

安诺尔认证服务（上海）有限公司

AENOR Certification Services (Shanghai) Ltd.

认证证书和认证标志管理程序

Management Procedure of Certificate and Mark

文件编号：AENORC-2019-P16

编写主责部门：总经办

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评审部门		使用部门	
认证部		所有部门	

1 AENOR China 和获证组织的权利和义务

Powers and obligations of AENOR China and the organization certified

1.1 获证组织的权利和义务

The powers and obligations of the organization certified

a) 获证组织的权利

The powers of the organization certified

——获证组织可按本文件有关规定, 使用 AENOR China 颁发的认证证书和标志, 宣传其认证资格;

The organization certified may use the certificates and marks issued by AENOR China to promote its certification according to the relevant provisions of this document;

——获证组织可要求获取最新版本的《认证证书和认证标志管理程序》文件;

The organization certified may request the latest version of the “Certificate and Mark Management Procedures” document;

——对 AENOR China 发出的误用证书和标志的更改通知, 可发表意见, 以保护自身利益。

Notice of changes to misuse certificates and marks issued by AENOR China may be expressed to protect own interests.

b) 获证组织的义务

The obligations of the organization certified

——始终遵守认证规范和本文件的有关规定。

Adhere to comply with the certification specifications and the relevant provisions of this document.

——正确的使用认证证书和认证标志。

Using certification and mark exactly.

——获证组织应及时向 AENOR China 报告其对管理体系拟实施的更改或其他可能影响其符合性的更改, 如管理手册的更改、组织机构的调整、中心地址的变更等, 以便认证机构能掌握最新的变更信息, 未能提供这些变更信息的将被视为对认证证书的误用, 并按本规则采取相应措施。

The organization certified shall promptly report to AENOR China its proposed changes to the management system or other changes that may affect its compliance, such Issue A/2

as changes to the management manual, organization structure, head office address, etc., For the CB have the latest information, failure to provide such change information will be regarded as misuse of the certificate and take corresponding measures in accordance with these rules.

——获证组织应及时向 AENOR China 报告重大的顾客投诉、重大的产品质量事故、安全事故和/或环境污染事故。获证组织应建立处理顾客和相关方投诉的程序并保留其处理记录。

The organization certified shall report major complaints, major product quality accidents, safety accidents and/or environmental pollution accidents to AENOR China promptly. The organization certified shall establish procedures for handling complaints from customers and related parties and keep its processing records.

——及时缴纳认证有关费用。

Payment of certification fees in time.

1.2 AENOR China 的权利和义务

The rights and obligations of AENOR China

a) AENOR China 的权利

The rights of AENOR China

——对认证证书和认证标志拥有所有权；

Ownership of the certificate and mark

——制定认证证书和认证标志的使用规则；

Formulation rules for the use of certificate and marks

——通过定期的监督审核和必要的不定期抽查（如：获证组织出现重大的顾客投诉、重大的产品质量事故、安全事故和/或环境污染事故），持续验证组织对法律法规的符合性；

Continually verify the organization's compliance with laws and regulations through regular surveillance audits and random inspections (eg, major customer complaints, major product quality incidents, safety incidents, and/or environmental pollution incidents)

——对误用或错用认证证书和认证标志有权采取必要的措施予以纠正，直至撤销认证和采取其他法律手段。

Misuse or misapplication of certificates and marks have the right to take necessary measures to correct them until the certification is withdrawn and other legal means are taken.

b) AENOR China 的义务

The obligations of AENOR China

——对所颁发的认证证书在认证范围内的管理体系对特定标准或其他引用文件的符合性负责；

Responsible for the conformity of the certificate issued within certification scopes of management system to the specific standards or other reference documents

——按规定公开发布获证组织名录，包括获证客户名称、相关的规范性文件、认证范围、地理位置或多场所认证的范围内的总部和任何场所的地理位置、证书状态、获证日期、证书编号等；

Publish the list of organizations certified, including the name of the customer, the relevant regulatory documents, the scope of certification, the geographical location or the location of the multi-site certification, the geographical location of the headquarters and any location, the status of the certificate, the date of issue and the certificate number, etc.

