

Guidelines for Certification



ISO 21384-3 Unmanned Aircraft Systems Operational Procedures

Introduction

The **AltoMaxx Guidelines for Certification** communicates the expectations, responsibilities, and process of becoming ISO certified under the standard 21384-3 Unmanned Aerial Systems – Operational Procedures. This document is intended for qualified parties who are interested in pursuing ISO certification and provides brief guidelines for Impartiality, Logo Use, Complaints and Appeals, Evaluation Procedures, Granting, Extending, and Reducing the Certification Scope. AltoMaxx ensures the confidence of certification by providing technically competent evaluators to assess standard operating procedures of persons, companies and organizations interested in adhering to the AltoMaxx standard of excellence which is based on industry best practices.

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Impartiality

AltoMaxx operates certification activities with clear objective provisions and openly discusses matters affecting the confidentiality of certification. AltoMaxx maintains an impartiality committee that meets ISO accreditation requirements to safeguard the impartiality, and interests, of clients and stakeholders. For more information on safeguarding of impartiality and the committee, please inquire at iso@altomaxx.com or through the website www.altomaxx.com.

Logo Use Guidelines

AltoMaxx Technologies has controls that govern the use of certification marks, logos, and accreditation symbols. AltoMaxx marks are registered intellectual property, and clients and businesses are expected to comply with the requirements. Details for use are outlined in the executed agreement between AltoMaxx and the client. Adaptations may be necessary to comply with changes in the requirements for accreditation and the associated provisions.

Complaints and Appeals

The handling of complaints and appeals is important for sustained customer satisfaction and service excellence. AltoMaxx Technologies recognizes that the client may have some reservations or may not agree with the conduct of the evaluator, evaluation findings, certification committee decision, and/ or overall interaction with AltoMaxx. There is a complaints and appeals procedure in place to communicate to the management team independent of the evaluation team in AltoMaxx.

If the appellant disagrees with the outcome of the action decided by AltoMaxx, they can raise an appeal by reaching out to the Standards Council of Canada (SCC). SCC is the final level of appeal in disputes regarding conformance with accreditation criteria and AltoMaxx will abide by all SCC decisions.

Corrective and Preventative Action

AltoMaxx maintains a system for taking prompt corrective and preventative actions on conditions which are averse to AltoMaxx Technologies service, management system and quality. By operating in accordance with laws and regulations AltoMaxx aims to minimize errors and maximize compliance to the relevant standards.

Fee Structure

Altomaxx Technologies charges fees to applicants and clients for their certification activities. The fees cover the costs associated with the assessment and certification processes. The fees may vary depending on the scope and complexity of the certification, as well as the size and nature of the organization seeking certification. These fees are presented in more detail in the scope-specific Quotation which is available on request.

Evaluation Procedure

Evaluation activities ensure the client conforms to the requirements outlined in the ISO standard. Through investigation and interviews AltoMaxx verify the policies, processes, procedures, records, and related documents are established, implemented, and maintained effectively.

Application documentation outline what is required during the evaluation phase. Where complex sites are visited, in progress communication must be provided to evaluators by the client to verify safety on site. AltoMaxx Technologies can wherever applicable halt evaluation activities or revoke the client's certification status if the client fails to meet the requirements for closing the non-conformities identified in the evaluation or if repeat non-conformities arise.

Clients will be provided in detail the evaluation and certification procedure following the application review.

Granting, Maintaining, Extending or Reducing Scope, Suspending, Withdrawing or Refusing Certification

The main objectives for conducting a client evaluation are to determine if a client maintains conformity to the standard, their ability to meet statutory, regulatory, and contractual requirements, as well as to determine the effectiveness of the standard operating system in achieving the desired performance outcome. The certification decision is determined by personnel independent from evaluation activities. A register of certified clients is updated online prior to issuance of the certificate.

Suspension or withdrawal can occur based on a review case, misuse, or other breaches of contract. The client is expected to notify AltoMaxx in writing if their operation becomes hazardous or non-compliant.

AltoMaxx Technologies can wherever applicable refuse certification if during the evaluation process the client fails to meet the requirements for the scope of certification. The client may choose to re-apply for certification any time after failing to achieve certification. The applicant must begin the process from the beginning, which includes the preliminary application to enter the accreditation process and payment of all relevant fees.

Successful Clients

AltoMaxx Technologies establishes and implements a system to control documents and records for clients who successfully complete the certification requirements by providing clients with formal certification documentation.

Certification Inquiries

All application and certification inquiries can be made to:

AltoMaxx Technologies
004 – 40 Aberdeen Avenue
St. John's, NL, Canada
A1A 5T3

Phone: [1-833-258-6629](tel:1-833-258-6629)

Email: iso@altomaxx.com

Webpage: [ISO Certification](#)