



1) **Purpose**

- 1-1 This procedure is issued to offer the service of Product conformity services to client
- 1-2 Help Bureau Veritas Egypt Sales to review the client requirements regarding the product conformity services
- 1-3 Help the Bureau Veritas Egypt Sales and contracting personal to provide the client with suitable offer for Product conformity services

2) **Scope of Application**

- All the product and services within the scope of accreditation

3) **Reference**

- ISO 9001:2015
- ISO 17065:2012

4) **Responsibility for Application**

- Sales Personal

5) **Definitions**

None

6) **Procedure**

6-1 Request for certification

- 1- The certification process will start when a client asks to have one or many of his/her product (s) to be certified against a standard (s) /regulation / in-house procedure.
- 2- The client request could be received by Bureau Veritas Egypt by Email/ telephone/ download of the Bureau Veritas Egypt application directly from the www.bureauveritas.com.eg.
- 3- In case of Email or telephone request the Sale personal will send the application to the client through the client Email to be filled out as well as the sales personal also explain to client that also he/she can download the application from the website and provide the link for that.
- 4- The application send to client F-22-01 contains all the possible information shall help Bureau Veritas Egypt Sales Personal to review the client requirements and determined the scope of services required and if Bureau Verits Egypt is capable of doing the services according to the accreditation scope and regulation of EGAC and applicable legal requirements (if any).
- 5- Also Bureau Veritas Egypt Sales Personal shall consider the Bureau Veritas Egypt policy.

6-2 Determining the requirements for products and services

- 1- Bureau Veritas Egypt will provide the information about its services through the www.bureauveritas.com.eg by declaring its EGAC scope of accreditation / its accreditation number as well as provide link to its certificate and scope of EGAC website.
- 2- Bureau Veritas Egypt will use its website to provide the client with information on its services and how the service is provided include the description of the process from the application till the provision of certificate include the certification condition and use of logo.

6-3 Review of the requirements for products and services

- 1- Bureau Veritas Egypt will receive the client application through the Email/Mail/by hand through the responsible person of sales.
- 2- The Sales personal will review the application of the client for :
 - a. All client general information is available



SALES PROCEDURE
P-22

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Page 3 of 3

- b. Required service (s) by client is (are) clearly defined (in case of any unambiguous), the Sales personal shall contact the client by Email to have clarification.
- 3- Once the Sales personal has ensured that all required data to help him/her to review the client requirements to provide the Bureau Veritas Egypt offer.
 - 4- The review of client's application will result in acceptance or rejection in both cases there will be documented information to justify why Bureau Veritas Egypt accept or reject the application.
 - 5- In case of application acceptance there will be an offer provided by Bureau Veritas Egypt to provide the client with required number of man-days, if the product scheme require surveillance and the number of man-days required for the surveillance audit and additional requirements.
 - 6- Bureau Veritas Egypt will provide its offer using the form F-22-02
 - 7- [If the application rejected the application include the rejection justification will be sent to client.](#)

6-4 Changes to requirements for products and services

- 1- In case of any client change, such as the client change the number of operational sites, the number of product to be certified, change the product to be certified or any other changes related to the client information, all this will lead to client have to provide updated application and the updated information or change in the requirements will be submit form re-review of the application as per (par. 6.3).
- 2- In case that the re-review lead to rejection after previous acceptance, Bureau Veritas Egypt will provide the justification of such rejection of the application in documented information to the client
- 3- If the client has changed its application again to meet Bureau Veritas Egypt product conformity certification services, the application will be subjected to re-review again to ensure the compliance with accreditation requirements as well as EGAC and any applicable legal and other requirements or if Bureau Veritas Egypt need to add additional requirements due to the type of product or process provided.

7) Forms:

#	Name	Code
1.	Application	F-22-01
2.	Offer	F-22-02
3.	Certification agreement	F-22-03