JISEC

Organization and Operational Manual for IT Security Certification Body

April 2024

CCM-01

Information-technology Promotion Agency, Japan (IPA)

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Organization and Operational Manual for IT Security Certification Body

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Establishment: May 7, 2007 (Jo-So No. 13 of 2007)

Final revision: March 26, 2024 (Jo-So-Ki No. 800 of 2023) Partial revision

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1. General Provisions

1.1 Purpose

This Operational Manual prescribes policies and procedures for operating organization and certification services necessary for conducting services as the Certification Body in accordance with the "***IT Security Evaluation and Certification Scheme Document***" (hereinafter referred to as the "***Scheme Document***") in which Information-technology Promotion Agency, Japan (IPA) (hereinafter referred to as "**IPA**") prescribes the IT Security Evaluation and Certification Scheme (hereinafter referred to as "**this Scheme**").

1.2 Policies

The Chief Executive Officer pledges the quality policies and quality objectives specified separately to ensure that the **Certification Body** operates certification services in accordance with JIS Q 17065 ***Conformity assessment - Requirements for bodies certifying products, processes and services*** (hereinafter referred to as "JIS Q 17065").

1.3 Definition of Terms

Terms used in this Operational Manual correspond to those used in the ***Scheme Document*** and JIS Q 17065.

2. Certification Body

2.1 Organization

2.1.1 Legal Status

The **Certification Body** is the organization established within **IPA** in accordance with the Act on General Rules for the Incorporated Administrative Agency (Act No. 103 of 1999) and the Act on Facilitation of Information Processing.

2.1.2 Structure of Organization

The **Certification Body** consists of the Commissioner, Vice Commissioner or Counsellor, Director

General of IT Security Center, IT Security Center personnel, and Committees and their members prescribed in Section 2.1.4.

In addition, Figure 1 shows the structure of the organization.

The following are the responsibilities and authorities of personnel who constitute the organization of the **Certification Body**, and details are prescribed in the appendix.

More details required for those who constitute the organization of the **Certification Body** are prescribed in the "***Operating Procedure for Personnel Management of IT Security Certification Body***" (hereinafter referred to as the "***Procedure for Personnel Management***").

(i)   Chief Executive Officer: Commissioner of **IPA**

    The Chief Executive Officer represents the **Certification Body** and is responsible for ensuring management resources related to the operation of certification services. The Chief Executive Officer shall define and document quality policies and quality objectives and ensure that the **Certification Body** certainly understands, performs and maintains those policies.

(ii)   Managing Director: A person out of Vice Commissioner or Counsellors of **IPA** who is appointed by the Chief Executive Officer.

    The Managing Director is responsible for managing the execution of services related to the operation of certification services.

(iii)   Management System Manager: Director General of IT Security Center of **IPA**

    The Management System Manager is responsible for maintaining the quality of services related to the operation of certification services.

(iv)   Technical Manager: The person who manages technical services related to the operation of certification services of **IPA**

    The Technical Manager manages technical services related to the operation of certification services of **IPA** and coordinates various issues related to technical matters.

(v)   Certifier: A person who is appointed in accordance with certain requirements prescribed in the ***Procedure for Personnel Management***

    A Certifier verifies evaluation results related to **Certification** and **ST Confirmation**.

(vi)   Operational Personnel: **IPA** staff members who are in charge of the services of the **Certification Body**

    The Operational Personnel perform services related to the operation of certification services, including reception of applications for certification, etc., and issuance of certificates.

2.1.3 Matters that Need to be Complied with by Personnel Engaged in the Operation of

Certification Services

(1) Personnel engaged in the operation of certification services shall comply with the following matters.

   (i)   The personnel shall comply with this Operational Manual and conduct duties impartially and fairly in a sensible manner.

   (ii)   Unless required by JIS Q 17065 or laws, the personnel shall not disclose information acquired in the course of duties (information related to products or applicants) to third parties without any written consent from an applicant.

   (iii)   The personnel shall not be affected by commercial pressure, financial pressure, other pressures or conflicts of interest.

   (iv)   The personnel shall not accept improper benefits from applicants or relevant parties.

(2) The **Certification Body** distinguishes activities between activities related to the operation of certification services and other activities.

In addition, the **Certification Body** ensures that the confidentiality, objectivity and impartiality of **Certification** shall not be affected by activities other than the operation of certification services, and shall comply with the following:

   (i)   The Certification Body shall not supply or design products and services that are similar to the target products and services of **Certification** as well as products and services that may damage the confidentiality, objectivity, or impartiality of the operation of other certification services.

