



Product Approval Work_Instructions	Work Instruction No.: PAD 12.18
01/11/2025 (18-09-2026)	Work Instruction: Certification Records

Change follow up

Revision	Date	Changes

1. General

1.1 Scope

- 1.1.1 This work instruction describes the way in which records of all activities of the Standard Mark Operations Directorate (PAD) are kept.

1.2 Objectives

- 1.2.1 This work instruction aims to define the processes that records of the activities of the Standard Mark Operations Directorate are subjected to. It also aims to define the limitations on using and storing these documents.

1.3 Applicability

- 1.3.1 This document is applicable to all Standard Mark Operations Directorate related documents.

2. Applicable documents

2.1 Documents mentioned in this work instruction

- 2.1.1 Work Instruction PAD-12.12- Handling Complaints & appeals
2.1.2 Work Instruction PAD 12.16- Personnel Competencies

3. Appendices and forms

- 3.1 None.

4. Definitions and terms

- 4.1 **Clint**- Anyone who contacts the directorate and requests approval for a product



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5. Details and instructions

- 5.1 The Quality Manager is responsible for the maintenance of records at the Product Approval Directorate (PAD).
- 5.2 All PAD records shall be kept in the LD (LLaboratory Division) records department, in the respective client and personnel files, with the exception of laboratory files.
- 5.3 Computerized information and documents shall be kept on the SII servers or SII laptops only.
- 5.4 USB sticks and external devices may be used to transfer public documents and internal SII documents. Privileged documents will be transferred using USB sticks and external devices provided that the client does not object to this practice.
- 5.5 All laptops must be password protected. PAD personnel must keep their laptops with them at all times, or locked in a cabinet.
- 5.6 The documentation of complaints will be done according to Work Instruction PAD-12.19- Handling Complaints. Additionally, once a complaint has been resolved a copy of all the documents will be kept in the designated client file.
- 5.7 PAD records will not be taken out of the office without the approval of the Head of PAD.
- 5.8 Additional requests regarding the maintenance and safeguarding of records made by the client will be honored.
- 5.9 PAD records will be regarded as confidential and so will not be disclosed to a third party without the express consent of the client (with the exception of the granting/removal of a license).

5.10 Management System Records

- 5.10.1 Management system records including records of the following activities:
 - 5.10.1.1 Complaints and appeals.
 - 5.10.1.2 Management reviews.
 - 5.10.1.3 Internal audits.
 - 5.10.1.4 Corrective and preventive actions.
 - 5.10.1.5 Records of external audits.
- 5.10.2 The identification, storage, protection, retrieval, retention time, and disposition of management system records are defined in Appendix A.



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5.11 Personnel Files

- 5.11.1 Details regarding the contents of personnel files are listed in Work Instruction PAD 12.16- Personnel Competencies.
- 5.11.2 All personnel files shall be filed electronically under the name of the employee on the PAD folder, shall be maintained in hard copy by the PAD Administrative Assistant, and shall be kept in the Human Resources department.
- 5.11.3 Personnel files shall be maintained in the PAD offices for the period of employment for the respective employee. Following the termination of a member of personnel, the personnel file will be archived in the SII archives (See table in Appendix A).

5.12 Client's Files

- 5.12.1 In this file, all of the documents relating to the client will be saved, including reports from inspections, annual work plans, and all decisions pertaining to the application process of the PAD.
- 5.12.2 Client's files will be saved in the electronic system and regularly backed up (files will not be deleted).
- 5.12.3 The identification, storage, protection, retrieval, retention time, and disposition of management system records are defined in Appendix A.

5.13 Directorate decisions

- 5.13.1 All decisions and protocols made by the PAD will be saved in the PAD offices.
- 5.13.2 The identification, storage, protection, retrieval, retention time, and disposition of those records are defined in Appendix A.



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Appendix A

<u>Record Type</u>	<u>Name</u>	<u>Number</u>	<u>Retrieval</u>	<u>Period of Validity</u>	<u>Disposal</u>
Management System Records	Complaints	N/A	"Complaints" on PAD folder	7 years	SII Archives
Management System Records	Appeals	N/A	"Appeals" on PAD folder	7 years	SII Archives
Management System Records	Management Reviews	N/A	"Management Review" on PAD folder	7 years	SII Archives
Management System Records	Internal Audits	N/A	"Internal Audits" on PAD folder	7 years	SII Archives
Management System Records	External Audits	N/A	"External Audits" on PAD folder	7 years	SII Archives
Management System Records	Corrective and Preventive Actions	N/A	"Corrective and Preventive Actions" on PAD folder	7 years	SII Archives
Personnel Records	"Name of Employee"	N/A	Electronic- "Personnel files"	Length of employment	SII Archives
Client Records	Approved price quote	N/A	Under client folder on laboratory server	7 years (following license expiration)	
Client Records	Product File	N/A	Under client name on Laboratory server	3 years (following	SII