



ISCC 103 Quality Management

Quality Management

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Content

- 1 Introduction 4
- 2 Scope..... 4
- 3 Normative references 4
- 4 Quality management 6
 - 4.1 Quality policy..... 6
 - 4.2 The Quality Management Scheme 6
 - 4.3 Additional processes of the quality management system..... 8
 - 4.3.1 Recognition of the system by the control authority 8
 - 4.3.2 Cooperation with certification bodies 8
 - 4.3.3 Internal audit 8
 - 4.3.4 Review 9

1 Introduction

ISCC aims high: The system claims to guarantee that ISCC labeled products, as a matter of fact, are produced from sustainably grown biomass.

At the same time, the system is a reliable partner of the legislative body and offers an instrument which ensures the compliance with the legal foundations on the classification as “sustainable biomass” in Europe and Germany to the full extent.

This aims especially at the participants of ISCC, who rely on fulfilling the legal requirements regarding production, processing, utilization, traceability and greenhouse gas emissions of sustainable biomass when they implement ISCC.

2 Scope

The Quality management is effective for all activities of the ISCC System, especially for the co-operation with external partners.

3 Normative references

As a basic principal, all relevant ISCC documents are valid for the scope of application. The normative references display the documents whose contents are linked and have to be considered as conjoint points.

Relevant references:

ISCC 101	ISCC Statutes
ISCC 102	National and Regional Initiatives
ISCC 201	System Basics
ISCC 202	Sustainability Requirements – Requirements for the Production of Biomass
ISCC 202-01	Checklist for the Control of the Requirements for the Production of Biomass
ISCC 203	Requirements for Traceability
ISCC 203-01	Checklist for the Control of the Requirements for Traceability
ISCC 204	Mass Balance Calculation Methodology
ISCC 205	GHG Calculation Methodology
ISCC 206	Regulations to issue Proofs of Compliance with Sustainability Requirements
ISCC 207	Risk Management
ISCC 208	Guidelines to use the ISCC Brand
ISCC 251	Requirements for Certification Bodies

ISCC 252	Regulations to carry out Audits
ISCC 253	Complaints, Appeals and Arbitration
ISCC 254	Cooperation with other Certification Systems
ISCC 301	Terms and Definitions
ISCC 302	Guidance - Certification of Sustainable Biomass

4 Quality management

4.1 Quality policy

The institutions of the ISCC system are committed to an evident quality policy as guidelines for daily operations. These guidelines are the basis for a successful performance of the certification system. The most important guidelines of the system are:

Ambitious standards: The sustainable production of biomass is an essential contribution to climate protection. ISCC standards are implementable, but clearly require from all relevant elements of the biomass supply chain to act sustainably.

Multi-stakeholder process: ISCC is a multi-stakeholder process. Decision-making processes are based on consensus. They allow the involvement of all interested parties in guaranteeing a sustainable production of biomass and bioenergy.

Open for everyone: The standard development is to be carried out in a way that all interested users are able to participate in the system without discrimination and to use its advantages.

Efficient system processes: ISCC conducts an intensive stakeholder dialogue and involves interested parties; at the same time, the efficient structures and responsibilities allow fast and consequent decision-making processes.

Implementation of the regulatory framework: In Europe the declaration of sustainable biofuels and bioliquids requires to comply with specific legal regulations. ISCC guarantees a continuous monitoring of these processes and a reliable implementation of the respective regulations in its system regulations.

Co-operation with other certification systems: ISCC acts as an innovative partner of different institutions. An open discussion with other certification systems and the possibility of mutual complement offers additional potential for an efficient market access. It contributes to secure the sustainable biomass production on a broad level. However, ISCC is only allowed to cooperate with certification systems that are officially recognized by the respective control authority for the recognition of certification systems.

Risk management: Several indicators, which can cause an incorrect declaration of biomass and conversion products as sustainable products, are continuously monitored by means of an integrated risk management. Immediate corrective actions reduce the impact of these risks to a minimum.

Competence of the actors: The competence of the actors is relevant for the results of the system and is continuously further developed. The training, application and further development of know-how are important elements for all actors employed by ISCC as well as for the bodies and persons involved in the certification procedures.

