




(This LOVAG OD belongs to the General Instruction LOVAG G3)

**LOVAG Operational Document**  
**for**  
**Surveillance periods**  
**due to classification of licence holders**  
**of the LOVAG Mark**

This LOVAG Operational Document is agreed by the LOVAG Management Committee  
And can be applied by each LOVAG Certification Body independently for the determination of  
surveillance periods.

The given tables of bonus and malus criteria for classification has to be applied by all LOVAG  
Certification Bodies in the exact same manner. This has to be revised by the LOVAG Peers  
Assessments.

<b>LOVAG OD 03-03</b> <b>Edition 1.0</b>	Approved by LOVAG Management Committee on 13 April 2011  Signed:  ..... Michel Brenon, Chairman of LOVAG
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## Clause 1 Licence Holder Categories

Licence Holders may belong to one of the 6 following categories (A to F).

Table 1						
LICENCE HOLDER CATEGORIES						
Category	F	E	D	C	B	A
Capital of confidence according to Table 2	0	5	10	15	20	25
Decisions	Licence Withdrawn	Licence Suspended	Warning to Licence Holder	Right to use the Mark is granted	Right to use the Mark is maintained	Right to use the Mark is maintained
Factory Inspection frequency in month		6, upon satisfactory corrective actions	9	12	18	24
Sampling in factory		X	X	X	X	
Construction check		X	X	X	X	X
Partial testing on key parameters		N/A	X	X	X	X
Complete testing		X	Decision of CB	N/A	N/A	N/A

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## Clause 2 Bonus and Malus Criteria for Licence Holder

Table 2		
Bonus Criteria		
Criteria	Rate	Comment
<b>5 years of being granted LOVAG Type Certificate</b>		
<b>For unit</b>	<b>+0.25 per type certificate</b>	<b>To verify consistency</b>
<b>For small series</b>	<b>+0.5 per type certificate</b>	
<b>For series</b>	<b>+1 per type certificate</b>	
<b>Proven system of customer claim managing</b>	<b>(+1)</b>	
<b>Insurance coverage ?</b>	<b>(+1)</b>	
<b>Acceptation of public info on coverage ?</b>		
<b>Factory is ISO 9000 by reputable Certifier</b>	<b>(+1)</b>	
<b>Testing laboratory of the manufacturer is accredited to ISO/IEC 17025</b>	<b>(+3)</b>	
<b>Provide public information on calculation of uncertainty?</b>		
<b>Has a LOVAG Mark Senior Supervisor</b>	<b>(+5)</b>	
<b>Factory is accredited by an ILAC member avec an MRA with other ILAC Member</b>	<b>(+0.25)</b>	
<b>Uncertainty policy e.g.: if + or – 1% if + or -10% (+0.1)</b>	<b>(+0.5)</b>	
<b>Provide all data (List of equipment , calibration status, etc) with measurements</b>	<b>(+4)</b>	
<b>Appropriate procedure to recall product</b>	<b>(+2)</b>	
<b>Proof of effective recall over 5 Years</b>	<b>(+3)</b>	
<b>Disclosure to CB of distribution Network</b>	<b>( +3)</b>	
<b>Effective Agreement with distributors to recall product when found failed on the Market</b>	<b>(+5)</b>	
<b>Acceptance that factory change of Category from Licensee is disclosed by LOVAG to listed Clients</b>	<b>(+5)</b>	

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Table 3		
Malus Criteria		
Criteria	Rate	Comment
Per Licence withdrawn (1) within the year	(-6)	
Per Licence withdrawn (1) within last 3 previous years	(-5)	
Per suspension of the same licence in the same year	(-4)	
Per licence suspended over the last 2 previous years	(-3)	
No Routine test performed	(-5)	
No PVT done	(-5)	
Dangerous product picked up in factory	(-4)	
Unsafe product picked up in factory	(-3)	
Dangerous product picked up on the Market	(-5)	
Unsafe product picked up on the Market	(-4)	
Non effective recall of product when requested in the place of sampling	(-4)	
Wrong or insufficient disclosure of distribution circuit.	(-4)	
Per still active licence, unlawful use of the Mark for a withdrawn licence	(-4)	

(1) for non conformity to the standards and/or non compliance to the rules