



# Rules for the Certification of Contact Centres

Revision: 01  
Effective from 30/07/2019

RINA  
Via Corsica 12  
16128 Genova - Italy  
tel +39 010 53851  
fax +39 010 5351000  
web site: [www.rina.org](http://www.rina.org)

---

Technical Rules

These Rules are divided into 3 sections depending on the requested certification service:

➤ **Section 1:**

Certification of Contact Centres in accordance with UNI EN 15838, based on UNI 11200 requirements;

➤ **Section 2:**

Certification of Contact Centres in accordance with ISO 18295-1:2017 and 18295-2:2017 standards;

➤ **Section 3:**

Certification transition from UNI EN 15838 to ISO 18295

## CONTENTS

### SECTION 1

#### **CERTIFICATION OF CONTACT CENTRES IN ACCORDANCE WITH UNI EN 15838, BASED ON UNI 11200 REQUIREMENTS**

1	GENERAL .....	4
2	REFERENCE STANDARD / CERTIFICATION REQUIREMENTS.....	4
3	INITIAL ASSESSMENT.....	4
4	CERTIFICATION MAINTENANCE .....	6
5	AUDIT RESULTS .....	6
6	MANAGEMENT OF CERTIFICATES OF CONFORMITY .....	6

### SECTION 2

#### **Certification of Contact Centres in accordance with the ISO 18295-1:2017 and 18295-2:2017 standards**

1	GENERAL .....	7
2	REFERENCE STANDARD / CERTIFICATION REQUIREMENTS.....	7
3	INITIAL ASSESSMENT.....	7
4	CERTIFICATION MAINTENANCE .....	7
5	AUDIT RESULTS .....	8
6	MANAGEMENT OF CERTIFICATES OF CONFORMITY .....	8

### SECTION 3

#### **Certification transition from UNI EN 15838 to ISO 18295**

1	GENERAL .....	9
2	APPLICATION FOR TRANSITION.....	9
3	CONDUCTION OF TRANSITION AUDITS.....	9
4	ISSUE OF THE CERTIFICATE OF CONFORMITY WITH THE ISO 18295-1:2017 AND ISO 18295-2:2017 STANDARDS .....	9
5	VALIDITY OF CERTIFICATES IN CONFORMITY WITH EN 15838/UNI 11200.....	9

SECTION 1  
CERTIFICATION OF CONTACT CENTRES IN ACCORDANCE WITH UNI EN 15838, BASED ON UNI 11200 REQUIREMENTS

## 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.

### 1.2

The certificates in compliance with the UNI EN 15838: 2010 / UNI 11200: 2010 standards may be issued no later than the end of the transition period. The certificates issued and reissued in compliance with the UNI EN 15838: 2010 / UNI 11200: 2010 standards will expire on 31/12/2019, the end of the transition period. In order to maintain the certification, the organization that obtains a certification in compliance with the UNI EN 15838: 2010 / UNI 11200: 2010 standards will have to make a transition to the new ISO 18295 standards according to the procedures defined in section 3 of these Rules by 31/12/2019.

## 2 REFERENCE STANDARD / CERTIFICATION REQUIREMENTS

### 2.1

In addition to the requirements of the General Rules for the Certification of Services, to obtain RINA certification an Organization must satisfy the requirements:

- of the UNI EN 15838:2010 standard – “Contact Centres – Service Requirements”, complying with the requirements of the UNI 11200:2010 standard – “Services for relationship with the customer, the consumer and the citizen, through contact centres – Operational requirements for the application of UNI EN 15838:2010”;
- and the additional requirements set out by Accreditation Bodies (ACCREDIA RT-22 document, rev. 00 “Requirements for the accreditation of Bodies operating the certification of “Contact Centres” in accordance with UNI EN 15838, based on the requirements of UNI 11200”).

## 3 INITIAL ASSESSMENT

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.

The following information is mandatory:

- applicant's name and address;
- site(s) where the service is provided;
- telephone numbers;
- any certification of the company's QMS (reference standard and Certification Body);
- list of applicable standards for the provided service;
- copy of the Chamber of Commerce certificate or equivalent document;
- list of provided services with reference (as an indication) to any of the services listed in UNI 11200 or exemplified in par. 12.2 of Accredia RT 22.
- number of active workstations for each service for which certification is sought.

SECTION 1  
CERTIFICATION OF CONTACT CENTRES IN ACCORDANCE WITH UNI EN 15838, BASED ON UNI 11200 REQUIREMENTS

### 3.1 DOCUMENTAL CHECK

The documental check is aimed at verifying conformity of the documents and processes with the reference Standard. The documental check is concerned with the documents listed in the UNI EN 15838:2010 and UNI 11200:2010 standards.

The documental check can be performed at RINA head office or at the applicant Organization's premises. For this purpose the above documents must be made available quite in advance. The Contact Centre shall be informed of the result of the documental check in writing.

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 the CB shall be clearly identified (possibly by stamps/signatures) and stored for at least 3 years. [Accredia RT 22 par. 10.3].

### 3.2 ON-SITE AUDIT

The on-site audit is aimed at verifying conformity of the provided service with the requirements of the reference Standard, through an analysis of the records provided at the Organization's site(s) and on-site activities.

The on-site audit shall be performed in two stages, listed in chronological order:

- at the Organization's site(s), where the service quality documents and records required by the Standard are stored;
- surveys during the normal conduction of the service activity, by RINA inspectors, to the active workstations and during the activities performed.

With regard to records of quality measurements, they shall be available when the audit is performed, with reference to a minimum period equal to the previous 3 months, for all types of measurements.

