to a lower credential.

If all the requirements are satisfied, the delegates will be provided with a certificate which is valid for three years, subject to annual surveillance.

4.5 DENIAL OF CERTIFICATION

BMQR-PCD can deny certification if candidates:

- Falsify the application
- Violate the exam procedures
- Violate the BMQR-PCD Code of Ethics
- Fail the exam

For more detailed information, CONTACT examiner@bmqr.com the application payment for the certification is non-refundable.

4.6 SUSPENSION OF CERTIFICATION

BMQR-PCD can temporarily suspend certification if the candidate fails to satisfy the requirements. Other reasons for suspending certification include:

- 1. Non-compliance with certification requirements:** Failure to continue fulfilling the requirements of the certification scheme, such as periodic assessments, CPD submissions, audit logs, or scheme-specific obligations.
- 2. Failure to submit CPD or audit logs:** Not submitting required Continuing Professional Development (CPD) documentation or audit logs within the stipulated time.
- 3. Misuse of certification or logos:** Unauthorized or misleading use of the certification mark, certificate, or logos including:
 - BMQR-PCD logo
 - IPC MLA mark
 - IAS accreditation symbol
 - ISO standard references (e.g., claiming to be ISO-certified beyond the scheme)
 - IAF MLA mark

This includes using marks on unaudited services, promotional material, or falsely claiming certification.

- 4. Ethical misconduct or code of conduct violation:** Breach of professional ethics or integrity expected of certified personnel.

- 5. Complaints or credible allegations:** Unresolved or substantiated complaints from clients, employers, or other stakeholders regarding the certified individual's performance or conduct.
- 6. Non-payment of fees:** Failure to pay certification renewal, exam, or maintenance fees after due notice.
- 7. Failure in surveillance or re-certification assessments:** Not attending or failing required reassessments or surveillance activities.
- 8. Providing false or misleading information:** Submission of fraudulent claims, forged documents, or false declarations during application, renewal, or surveillance.
- 9. Security breaches:** Any form of malpractice in the examination environments.
- 10. Disciplinary actions by other recognized bodies:** Revocation or suspension by another certification or regulatory body for the same or similar competency may also lead to suspension.
- 11. Impairment of impartiality:** If the certified person's conduct compromises the impartiality or credibility of the certification process.
- 12. Request from certified person:** Temporary voluntary suspension may be requested by the certified individual due to professional or personal reasons (e.g., sabbatical, health).

4.7 REVOCATION OF CERTIFICATION

BMQR-PCD can revoke certification if the candidate fails to fulfill the BMQR-PCD requirements. Candidates are then no longer allowed to represent themselves as BMQR-PCD certified Professionals. Other reasons for revoking certification can be if candidates:

- ❖ Violate the BMQR-PCD Code of Ethics.
- ❖ Misrepresent and provide false information of the scope of the certification.
- ❖ Break any other BMQR-PCD rules.

4.8 UPGRADE OF CREDENTIALS

Professionals can apply to upgrade to a higher credential as soon as they can demonstrate that they fulfil the requirements.

In order to apply for an upgrade, Candidates need to send an application with all proofs to connect@bmqr.com. The up gradation fee would be extra.

4.9 DOWNGRADE OF CREDENTIALS

A BMQR-PCD Certification can be downgraded to a lower credential due to the following reasons:

- ❖ The fee if any has not been paid.
- ❖ The Continuous Professional Development hours have not been submitted.
- ❖ Insufficient Continuous Professional Development hours have been submitted.
- ❖ Evidence on Continuous Professional Development hours has not been submitted upon request.

Note: BMQR-PCD certified professionals who hold Lead Certifications and fail to provide evidence of certification maintenance requirements will have their credentials downgraded. On the other hand, the holders of Master Certifications who fail to submit Continuous Professional Developments and pay annual fee will have their certifications revoked.

4.10 OTHER STATUSES

Besides being active, suspended, or revoked, a certification can be voluntarily withdrawn. More information about these statuses and the permanent cessation status, and how to apply, please mail to examiner@bmqr.com

4.11 USE OF MARKS

The certified personnel should not use BMQR-PCD mark, their accreditation body mark and IAF mark in any material and media. If any misuse of mark is detected, you will be asked to remove the same within 15 days. If no action is taken from your side, your certificate will be withdrawn.

4.12 SURVEILLANCE

BMQR-PCD conducts surveillance every year from the date of certification by document review. The criteria for surveillance are as follows:

SL NO	GRADE	MINIMUM AUDIT EXPERIENCE	MINIMUM CPD	REVIEW OF CODE OF CONDUCT
1	MS auditor	1 Complete audit/year	8 hour/year	Yes
2	MS Lead auditor	1 Complete audit/year	8 hour/year	Yes

If the Candidate do not submit the required details within one month from the due date of Certification, their certification will be suspended and one more month time will be given.

