

QMS auditing services by DEKRA

To demonstrate that the processes involved in design and development, production, and servicing consistently meet expected outcomes, companies are often required to implement a Quality Management System (QMS). These QMS requirements are typically addressed through internationally recognized and harmonized standards such as ISO 13485.

ISO 13485 is specifically developed for medical device and medical device related companies, offering comprehensive guidance and tools to establish an effective QMS that ensures the quality of products and services. While adherence to ISO standards is not mandatory, they are increasingly regarded as a foundational requirement for obtaining CE and UKCA marking, particularly in the medical device industry.

DEKRA Certification (DEKRA) is an accredited certification body that provides ISO QMS certification, optionally combined with product certification.

Our ISO scopes can be found here:

- DEKRA Certification B.V. [RvA](#)
- DEKRA Certification UK Ltd [UKAS](#)

Contact DEKRA

In order to assess whether DEKRA can be of service for ISO QMS certifications, the following documents will be required:

- A completed company information form
- A copy of any relevant certificate(s)
- Any relevant brochure material

When DEKRA can be of service to your organization, a quotation will be issued. Please note that the QMS documents and related correspondence can only be accepted by DEKRA in English.

Certification Process

After acceptance of the quotation, a DEKRA project manager will be assigned to assist you during the ISO QMS certification process. The certification process consists of an on/off-site stage 1 ISO QMS readiness audit and an on-site stage 2 ISO QMS certification audit.

Stage 1: Readiness audit

The purpose of the stage 1 ISO QMS readiness audit is to verify the readiness of the organization's quality management system in preparation for the stage 2 audit. Typical topics of a stage 1 audit include:

- a review of the management system documentation
- review of the client's status and understanding regarding requirements of the standard
- determination of the scope of the management system
- identification of critical suppliers and critical subcontractors, to determine

DEKRA Certification B.V. – NB0344
Meander 1051, 6825 MJ Arnhem
P.O. Box 5185, 6802 ED Arnhem,
The Netherlands
Medical.global@dekra.com
www.dekra.nl

DEKRA Certification UK Ltd – AB8505
Stokenchurch House, Oxford Road
Stokenchurch, Bucks HP14 3SX
United Kingdom
certification.uk@dekra.com
www.dekra-uk.co.uk

whether sufficient time is allocated for the stage 2 certification audit

- evaluation of the planning and performance of internal audits and the management review process.

The readiness audit shall confirm the planned audit duration for stage 2 certification audit. Revision of the quotation might be appropriate.

Stage 2: Certification audit

The stage 2 ISO QMS certification audit will be planned after sufficient time has been allocated to correct any issues and concerns identified during stage 1. Prior to conducting a stage 2 ISO QMS certification audit, **a full round of internal audits and a complete management review should be performed.**

The purpose of a stage 2 ISO QMS certification audit is to evaluate the implementation and effectiveness of the quality management system.

The audit will result in a report that may include nonconformities identified. You will receive an initial report, including nonconformities, at the end of the audit during a presentation at the closing meeting. Based on the outcome of the stage 2 ISO QMS certification audit, the client shall respond to nonconformities identified and provide a corrective action plan.

After completion of the stage 2 ISO QMS certification audit and closure of each nonconformance, DEKRA will recommend ISO QMS certification. DEKRA then performs a final review of all reports and relevant client data to determine if the client fully complies

with the requirements. After this review an ISO QMS certification will be issued.

The steps towards your successful ISO QMS certification

1. Get a proposal

- Company Information Form
- Response from DEKRA following pre-application review of the provided information
- Indication of costs and timelines

2. Choose DEKRA

- Submit Medical Application Form with supporting documents
- Formal agreement
- Assignment of one DEKRA project manager
- Application review by DEKRA of the provided form and related documents
- Planning

3. DEKRA Certification activities

- On-site ISO QMS audit

4. Get your certificate

- Verification of compliance by DEKRA Certification Management
- Your ISO QMS certificate

Validity of your ISO QMS certificate

After receiving the ISO QMS certificate, the quality management system must be maintained by the certificate holder. The ISO QMS certificate is typically valid for three

years after initial issue by DEKRA, after which the certificate must be renewed.

Surveillance audit

Once a certificate has been issued, the surveillance phases will commence and DEKRA will visit the location(s) of the client on an annual basis. The first surveillance audit after initial ISO certification must be conducted within one year of the last audit day of the stage 2 audit. During the surveillance audits, processes identified in the audit matrix will be audited as well as any process changes or additions.