If the number of available records relating to the service is not deemed to be sufficient, RINA will reserve the right to repeat the audits, at the Organization's expenses, until a sufficient number of evidences is reached.

If the number of Observations is significant, the audit team may ask the Organization to perform a supplementary audit or to provide the evidence of the resolution of these observations.

The audit shall be carried out according to the requirements set out in the UNI EN 15838:2010 and UNI 11200:2010 standards. The Contact Centre shall be informed in writing of the audit result. [Accredia RT 22 par. 10.4]

Whenever, during the above audits, any non-conformities are raised relating to the Quality Management System of the Contact Centre, if certified in accordance with ISO 9001, these non-conformities shall be submitted by the Contact Centre to the Body that issued the ISO 9001 certificate. [Accredia RT 22 par. 4.5]

When the certification procedure is successfully completed, RINA will send the Contact Centre data to Accredia, that will publish the information on the [www.accredia.it](http://www.accredia.it) website. [Accredia RT 22 par. 4.6]

## SECTION 1

## CERTIFICATION OF CONTACT CENTRES IN ACCORDANCE WITH UNI EN 15838, BASED ON UNI 11200 REQUIREMENTS

## 4 CERTIFICATION MAINTENANCE

To maintain the certification, the organization certified in compliance with the UNI EN 15838: 2010 / UNI 11200: 2010 standards will have to make a transition to the new ISO 18295 standards according to the procedures defined in section 3 of these Regulations by 31/12/2019.

## 5 AUDIT RESULTS

All requirements listed in the "List of audits and checks" contained in Appendix A of the UNI 11200 standard must be met for the issue/maintenance of the certification.

During the audit the CB may raise any:

- Major non-conformities (A-type findings): one of the requirements in the list is not met.
- Minor non-conformities (B-type findings): one of the requirements in the list is partially not met. The measurements required for a total compliance with the requirements must be easily implemented within the next 12 months. If a B finding is not closed within one year from its issue, it automatically becomes an A finding, unless otherwise decided by the decision-making section of the CB.
- Observations (C-type findings): possible improvement aspects.

## 6 MANAGEMENT OF CERTIFICATES OF CONFORMITY

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:

- the UNI EN 15838 standard;
- a sentence relating to the criteria defined by UNI 11200;
- the ACCREDIA RT-22 document;
- 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.

The certificates issued in accordance with UNI EN 15838: 2010 / UNI 11200: 2010 will expire on 31/12/2019, the end of the transition period.

## SECTION 2

Certification of Contact Centres in accordance with the ISO 18295-1:2017 and 18295-2:2017 standards

### **1 GENERAL**

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**

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**

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 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.

#### **3.2 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**

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.

## SECTION 2

Certification of Contact Centres in accordance with the ISO 18295-1:2017 and 18295-2:2017 standards

### **5 AUDIT RESULTS**

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**

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.



## SECTION 3

Certification transition from UNI EN 15838 to ISO 18295

## 1 GENERAL

This section applies when an Organization certified in accordance with EN 15838/UNI 11200 requests to be certified in accordance with ISO 18295-1:2017 and ISO 18295-2:2017 (if applicable), hereinafter referred to as "transition". To obtain RINA certification in accordance with ISO 18295-1:2017 and ISO 18295-2:2017 (if applicable), an Organization must first and henceforth satisfy the requirements of ISO 18295-1:2017 and ISO 18295-2:2017 (if applicable), including the metrics of Annex A.2 of the ISO 18295-1:2017 standard.

## 2 APPLICATION FOR TRANSITION

During the transition period an Organization that is already certified in accordance with EN 15838/UNI 11200 can decide to perform transition to the new standard:

1. during a surveillance audit (with possible audit time increase);
2. during a recertification audit;
3. between two scheduled audits

The application for transition must be sent to RINA by an authorized representative of the applicant Organization.

## 3 CONDUCTION OF TRANSITION AUDITS

A transition audit consists of:

- a review of the documents required by ISO 18295-1:2017 and ISO 18295-2:2017 (if applicable)
- an on-site audit to assess the fulfillment of the requirements of ISO 18295-1:2017 and ISO 18295-2:2017 (if applicable).

For the execution of the audit reference should be made to the General Rules for the Certification of Services. The dates and the extension of the following audits for certification maintenance purposes remain the same as per three-year surveillance programme.

## 4 ISSUE OF THE CERTIFICATE OF CONFORMITY WITH THE ISO 18295-1:2017 AND ISO 18295-2:2017 STANDARDS

Following the successful outcome of the transition audit and RINA's approval, a certificate of conformity with the ISO 18295-1:2017 and ISO 18295-2:2017 standards is issued; the validity of this certificate will be calculated based on the previous date of the decision-making process about certification/recertification.

## 5 VALIDITY OF CERTIFICATES IN CONFORMITY WITH EN 15838/UNI 11200

With regard to the valid certificates issued in accordance with the EN 15838/UNI 11200 standards, the deadline to upgrade to ISO 18295-1:2017 and ISO 18295-2:2017 is set to December 31<sup>st</sup>, 2019.

There are no limits for the issue of certificates in compliance with EN 15838/UNI 11200 until that date, since all certificates issued in compliance with the above standards will be no longer valid starting from January 1<sup>st</sup>, 2020.

An Organization that, after the expiry date of its certificate, intends to apply for certification again, must submit a new application following the requirements of the initial certification procedure.

Publication: RC/C 134  
English Edition

RINA  
Via Corsica 12  
16128 Genova - Italy

tel +39 010 53851  
fax +39 010 5351000  
web site : [www.rina.org](http://www.rina.org)

---

Technical Rules