If the Candidate do not submit the required details within two months from the due date of Certification, their certification will be withdrawn.

4.13 RECERTIFICATION

Recertification is performed in the time period of 6 months prior to expiry to 6 months after expiry. After this time the certificate may not be recertified, a new examination has to be passed. The new certificate (recertified) is valid for up to 3 years.

All MS certified auditors shall provide evidence of maintaining their competence periodically by recertification. Each applicant for recertification shall maintain records of professional development undertaken as described in clause 6.4. The evidence of professional development shall be submitted to BMQR-PCD every year within one month from the due date

For each re-certification period, the MS Auditors shall submit documentary evidence either of having performed a minimum of 3 complete MS audits with at least 9 audit days on-site (or fifteen audit days on and off site) during the last 3 years. All audits shall be conducted in accordance with the principles and practices described in ISO 19011. Documentation of executed audits shall be according to the requirements in 3.5.

For each re-certification period, the MS Lead Auditors shall submit documentary evidence either of having performed a minimum of 3 complete MS audits with at least 9 audit days on-site during the last 3 years. At least one of the audit required for re-certification shall be in the capacity of lead auditor, leading a team of at least one other auditor. All audits shall have been conducted in accordance with the principles and practices described in ISO 19011. Documentation of executed audits shall be according to the requirements in 3.5.

BMQR-PCD's code of conduct will be reviewed during the recertification process.

If recertification is not completed before expiry, certification lapses, and the delegate must reapply as new applicant.

4.14 CONTINUOUS PROFESSIONAL DEVELOPMENT

CONTINUOUS PROFESSIONAL DEVELOPMENT

- Each MS Auditor, MS Lead Auditor and MS principal Lead Auditors shall, during the three year recertification period, undertake at least 8 hours / year of professional development. The development may be participation in courses or seminars, self-study or other acceptable means of professional development, and be documented to the BMQR-PCD's satisfaction prior to recertification.
- Each MS Auditor / MS Lead Auditor shall submit the continuous professional development reports/certificates/proof to BMQR-PCD within one month from its due date.
- If CPD is not submitted within one month from its due, BMQR-PCD suspend the certification by giving one more month. If CPD is not submitted 2 months from its due date Certificate will be withdrawn.
- Please click the following link to know more about continuous professional development
- To know more about the CPD, please visit our website www.bmqr.com and download the CPD guideline.
- The CPD related forms are available at our website www.bmqr.com.

UPGRADE OF CERTIFICATE

- Upgrade from MS auditor to MS lead auditor
- Upgrade of certificates shall be done in conjunction with recertification. In special circumstances BMQR-PCD may depart from this rule.
- An applicant who applies for upgrade of the BMQR-PCD certificate from Auditor to Lead Auditor, must have a valid BMQR-PCD MS Auditor certificate, must document that the Lead Auditor examination has been passed for both the written and practical part, and must provide documentation that at least one of the 3 audit required for recertification has been performed in the capacity of lead auditor, leading a team of at least one other auditor.

BMQR CERTIFICATIONS PVT LTD PERSONNEL CERTIFICATION DIVISION

4.15 SAMPLE CERTIFICATE

CERTIFICATE

NAME OF THE DELEGATE

is awarded the title of

LEAD AUDITOR

of

QUALITY MANAGEMENT SYSTEM,

after having met all the certification requirements, as per the "Certification scheme for Management System Auditor/ Lead Auditor" (Document No: BMQR/CS/001), professional experience and adaption of code conduct and ethics.



Certificate No : XXXXXXXX
 Certificate ID : XXXXXX
 Standard : ISO 9001:2015
 Date of certification : XX/YY/ZZZZ



Personnel Certification Director

BMQR CERTIFICATIONS PVT LTD., PERSONNEL CERTIFICATION DIVISION

No.5, Second Floor, Sathyamoorthy Road, Thiruvallieswarar Nagar,
Thirumangalam, Anna Nagar West, Chennai-600040, Tamil Nadu, India.

+91 44 26152595 training@bmqr.com www.bmqr.com

Page-1 of 1. Form No: BMQR/PCMS/TRG/171/R.L.