   (ii)   The Certification Body shall not conduct services for a specific applicant, such as advice and instructions, regarding approaches to matters that would become an impediment for the applicant to obtain **Certification**.

2.1.4 Management Committee, Technical Committee, Certification Committee and Hardware Certification Committee

(1) The Management Committee, Technical Committee, Certification Committee and Hardware Certification Committee are established in the **Certification Body** as the advisory boards for the operation of certification services. The roles of each committee are as follows.

   (i)   The Management Committee discusses matters related to policies of the operation of certification services and matters related to maintaining the management system, and provides advice to the Managing Director. In addition, the Management Committee provides advice related to the impartiality of certification activities to the Chief Executive Officer. If

the Chief Executive Officer does not follow the advice, the Management Committee is entitled to require the reasons in writing and take independent action, such as notifying related organizations.

(ii) The Technical Committee formulates standards described in **Annex A** of the **Scheme Document** (**Common Criteria for Information Technology Security Evaluation (CC)**, **Common Methodology for Information Technology Security Evaluation (CEM)**, and their Interpretations (hereinafter referred to as the *"CC/CEM"*), discusses technical matters in this Scheme, and provides advice to the Managing Director.

(iii) The Certification Committee discusses matters related to the granting, rejection or revocation of **Certification** for matters other than (iv) as well as matters related to the granting of certifier qualification, and provides advice to the Managing Director.

(iv) The Hardware Certification Committee discusses matters related to the granting, rejection or revocation of **Certification** related to hardware, including smart cards, as well as matters related to the granting of certifier qualification, and provides advice to the Managing Director.

(2) Each committee consists of a maximum of 15 committee members, who are appointed from among private experts, academic experts and government officials, in consideration of the matters to be discussed at the committees and a balance of interests.

(3) One committee chairperson is appointed for each committee, and a committee chairperson manages each committee.
In addition, a committee meeting is held when a committee chairperson decides that a meeting is necessary. A committee chairperson calls a meeting of a committee, and a meeting comes into effect when more than half of the committee members are in attendance.

(4) A committee secretariat shall be established within the Certification Business Group of IT Security Technology Evaluation Department in the IT Security Center.

(5) Commissioning of committee members is carried out as follows.

(i) The Commissioner of **IPA** commissions committee members.

(ii) The term of service of a committee member is 2 years. However, if a member is commissioned in the middle of a fiscal year, the term of service is calculated by considering that the current fiscal year is one year.
Note that the reappointment of a committee member shall not be prevented.

Other matters required for committees are prescribed in the ***Procedure for Personnel Management.***

2.2 Operation

2.2.1 Operation Policy

(1) The **Certification Body** shall not conduct unfair discriminatory treatment in its operations. Therefore, the following matters shall be complied with.

   a)   The Certification Body shall not impose unwarranted financial obligations or other conditions on applicants.

   b)   The scale of organization of applicants or having membership in a specific organization shall never affect certification conditions.

   c)   The Certification Body shall not conduct discriminatory treatment in certification services due to the quantity of **Certificates** and **Confirmation notes** possessed by applicants.

   d) The Certification Body shall not conduct discriminatory responses with regard to inquiries from applicants and receipt of applications, etc.

(2) The **Certification Body** shall make efforts for prompt handling of **Certification** or **ST Confirmation**.

(3) The Managing Director shall not allow any personnel to engage in the operation of certification services unless they sign the ***Statement of Ethics*** that provides for confidentiality and elimination of conflict of interest**.** The form of the ***Statement of Ethics*** is prescribed in the ***Procedure for Personnel Management***.

2.2.2 Resources for Operations

As a general rule, the Certification Scheme is operated by commission income from certification services and a subsidy for operating expenses offered by the Ministry of Economy, Trade and Industry (METI.)

2.3 Internal Audit

2.3.1 Conduct of Internal Audit

The Management System Manager coordinates the date and time of conducting internal audits with the Internal Audit Department as needed. Internal audits shall be conducted in accordance with the "Guidelines for Internal Audit of IT Security Certification Services conducted by the Information-

technology Promotion Agency, Japan (Jo-So No. 84 of 2020)." The Managing Director receives the report of an internal audit result from the Internal Audit Department and notifies the Management System Manager of the result.

Matters necessary for conducting internal audits are prescribed in the **Operating Procedure for IT Security Certification Services** (hereinafter referred to as the "**Procedure for Certification Services**").

2.3.2 Conduct of Management Review, etc.

The Managing Director verifies conformity with the management system, conducts management review, and manages control of non-conformity to ensure the reliability of the operation of certification services.