——告知获证组织认证证书和认证标志可使用的范围、地点，声明管理体系认证证书只能用来证明获证组织在认证范围内的管理体系符合了特定的标准或其他引用文件；产品认证的标志可以用在产品的最小包装上；

To notify the organization certified of scope and location of certificate and mark used. The certificate of the management system can only be used to declare that the management system of the organization certified within the scope of the certification meets certain standards or other reference documents; the mark of product certification can be used on the smallest package of the product;

——通过对获证组织的监督和再认证，适用时产品抽样检验等，验证范围内体系的符合性和有效性；

Through the surveillance audit and re-certification of the organization certified, the sampling test of the product when applicable, etc., verify the conformity and effectiveness of the management system within the scope;

——当认证要求发生变更时，及时向获证组织发出正式的通知，并充分考虑各利益方意见，商定具体行动，从而确认认证证书的持续有效性；

When the certification requirements are changed, a formal notice will be sent to the organization certified in time, and the opinions of stakeholders will be fully considered to agree on specific actions to confirm the continued validity of the certificate;

——不得侵犯任何 IATF 商标及文件的知识产权与版权保护，包括由任何 IATF 成员组织或监督办公室颁发的文件；仅可在 IATF 16949 认证证书及符合性证明函上使用 IATF 标识。

It is strictly prohibited to infringe upon any intellectual property rights or copyrights related to IATF trademarks and documents, including those issued by any IATF member organization or the IATF Oversight Office. The IATF logo may only be used on IATF 16949 certification certificates and letters of conformity.

2 标志的使用

Use of mark

2.1 AENOR 认证标志

AENOR mark

AENOR

认证标志说明：

AENOR 系 AENOR Confía S.A.U. 的简称，AENOR Confía S.A.U. 授权安诺尔认证服务（上海）有限公司在其机构内部及认证文件上使用其标志。

The mark description:

AENOR is the abbreviation of AENOR Confía S.A.U., AENOR Confía S.A.U. authorizes AENOR Certification Services (Shanghai) Ltd. to use its logo on its internal and certification documents.

2.2 认可标志

Accreditation mark



2.3 多边互认标志

Multilateral mutual recognition mark



2.4 AENOR China



AENOR China Voluntary Product Certification

3 认证证书及标志的使用

Use of certificate and mark

3.1 认证证书及认证、认可、互认标志的使用范围:

The scope of use of certificate, certification, accreditation mark, and mutual recognition marks:

a) 在信封、信笺、牌匾、广告和有关宣传材料上影印认证证书和认证、认可、互认标志；

Photocopying certificate and certification, recognition, and mutual recognition marks on envelopes, letterheads, plaques, advertisements and related promotional materials;

b) 在对外的各种交往中展示认证证书和认证、认可、互认标志。

Display certificate and certification, recognition, and mutual recognition marks in various external exchanges.

3.2 获证方禁止使用认证证书和认证、认可、互认标志的范围:

The scope of the certificate and the certification, recognition and mutual recognition marks are prohibited as following:

a) 认证标志、认可标志、互认标志禁止用在产品上和内包装上、产品标签上，不可使人误认为管理体系对获证组织的特定产品或服务进行了认证；

The certification, accreditation and mutual recognition mark are prohibited from being used on the product, the inner packaging and the product label, and may not be

mistaken for the management system certification of the specific product or service of the organization certified

b) 管理体系认证，禁止在公司网站、宣传手册、产品的内包装/外包装等媒介宣传“本产品通过 ISO9001/ISO14001/ISO45001 认证”；

For management system certification, it is forbidden to publicize on the company website, brochure, product inner packaging/outer packaging, etc., which is “This product has passed ISO9001/ISO14001/ISO45001 certification”

c) 如获证方认证证书被暂停/撤销，获证方禁止使用一切关于被暂停/撤销认证证书及标志的宣传及任何引用；

If the certificate is suspended or withdrawn, the organization certified is prohibited from using all publicity and any reference on the suspended or withdrawn certificates and marks

d) 禁止用于认可的计量、测试实验室和检验机构发出的报告和证书上；

It is prohibited that the mark be used on reports and certificates issued by accredited metrology, testing laboratories and inspection agencies.

e) 管理体系标志不可不带声明用在产品外包装或产品标签上。

The management system mark can't be used on the product packaging or product label without statement

f) 不可转让、借用和出售证书、认证标志、认可标志、互认标志；

The certificates and certification mark, accreditation make and mutual recognition mark can not be transferred, borrowed and sold

g) 不得暗示认证适用于认证范围以外的活动。

Do not imply that the certification applies to activities outside the scope of the certification.