Note: The validity of this certificate is subject to annual surveillance. Please refer 4.12 of the "Delegate Hand Book" (Document No: BMQR/DHB/001) for criteria and procedure for surveillance. To check the validity of this certificate please visit www.leadauditor.org

4.16 DUTIES OF THE APPLICANT

- 1. Adherence to Guidelines:** Applicants are required to adhere to all guidelines, instructions, and procedures set forth by BMQR-PCD during the certification process.
- 2. Accurate Information:** Applicants must provide accurate and truthful information regarding their qualifications, experience, and any other relevant details required for certification.
- 3. Compliance with Ethical Standards:** Applicants must conduct themselves in an ethical manner, maintaining integrity and honesty throughout the certification process.
- 4. Timely Submission:** Applicants are responsible for the timely submission of all required documentation, application forms, and fees.
- 5. Preparation:** Applicants are expected to adequately prepare for examinations, interviews, and any other assessment methods used in the certification process.
- 6. Respect for Process:** Applicants must respect the assessment process and the decisions of the evaluators, adhering to the prescribed timelines and procedures.
- 7. Confidentiality:** Applicants are expected to maintain the confidentiality of any proprietary or sensitive information they may encounter during the certification process.
- 8. Professional Conduct:** Applicants should demonstrate professional behavior and respect towards staff, assessors, and other applicants throughout the certification process.
- 9. On-going Communication:** Applicants must maintain on-going communication with BMQR-PCD, promptly responding to any requests for information or clarification.
- 10. Feedback Participation:** Applicants should participate in feedback mechanisms, such as surveys or follow-up interviews, to help improve the certification process for future candidates.

4.17 RIGHTS OF THE APPLICANT

1. **Fair Treatment:** Applicants have the right to be treated fairly and without discrimination based on race, gender, age, religion, nationality, disability, or any other protected characteristic.
2. **Access to Information:** Applicants have the right to access clear and comprehensive information regarding the certification process, including requirements, procedures, fees, and timelines.
3. **Privacy and Confidentiality:** Applicants have the right to privacy and confidentiality regarding all personal and professional information shared during the certification process.
4. **Appeal and Complaint Process:** Applicants have the right to appeal decisions or file complaints if they believe they have been treated unfairly or if there has been a breach of procedure. Information on the appeal and complaint process should be readily available.
5. **Impartial Assessment:** Applicants have the right to an impartial and unbiased assessment of their qualifications, skills, and knowledge according to the certification criteria.
6. **Support and Guidance:** Applicants have the right to receive appropriate support and guidance throughout the certification process, including access to certification information and contact points for queries.
7. **Transparency:** Applicants have the right to transparency regarding the criteria for evaluation and the methods used for assessment.
8. **Feedback:** Applicants have the right to receive constructive feedback on their performance in the certification process, regardless of the outcome.

4.18 PROCEDURE FOR MAKING A COMPLAINT

At BMQR-PCD, we are committed to addressing any complaints promptly and efficiently. If you wish to make a complaint, please follow these steps:

1. **Submission:** Submit your complaint in writing via email to complaints connect@bmqr.com or call +91 9383565502.
2. **Acknowledgment:** You will receive an acknowledgment of receipt within 2 business days.
3. **Investigation:** Our compliance team will thoroughly investigate the complaint within 10 business days.
4. **Resolution:** You will receive a detailed response outlining the resolution or actions taken within 15 business days.

4.19 PROCEDURE FOR MAKING AN APPEAL

If you wish to appeal a decision made by BMQR-PCD, please follow these steps:

1. **Submission:** Submit your appeal in writing via email to appeals connect@bmqr.com or call +91 9383565502. A delegate can appeal within 30 days of receiving the decision from BMQR-PCD. Unless the appeal is timely, the decision to deny, revoke, or suspend the delegate's certification will become final.
2. **Acknowledgment:** An acknowledgment of your appeal will be sent within 2 business days.
3. **Review:** Our Appeals Committee will review the appeal and relevant documentation within 15 business days.
4. **Outcome:** You will receive a written response detailing the outcome and any further actions within 20 business days.

4.20 CONVERSION OF LEAD AUDITOR CERTIFICATE

1. CONVERSION TO AN ADDITIONAL LEAD AUDITOR STANDARD

Conversion allows a certified Lead Auditor to obtain certification for an **additional ISO management system standard** without repeating the full 5-day Lead Auditor course.

Key Rules

- ❖ Delegates must have completed **one full 5-day (40-hour) Lead Auditor course** for any ISO management system standard.
- ❖ For an additional standard (e.g. ISO 14001 or ISO 45001), delegates must complete a **standard-specific Lead Auditor Conversion Course of minimum 3 days (24 hours)**.
- ❖ Training completed for one ISO standard **cannot be clubbed** with another standard to meet requirements.
- ❖ Internal Auditor, awareness, or auditor-level courses **are not accepted** for conversion.

Examples

- **Acceptable:**
ISO 9001 Lead Auditor (5 days) + ISO 14001 Lead Auditor Conversion (3 days)
- **Not acceptable:**
ISO 9001 Lead Auditor (5 days) + ISO 14001 Internal Auditor (3 days)

4.21 TRANSITION TO A REVISED STANDARD

Transition applies when an ISO management system standard or certification requirements are **revised or updated**.