In addition, the Managing Director identifies potential causes of non-conformity and conducts improvement by taking corrective actions or preventive actions. More details required for conducting a management review, etc., are prescribed in the **Procedure for Certification Services**.

3. Personnel of the Certification Body

3.1. Personnel of the Certification Body

Personnel of the **Certification Body** make decisions regarding the operation of certification services based on necessary specialized knowledge, impartiality and neutrality and try to carry out high quality services.

3.2 Qualification Standards, Education and Training, etc.

The **Certification Body** provides education and training to personnel of the **Certification Body** as needed. The **Certification Body** prescribes other matters required for qualification standards, etc., in the **Procedure for Personnel Management**.

4. Certification Services

4.1. Certification

4.1.1 Receipt of Application for Certification

The **Certification Body** receives applications for certification from applicants in accordance with the "**Requirements for IT Security Certification**" (hereinafter referred to as the "**Requirements for Certification**"). The **Certification Body** promptly issues a **Notification of Confirmation of Evaluation Work** to an applicant and an **Evaluation Facility** after

receiving an application. More details required for receiving applications for **Certification** are prescribed in the ***Procedure for Certification Services***.

4.1.2 Receipt of Application for Maintenance

The **Certification Body** receives applications for **Maintenance** from applicants in accordance with the ***Requirements for Certification***. More details required for receiving applications for **Maintenance** are prescribed in the ***Procedure for Certification Services***.

4.1.3 Receipt of Application for Re-assessment

The **Certification Body** receives applications for **Re-assessment** from applicants in accordance with the ***Requirements for Certification.*** More details required for receiving applications for **Re-assessment** are prescribed in the ***Procedure for Certification Services***.

4.1.4 Responses to Observation Report

The **Certification Body** takes appropriate actions based on the contents of inquiries when an **Evaluation Facility** submits the **Observation Report** for inquiries regarding interpretation of the **CC/CEM**. More details required for responses to the **Observation Report** are prescribed in the ***Procedure for Certification Services***.

4.1.5 Certification

The **Certification Body** conducts **Certification** based on the **Evaluation Technical Report (ETR)** submitted by an **Evaluation Facility**. The **Certification Body** grants a **Certificate** if the **Certification Body** verifies that **Evaluation** of the **TOE** or **PP** is conducted in accordance with Scheme Documentation and the evaluation result conforms to the **assurance package** selected by the applicant based on the results of **Certification**. More details required for **Certification** are prescribed in the ***Procedure for Certification Services***.

4.1.6 Maintenance

The **Certification Body** examines the Evaluation Technical Report (ETR) submitted by the Evaluation Facility if the ***Impact Analysis Report (IAR)*** submitted by the applicant or the development environment is changed. The **Certification Body** applies **Maintenance** to the applicant in accordance with the Maintenance procedure if the **Certification Body** verifies that changes in the **TOE** do not affect security based on the results of the examination. More details required for **Maintenance** are prescribed in the ***Procedure for Certification Services***.

4.1.7 Re-assessment

The **Certification Body** conducts **Re-assessment** based on the **Evaluation Technical Report (ETR)** submitted by an **Evaluation Facility**. As a result of the **Re-assessment**, the **Certification Body** updates the validity of the **Certificate,** upon confirming that the **Evaluation** of the **TOE** is conducted in accordance with Scheme Documentation, depending on whether or not the results of the evaluation are at the assurance level selected by the applicant at the time of initial certification, and whether or not the applicant's selection is to publish or not to publish the **Re-assessment Report**. More details required for **Re-assessment** are prescribed in the *Procedure for Certification Services*.

4.2 Succession of Certification

The **Certification Body** approves succession of **Certification** by a corporation that has succeeded to the status of an applicant of an **IT product, etc.**, to which **Certification** was granted (hereinafter referred to as a "**registrant**") in accordance with the procedure for succession of **Certification**. More details required for succession of **Certification** are prescribed in the *Procedure for Certification Services*.

4.3 Narrowing and Extending Scope of Certification

The **Certification Body** does not narrow or extend the scope of **Certification**.

4.4 Suspension or Revocation of Certification

4.4.1 Surveillance

The **Certification Body** performs surveillance with respect to a **registrant** as needed in order to ensure the reliability of **this Scheme**. More details required for the procedure for surveillance, etc., are prescribed in the *Procedure for Certification Services*.

4.4.2 Re-evaluation

The **Certification Body** gives instruction for re-evaluation to a **registrant** according to the results of surveillance. More details required for the procedure for re-evaluation are prescribed in the *Procedure for Certification Services*.