3.3 AENOR China 认证标志、认可标志和互认标志的使用

Use of AENOR China certification, accreditation and mutual recognition marks

a) AENOR 获得的认可标志、互认标志必须与 AENOR 认证标志合并使用，不可单独使用，且认可标志的尺寸不可大于 AENOR 标志尺寸；

The accreditation and mutual recognition mark obtained by AENOR must be combined with the AENOR certification mark and cannot be used alone, and the size of

the accreditation mark cannot be larger than the AENOR mark

b) 认证标志和认可标志必须与组织的名称、地址同时使用；

The certification and the accreditation mark must be used in conjunction with the name and address of the organization certified

c) 认证标志和认可标志必须印在清晰的背景下，包括所有的边界线使用鲜明的色彩印刷；

Certification and accreditation marks must be printed in a clear context, including all border lines printed in bright colors

d) 互认标志、AENOR 获得的认可标志和 AENOR 认证标志只允许使用与 AENOR 所提供色调一致的彩色认可、认证标志或黑白互认、认可、认证标志（根据认证组织需要 AENOR China 提供其标志的电子版）。使用该标志时，可根据 AENOR China 提供的图样按比例放大或缩小，任何尺寸的标志都必须清晰可辨，但不得将其变形使用；

The mutual recognition and accreditation mark obtained by AENOR only allow the use of color recognition with AENOR certification mark, all marks should be same color. (According to the organization needs, AENOR China can provide an electronic version of these marks.). When using this mark, it can be zoom in and out in the same proportion according to the pattern provided by AENOR China. Any size mark must be clearly identifiable, but it should not be deformed.

3.4 对获证组织使用各类认证证书和标志的监督检查

Supervision and inspection of organizations certified using various certificates and marks

a) 获证组织应始终按规定使用认证证书和标志，并进行有效的控制；

The organization certified shall always use the certificate and mark as required and conduct effective control

b) AENOR China 将按双方签订的认证服务协议在监督和再认证审核时，对获证组织使用各类认证证书和标志的实施情况进行现场检查；

AENOR China will conduct on-site inspections to various certificates and marks used by the organizations certified in the surveillance audit and re-certification audits in accordance with the certification service agreements signed by both parties

c) 国家有关行政主管部门可根据《中华人民共和国认证认可条例》、《认证证书和认证标志管理办法》等文件的规定，按照其职责对认证证书和标志使用情况进行监督检查。

The relevant administrative department may supervise and inspect in accordance with the “Regulations on Certification and Accreditation of PRC”, “Administrative Measures on Certificates and Certification Marks” and other documents

3.5 对误用各类认证证书和标志的处理

Handling various certificates and marks be misused

a) 获证组织一经发现误用认证证书和标志/标识，应立即停止继续使用，并采取适当措施予以纠正和消除可能对客户和消费者产生的误导影响；

Once the organization certified finds misuse of the certificate and mark, it should immediately stop and take appropriate measures to correct and eliminate the misleading effects that may be caused to customers.

b) 获证组织对在产品、产品标签和其它宣传材料上误用的，要识别误用的性质和评估误用可能产生的后果的严重性和影响范围，采取相应的纠正措施。如：从客户、市场、其他保存地回收这些产品或就地采取：

- 更换或撤除认证标志；
- 报废销毁产品、产品标签和其它宣传材料；
- 对无法追溯的应通过媒体向社会公告。

If the organization certified misuses the marks on the product, product label and other promotional materials, it shall identify and evaluate the consequences of the misuse, and take appropriate corrective actions. Such as: recycling these products from customers, markets, other places of preservation

- Replacement or removal of the certification mark
- Scrapping destroyed products, product labels and other promotional materials
- For those that cannot be traced, they should be announced to the public by the media

c) 获证组织故意误用、转让给其他组织使用，发现后未及时采取纠正措施的或纠正措施未取得明显效果的，将暂停或撤销认证资格。

If the certified organization deliberately misuses and transfers it to other

organizations for use, and if it fails to take corrective measures in time or the corrective measures have not achieved obvious results, the certification will be suspended or withdrawn.

d) AENOR China 对下列行为, 将根据国家相关法律法规规定, 提出诉讼。
——伪造认证证书和认证标志;
——暂停、撤销期间、终止认证服务协议、证书到期后继续使用认证证书和认证标志的行为。

AENOR China will file a lawsuit in accordance with the relevant laws and regulations of the State for the following acts:

- forgery of certificates and certification marks;
- during suspending, withdrawing and certification agreement terminated, continue to use after certificate expires