Key Rules

- ❖ All certified auditors must **complete transition** requirements within the defined transition period announced by **BMQR-PCD**.
- ❖ **Transition may include:**
 - Standard-specific transition training (typically 2 days)
 - Knowledge assessment or evaluation
 - Documented self-study or audit evidence (depending on the level of change)
 - Failure to complete transition within the specified period may result in **suspension or withdrawal** of certification.



Example

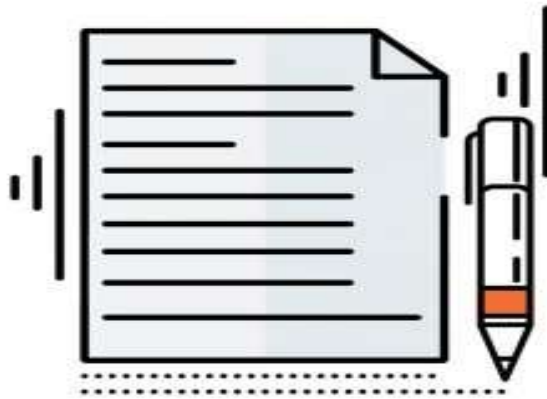
- ISO 14001 Lead Auditor certified to an earlier version completes a **2-day ISO 14001 transition course** and assessment to remain certified.

Important Note

- Conversion is for **additional standards**.
- Transition is for **updated or revised standards**.
- Both require **documented evidence** and successful verification by BMQR-PCD.
- The transition period is 2 years unless specified by IAF / IPC.

CHAPTER 5

BMQR-PCD GENERAL POLICIES



POLICIES

5 BMQR-PCD GENERAL POLICIES

BMQR-PCD CODE OF ETHICS

Adherence to the BMQR-PCD Code of Ethics is a voluntary engagement. It is important that BMQR-PCD certified professionals not only adhere to the principles of this Code, but also encourage and support the same from others. More information can be found [here](#).

OTHER EXAMS AND CERTIFICATIONS

BMQR-PCD accepts certifications and exams from other recognized accredited certification bodies. BMQR-PCD will evaluate the requests through its equivalence process to decide whether the respective certification(s) or exam(s) can be accepted as equivalent to the respective BMQR-PCD certification.

NON-DISCRIMINATION

All candidate applications will be evaluated objectively, regardless of the candidate's age, gender, race, religion, nationality, or marital status.

CHAPTER 6

CERTIFICATON



CERTIFICATION FEE

The certification fee consists of initial certification fee, annual surveillance fee and recertification fee. To get the certification fee details, please contact BMQR-PCD office.

ACCOMMODATION:

Accommodation at BMQR-PCD office, Anna Nagar, Chennai, can be availed at free-of charges. These are available on twin sharing basis subject to availability.

OUR ADDRESS:

BMQR-PCD CERTIFICATIONS PVT LTD

No-5, Second Floor, Sathyamoorthy Road, Thiruvalleeswarar Nagar, Thirumangalam, Anna Nagar West, Chennai- 600 040, Tamilnadu, India.

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REVISION HISTORY:

Date of revision	Clause No	Reason for revision	Rev No
1 st April, 2023	All	Document number, Issue No, Issue Date, Revision No, Revision Date is given & Form No is removed (Ref: CAR - 8 of initial audit)	Issue No 1, Rev No 1
27 th July, 2023	4.13, 4.14 and 4.15	Surveillance, re-certification and professional development details added	Issue No 1, Rev No 2
25 th Feb 2024	1.5, 2.5, 2.6, renewal of 4.6	As per non Conformance (BMQR-PCD/IA-2024/001) identified during internal audit.	Issue No 1, Rev No 3
25 th Feb 2024	Chapter VI, 4.16, 4.17	As per non Conformance (BMQR-PCD/IA-2024/004) identified during internal audit. Including rights and duties of applicant	Issue No 1, Rev No 3
25 th Feb 2024	4.18 & 4.19	As per non Conformance (BMQR-PCD/IA-2024/005) identified during internal audit. Including complaint and appeal procedures	Issue No 1, Rev No 3
20 th Feb 2025	4.12	Definition change from Full audit to complete audit to align with IPC-PL-11-06. (As per the internal audit BMQR-PCD/IA-2025/001)	Issue No 1, Rev No 4
1 st August 2025	All	Based on IAS reassessment audit 2025, CAR-4 b & c and CAR 5. Also the comments from certification review and validation – 2025.	Issue 2, Rev 0
20 th December	2.7 / 4.20 & 4.21	Removal of online exam (CAR-10) and adding conversion and transition requirements (CAR-8) as per IAS follow-up audit 2025.	Issue 2, Rev 1