Renewal audit

At the completion of the certification cycle, your DEKRA project manager will generate a plan for the client to begin another three-year registration period. The renewal audit is typically scheduled to occur three months before the certificate expiration date. During the renewal process, the effectiveness of the entire quality system is assessed. Any internal and external changes will be reviewed and audited with respect to its continued relevance and applicability to the scope of the certification.

Subcontractor audit

Depending on the number of outsourced activities by the client, additional time will need to be allocated for subcontractor audits. Whether an (additional) audit at a subcontractor's premises is deemed necessary depends on the determination that sufficient controls are applied and demonstrated by your QMS. Therefore it is important to inform DEKRA concerning all

involved (critical) subcontractors and suppliers.

Suspension, restoration, or withdrawal of your certificate

When an ISO QMS certificate holder does not meet the requirements of the certification agreement, DEKRA will inform the client of the possible consequences. If conditions and timelines are not met this can result in a certificate suspension or withdrawal of the certificate. While the suspension of a certificate is in effect, the client shall not claim conformity towards the applicable standard. Duration of the suspension period is typically three months but should never exceed a 6 month period.

DEKRA shall restore the suspended certificate(s) once the issue that resulted in the suspension has been resolved. Failure to resolve the issues that resulted in the suspension in a reasonable time established by DEKRA shall result in withdrawal or reduction of the scope of certification. In the case of withdrawal of certificate(s), this cannot be reversed. When you wish to be certified again this shall only be through an initial certification procedure.

An ISO QMS certificate holder can voluntarily request cancellation of the certificate or the underlying certification agreement. This request should be formalized by DEKRA and formally communicated through a cancellation letter to the certificate holder.

Extension or reducing the scope of your certificate

In the case it could not be demonstrated that the assessed QMS is fully covered by the certificate, the scope of the certificate shall be reduced or a certificate with a limited expiration date will be issued until the required conditions are met.

A DEKRA client can request to expand the scope of certification to include, for example, additional activities or production sites. This scope extension audit can be scheduled in conjunction with a surveillance audit or renewal audit, typically resulting in additional audit duration.

Use of logos

The manufacturer is authorized to use the DEKRA logo on printed materials such as letter headings and envelopes, or to otherwise publish, once certification is granted. It must be clear in all circumstances that the DEKRA logo refers to the organization or process in its entirety, ensuring this is covered within the scope. The manufacturer is not authorized to affix the DEKRA logo on products or to make use of the DEKRA logos in advertisements for products. Reports by certified laboratories, calibration bodies or inspection bodies are seen as products of these bodies. The format of the DEKRA logo is authorized to be modified on condition that the original color and the original proportions are unaltered. No authorization to modify the color of the DEKRA logo is granted. Use of black or white is permitted.

DEKRA Certification

Program requirements QMS auditing services



DEKRA Certification B.V.
NB 0344
Meander 1051
6825 MJ Arnhem
P.O. Box 5185
6802 ED Arnhem

THE NETHERLANDS

Tel: +31 88 96 83005

medical.global@dekra.com

DEKRA Certification UK Ltd
AB 8505

Stokenchurch House
Oxford Road, Stokenchurch,
Bucks
HP14 3SX

UNITED KINGDOM

Tel: +44 3309 120368

certification.uk@dekra.com

DEKRA Certification Inc.
USA
1945 The Exchange SE #300
Atlanta, GA 30339

USA

Tel: +1 925 283 7535

medicalsales.na@dekra.com

DEKRA Certification Ltd.
Israel
Margalit street 64
P.O. Box 771
Shoham 6080193

ISRAEL

Tel: +972 9 772 6664
Tel: +972 54 5406006

DekraIL@dekra.com

DEKRA Certification Japan
Westwing 1-28-10, Akebono-
cho,
Tachikawa-shi
Tokyo 190-0012

JAPAN

Tel: +81 42 595 7326

info.japan@dekra.com

DEKRA Testing and
Certification (Shanghai) Ltd.,
(Guangzhou Branch office)
House No.5 No. 3,
Qiyun Road, Huangpu
District,
Guangzhou 510663

P.R. CHINA

Tel: +86 (20) 6661 2000
Fax: +86 (20) 6661 2001

Info.medicalcn@dekra.com

DEKRA Testing and
Certification (Shanghai) Ltd.,
5F, No. 250,,
Jiangchangsan Road,
Shanghai, 200436,

P.R. CHINA

Tel: +86 (0)21 6056 7666
Fax: +86 (0)21 6056 7555

Info.medicalcn@dekra.com