



Rules for the Certification of Contact Centres

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Technical Rules

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1 GENERAL

1.1

These Rules define the additional and/or substitutive procedures applied by RINA for the certification of Contact Centres in relation to what is already defined in the General Rules for the Certification of Services. The paragraphs of these Rules refer to (and maintain the same numbering of) the corresponding paragraphs of the General Rules for the Certification of Services for which changes and/or additions have been made.

2 REFERENCE STANDARD / CERTIFICATION REQUIREMENTS

2.1

According to what is stated in the General Rules for the Certification of Services, to obtain RINA certification the Organization must first and henceforth satisfy the requirements of ISO 18295-1:2017 and ISO 18295-2:2017, including the metrics contained in Annex A.2 to the ISO 18295-1:2017 standard.

3 INITIAL ASSESSMENT

3.1

The Applicant shall submit a specific application to RINA to obtain the Certificate of Conformity of the service, using the Informative Questionnaire sent by the competent office and integrating it where necessary.

3.1.1 DOCUMENTAL CHECK

In order to be certified, the Contact Centre must provide RINA with the documents required by the ISO 18295-1:2017 and ISO 18295-2:2017 standards, necessary to perform the documental check.

The Contact Centre shall be informed of the result of the documental check in writing.

The documental check can be directly performed at the Contact Centre.

If the Documental Check provides a negative result, the check can proceed but non-compliant elements shall be considered for decision-making purposes.

All the documents examined and approved by RINA shall be clearly identified (possibly by stamps/signatures) and stored for at least 3 years.

3.1.2 ON-SITE AUDIT

The on-site audit to the contact centre shall be carried out in accordance with the requirements set out in the ISO 18295-1:2017 and ISO 18295-2:2017 standards, including the metrics contained in Annex A.2 of the ISO 18295-1:2017 standard.

The Contact Centre shall be informed of the result of the audit in writing.

4 CERTIFICATION MAINTENANCE

4.1

In addition to the requirements of the General Rules for the Certification of Services, the following requirements are defined.

The certificate will be valid for three years starting from the completion of the certification audit to the company.

Surveillance audits are carried out once a year, with the same modalities of the certification audit.

If the Organization intends to extend its certification to other services foreseen by the Standard, RINA, on the basis of the extension conditions, shall submit an updated contract to the Organization.

5 AUDIT RESULTS

5.1

During the audit RINA may raise any:

- Major non-conformities (A-type findings): one of the requirements of the ISO 18295-1:2017 and ISO 18295-2:2017 standards, including the metrics of Annex A.2 of ISO 18295-1:2017 is not met.
- Minor non-conformities (B-type findings): one of the requirements of the ISO 18295-1:2017 and ISO 18295-2:2017 standards, including the metrics of Annex A.2 of ISO 18295-1:2017 is partially not met. The measurements required for a total compliance with the requirements must be easily implemented within the next 12 months.
- Observations (C-type findings): possible improvement aspects.

6 MANAGEMENT OF CERTIFICATES OF CONFORMITY

6.1

If the above checks are successfully completed, RINA enters the service in the appropriate Register of certified services/products and sends the original of the Certificate of Conformity to the Contact Centre, with the following information in addition to RINA references:

- ISO 18295-1:2017 and ISO 18295-2:2017 standards;
- the certified services;
- the Contact Centre(s) to which the certificate refers, including secondary sites.
- the validity conditions (first issue dates, current issue dates...);
- the ACCREDIA logo.

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