3.6 证书的年度确认、更换和收回

Annual confirmation, replacement and recycle of certificate

a) 获证组织在每次的监督审核通过后, AENOR China 将发放监审认证证书, 作为其继续使用证书和标志的许可证明。

After each surveillance audit, AENOR China will issue a certificate as the license for the organization continue to use the certificate and mark

b) 在证书有效期内发生如下情况, 获证组织应向 AENOR China 提出申请, 提供有关证明文件, 经评定批准后换发或补发证书。
——认证标准、标志的改变;
——组织名称/地址的变更;
——扩大、缩小认证范围;
——认证证书丢失或损坏。

当获证组织认证资格被暂停、注销或撤销时, AENOR China 将在 CNCA 和公司网站对外公布这些信息。

The following circumstances shall be reviewed during the validity period of the certificate. The organization certified shall submit an application and relevant evidences to AENOR China, the certificate will be changed after approval

- changes in standards and marks

- change of organization name or address
- expanding or narrowing the scope of certification
- the certificate is lost or damaged

AENOR China will release this information on CNCA and our website when the certificate is suspended, cancelled or withdrawn.

附录 1：获证组织对认证证书和认证标志的使用要求

Appendix 1 the requirements for using the certificate and mark

要求 requirements	说明 description
<p>1.获证组织可在网站、名片、广告、有关宣传材料、信封、信笺、牌匾及对外交往中上展示认证证书和认证标志（不适用于 IATF）；</p> <p>The organization certified may display their certificate and certification mark on the website, business cards, advertisements, related promotional materials, envelopes, letterheads and plaques (not applicable to IATF)</p>	<p>除在前述允许的资料上影印认证证书和认证标志外，管理体系认证（产品包装另有要求）一律不允许影印认证证书和认证标志</p> <p>Except photocopying the certificate and certification marks on permitted materials above-mentioned, the management system certification (other requirements for product packaging) will not allow photocopying certificates and certification marks.</p>
<p>2.获得的认可标志必须与认证标志合并使用，不可单独使用，不可变形使用，可根据 AENOR China 提供的图样按比例放大或缩小，认证标志图样色调需与提供的图样颜色一致或黑白色</p> <p>The obtained accreditation mark must be used in conjunction with the certification mark. It cannot be used alone and cannot be deformed. Zoom in or out according to the pattern provided by AENOR China. The color of the certification mark must be the same as the color provided or black and white.</p>	<p>认可标志必须与认证标志同时使用，认可标志单独使用是错误的</p> <p>The accreditation mark must be used in conjunction with the certification mark. Using accreditation mark alone is wrong.</p>
<p>3.管理体系认证的标志不可直接在产品、产品包装和产品标签上使用；不可在公司网站、宣传手册、产品包装等媒介宣传单独使用标志；产品认证的标志允许在产品，产品包装和产品标签上使用。</p> <p>The mark of the management system certification shall not be directly used on the products, product packaging and product labels; and it shall not be promoted on the company website, brochures, product packaging and other media. The mark of product certification is allowed to use on product, product packaging and product labels.</p>	<p>如果想将管理体系认证标志标注在产品包装上，必须同时标注下列语句“本公司/本组织通过了 ISO(GB/T)***:****管理体系认证”</p> <p>If you want to use the mark of the management system certification on the product packaging, you shall remark the following statement: "Our company or the organization passed the ISO (GB / T) ***: **** management system certification"</p>
<p>4.认证证书、认证/认可标志禁止用于认可的检测、校准实验室和检验机构发出的报告和证书上；</p> <p>Certificates, certification and accreditation marks are prohibited to use on</p>	<p>无</p> <p>None</p>

reports and certificates issued by inspection or testing body	
5. 获证方认证证书如被暂停/撤销, 获证方禁止使用一切关于认证证书及标志的宣传及任何引用; If the certificate is suspended or withdrawn, the organization certificated shall stop to use all promotion and any reference to the certificates and marks	无 None
6. IATF 标志仅限于认证机构签发的证书或符合性证明文件上使用。客户禁止以任何其他形式使用 IATF 标志。客户可复制带有 IATF 标志的 IATF 16949 证书用于营销和广告宣传。 The only use of the IATF logo is as displayed on the certificate or the letter of conformance issued by the certification body. Any other use of the IATF logo by the client is prohibited. The client may duplicate the IATF 16949 certificate bearing the IATF logo for marketing and advertising purposes.	无 None