

## DOE Performance Monitoring

### Report to the Public

1- Performance monitoring period: 1 July 2011 to 31 December 2011

2- Data for submissions finalised as of: 30 June 2012

3- Performance of DOEs:

DOE <sup>1</sup>		PA <sup>2</sup> submitted for registration /issuance	PA for which a final decision was made	% of PA finalised	PA automatically registered /issued	PA not admitted at the completeness -check stage	PA reviewed	PA rejected	PA withdrawn	I1 <sup>3</sup>	I2 <sup>4,5</sup>
Spanish Association for Standardisation and Certification (AENOR)	Registration	-	-	-	-	-	-	-	-	-	-
	Issuance	13	12	92%	12	4	0	0	0	0,33	0
Bureau Veritas Certification Holding SAS (BVCH)	Registration	59	47	80%	39	8	8	1	0	0,17	0,89
	Issuance	135	134	99%	132	21	2	0	2	0,16	0,07
China Environmental United Certification Center Co., Ltd. (CEC)	Registration	19	19	100%	18	8	1	1	0	0,42	0,32
	Issuance	26	26	100%	26	5	0	0	0	0,19	0

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China Quality Certification Center (CQC)	Registration	13	12	92%	11	1	1	0	0	0,08	0,08
	Issuance	30	30	100%	29	0	1	1	0	0	0,17
Det Norske Veritas Certification AS (DNV)	Registration	122	96	79%	86	21	10	0	1	0,22	0,41
	Issuance	184	172	93%	167	30	5	0	4	0,17	0,08
ERM Certification and Verification Services Ltd. (ERM CVS)	Registration	20	19	95%	18	3	1	0	0	0,16	0,26
	Issuance	39	39	100%	37	5	2	0	3	0,13	0,15
Germanischer Lloyd Certification GmbH (GLC)	Registration	15	14	93%	14	7	0	0	0	0,50	0
	Issuance	10	9	90%	7	3	2	0	0	0,33	0,67
Colombian Institute for Technical Standards and Certification (ICONTEC)	Registration	-	-	-	-	-	-	-	-	-	-
	Issuance	13	11	85%	11	5	0	0	0	0,45	0
Japan Consulting Institute (JCI)	Registration	21	19	90%	16	10	3	0	0	0,53	0,42
	Issuance	-	-	-	-	-	-	-	-	-	-

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Japan Quality Assurance Organisation (JQA)	Registration	-	-	-	-	-	-	-	-	-	-
	Issuance	11	11	100%	11	2	0	0	0	0,18	0
Lloyd Register Quality Assurance Ltd. (LRQA)	Registration	23	19	83%	17	8	2	0	0	0,42	0,32
	Issuance	25	24	96%	24	2	0	0	0	0,08	0
RINA Services S.p.A. (RINA)	Registration	16	14	88%	12	1	2	1	0	0,07	0,86
	Issuance	16	16	100%	15	1	1	0	0	0,06	0,06
SGS United Kingdom Limited (SGS)	Registration	27	22	81%	22	4	0	0	0	0,18	0
	Issuance	151	150	99%	147	12	3	0	2	0,08	0,12
Swiss Association for Quality and Management Systems (SQS)	Registration	13	11	85%	10	6	1	1	0	0,55	1,00
	Issuance	-	-	-	-	-	-	-	-	-	-
TÜV NORD CERT GmbH (TÜV NORD)	Registration	72	60	83%	54	26	6	0	0	0,43	0,32
	Issuance	108	107	99%	102	24	5	0	4	0,22	0,19

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TÜV Rheinland (China) Ltd. (TÜV Rheinland)	Registration	48	46	96%	44	17	2	0	0	0,37	0,26
	Issuance	35	31	89%	31	5	0	0	0	0,16	0
TÜV SÜD Industrie Service GmbH (TÜV SÜD)	Registration	21	16	76%	14	5	2	1	0	0,31	0,56
	Issuance	63	55	87%	53	15	2	0	0	0,27	0,18

Note:

- DOEs that have finalized a tenth request of registration or issuance in a given monitoring period, are subject to monitoring.
- Project activity
- Rate of rejections at completeness check, **I1** = Number of requests rejected at completeness check / Number of requests completed
- Rate of requests for review, **I2** = SUM (weights of Request for Reviews) / Number of requests completed
- Definition of thresholds for **I2**

Registration	I2 < 0,5	Green
	I2 = 0,5 ~ 3	Yellow
	I2 ≥ 3	Red

Issuance	I2 < 0,5	Green
	I2 = 0,5 ~ 1,5	Yellow
	I2 ≥ 1,5	Red

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### History of the document

Version	Date	Nature of revision
02	31 July 2012	As required according to “Procedure on performance monitoring of designated operational entities” (EB58, Annex 01, paragraphs 31-34).
01.1	30 July 2012	Revision due to an error in processing (page 2, footnote 5).
01	30 April 2012	As required according to “Procedure on performance monitoring of designated operational entities” (EB58, Annex 01, paragraphs 31-34).
<b>Decision Class:</b> Operational <b>Document Type:</b> Information Note <b>Business Function:</b> Accreditation, Governance		