Continuous improvement: ISCC continuously monitors its processes and structures. Every 5 years, the system as a whole is revised and the standards are adapted according to the latest findings from science and practice.

4.2 The Quality Management Scheme

The quality management of ISCC is based on the general elements of any quality management system (see figure 1).

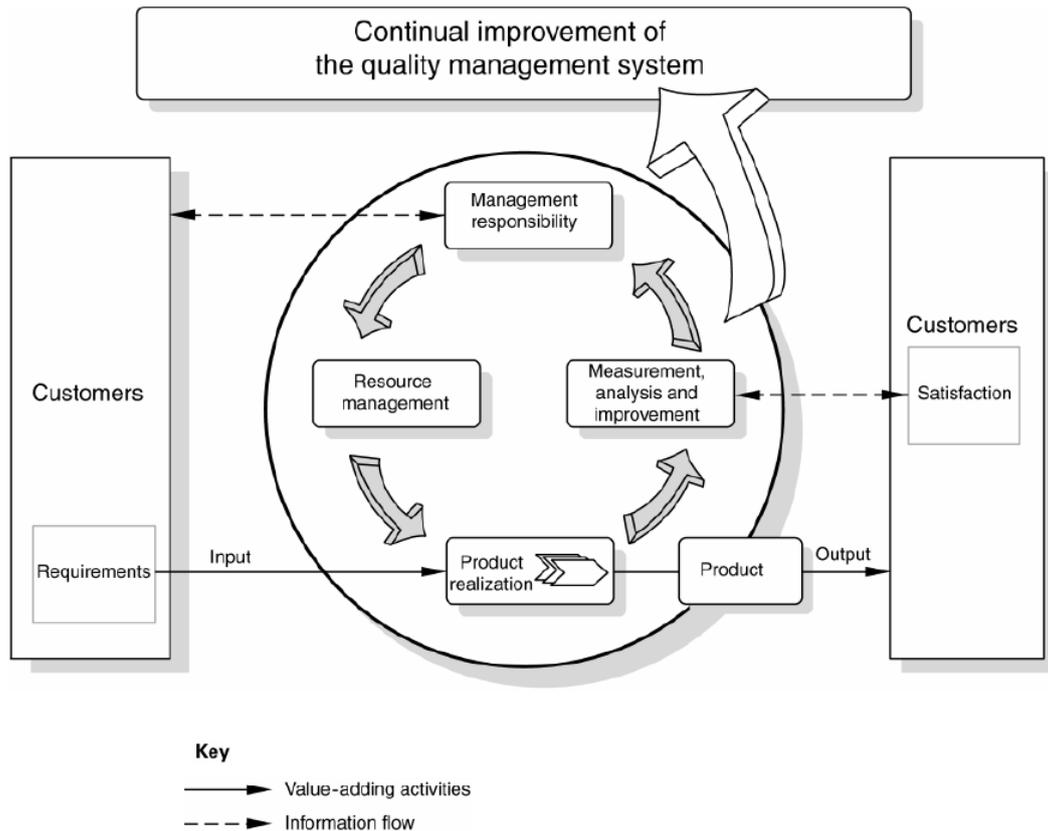


Figure 1: Model of a process-based quality management system (Source: ISO 9001:2008)

An extensive stakeholder dialogue enables the evaluation and identification of customer requirements. Producers, processors and users are regarded as customers as well as Non-Governmental Organizations (NGOs), public actors, research and sciences and others.

The basis for targeted activities is provided for by a well-defined governance structure fixed in the ISCC Statutes. The institutions of ISCC guarantee an efficient use of resources.

From the standard development to the issuance of certificates, the whole organisation and processing implementation is carried out according to transparent and clear regulations. Additional processes of the quality management system (see section 4.3) and an integrated risk management system, in particular, contribute to the success of the certification system and may in certain cases lead to the adjustment of the ISCC activities.

The quality management processes are laid down in the system documents. The following figure gives an overview about the structure of the whole system documentation. There is a list of all system documents in section 2 (normative references). The contents of the documents are described at a glance in section 2 of the document ISCC 201 System Basics.

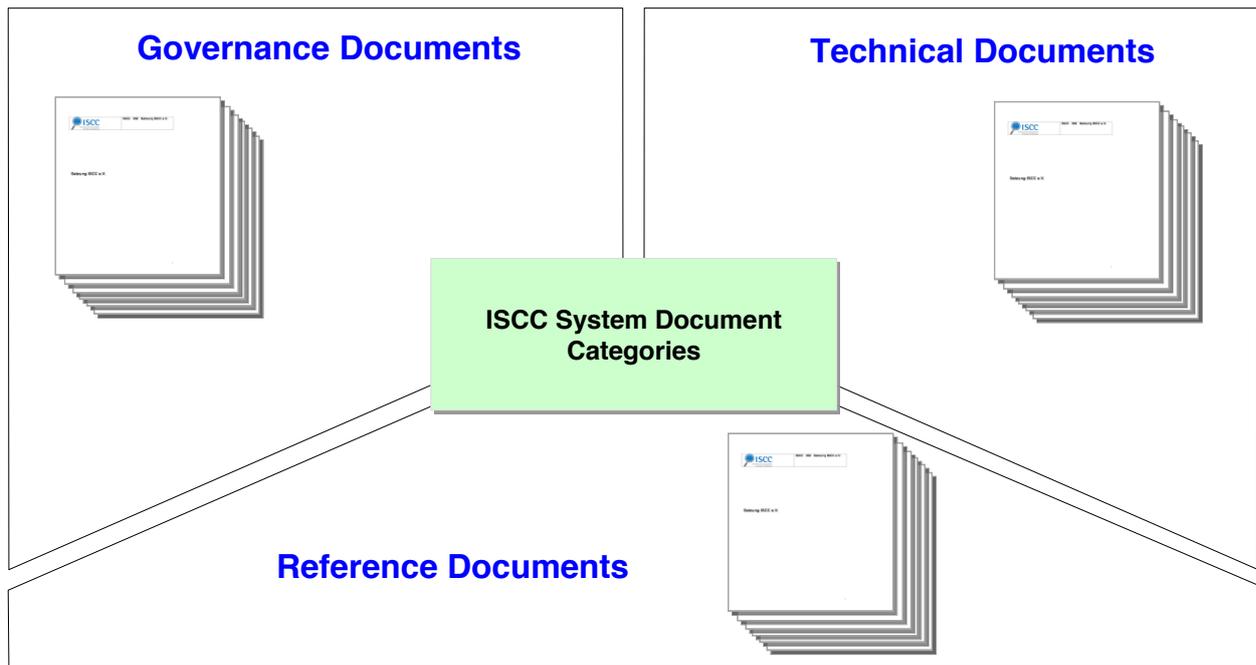


Figure 2: Categories of documents in the ISCC system

4.3 Additional processes of the quality management system

4.3.1 Recognition of the system by the control authority

The recognition procedure by the control authority ensures the credible implementation of the regulatory framework of the sustainability ordinances. The ISCC system files a petition for recognition by the control authority according to the procedures described in the sustainability ordinances and the respective administrative regulation.

Problems resulting from the recognition procedure are immediately considered in the system regulations.

The ISCC System GmbH applies for and organises the recognition.

4.3.2 Cooperation with certification bodies

The certification bodies cooperating with ISCC provide once a year (February 28) an evaluation report regarding important nonconformities, corrective actions and risks, found out during the audits and inspections of the previous year.

These evaluations impact the audits, the review and the resultant corrective actions. If required, ISCC develops a continuously adjusted audit guidance. This guidance provides basic information for the conducting of audits to certification bodies and ISCC members.

The cooperation with certification bodies is guaranteed by the ISCC management.

4.3.3 Internal audit

Internal audits of ISCC form a basic procedure for the successful management of the ISCC system and provide information regarding the effectiveness of the procedures described in the ISCC documents.

ISCC regularly conducts internal audits. The implementation of the main procedures is audited with regard to their effectiveness. Weaknesses are identified and potential for improvement suggested.

In conjunction with the annual plan of the ISCC management, an audit program is developed showing focal points. The audit results are documented in an audit report.

The ISCC management is responsible for the organisation of the audits.

4.3.4 Review

An annual evaluation of the system shows the success and further need for action of the system. Measures for the elimination of weaknesses are stipulated.

The audit reports and all other information about the efficiency of the system (e.g. information of the certification bodies, complaints from third parties) are the basis for a review.

The ISCC board is responsible for the review.