4.4.3 Suspension and Revocation

The **Certification Body** may suspend or revoke **Certification** based on the results of surveillance and re-evaluation. More details required for the procedure for suspension or revocation are prescribed in the *Procedure for Certification Services*.

4.5 Change of Requirements

The **Certification Body** pays attention to providing appropriate notice after a sufficient period of time when changing the **CC/CEM**. More details required for the procedure for changing requirements are prescribed in the ***Procedure for Certification Services***. Changes in the requirements are not applied to a **TOE,** for which **Certification** has already been conducted.

5. ST Confirmation Services

5.1. ST Confirmation

5.1.1 Receipt of Application for ST Confirmation

The **Certification Body** receives applications for **ST Confirmation** from applicants in accordance with the "***Requirements for ST Confirmation.***" The **Certification Body** promptly issues a ***Notification of Confirmation of Evaluation Work*** to an applicant and an **Evaluation Facility** after receiving an application. More details required for receiving applications for **ST Confirmation** are prescribed in the ***Procedure for Certification Services***.

5.1.2 Responses to Observation Report

The **Certification Body** takes appropriate action based on the contents of inquiries when an **Evaluation Facility** submits the **Observation Report** for inquiries regarding interpretation of the **CC/CEM**. More details required for responding to the **Observation Report** are prescribed in the ***Procedure for Certification Services***.

5.1.3 ST Confirmation Services

The **Certification Body** conducts **ST Confirmation** based on the **Evaluation Technical Report (ETR)** submitted by an **Evaluation Facility**. The **Certification Body** grants a **Confirmation note** if the **Certification Body** verifies that **Evaluation** of the **TOE** is conducted in accordance with Scheme Documentation and the evaluation result conforms to the **assurance package** covering the **ST** and the functional specifications based on the results of **ST Confirmation**. More details required for **ST Confirmation** are prescribed in the ***Procedure for Certification Services***.

5.2. Succession of ST Confirmation

The **Certification Body** approves succession of **ST Confirmation** by a corporation that has succeeded to the status of an applicant of a **TOE**, to which **ST Confirmation** was granted (hereinafter

referred to as an "**ST registrant**") in accordance with the procedure for succession of **ST Confirmation**. More details required for succession of **ST Confirmation** are prescribed in the ***Procedure for Certification Services***.

5.3 Narrowing or Extending Scope of ST Confirmation

The **Certification Body** does not narrow or extend the scope of **ST Confirmation**.

5.4 Suspension or Revocation of ST Confirmation

5.4.1 Surveillance

The **Certification Body** performs surveillance with respect to an **ST registrant** as needed in order to ensure the reliability of **this Scheme**. More details required for the procedure for surveillance, etc., are prescribed in the ***Procedure for Certification Services***.

5.4.2 Re-evaluation

The **Certification Body** gives instruction for re-evaluation to an **ST registrant** according to the results of surveillance. More details required for the procedure for re-evaluation are prescribed in the ***Procedure for Certification Services***.

5.4.3 Suspension and Revocation

The **Certification Body** may suspend or revoke **ST Confirmation** based on the results of surveillance and re-evaluation. More details required for the procedure for suspension or revocation are prescribed in the ***Procedure for Certification Services***.

5.5 Change of Requirements Related to ST Confirmation

The **Certification Body** pays attention to providing appropriate notice after a sufficient period of time when changing the **CC/CEM**. More details required for the procedure for changing requirements are prescribed in the ***Procedure for Certification Services***. Changes in the requirements are not applied to a **TOE,** for which **ST Confirmation** has already been conducted.

6. Services Common to Certification and ST Confirmation

6.1 Approval of Evaluation Facility and Discontinuance of Approval of Evaluation Facility

6.1.1 Approval of Evaluation Facility

The **Certification Body** is entitled to approve an **Evaluation Facility** of **this Scheme** in

accordance with the "***Requirements for Approval of IT Security Evaluation Facility.***" The procedure for approving an **Evaluation Facility** is prescribed in the ***Operating Procedure for Approval of IT Security Evaluation Facility*** (hereinafter referred to as the "***Procedure for Approval of Evaluation Facility***").

6.1.2 Discontinuance of Approval of Evaluation Facility

The **Certification Body** is entitled to receive the Notification of Discontinuance of Approval of Evaluation Facility submitted by an **Evaluation Facility** and revoke the **Evaluation Facility**. The procedure for discontinuance of approval of an Evaluation Facility is prescribed in the ***Procedure for Approval of Evaluation Facility***.

6.2 Preparation and Maintenance of Guidance Documents

The **Certification Body** publishes guidance documents regarding the operation of **this Scheme**, etc., or the operation and interpretation of the **CC/CEM** via the website of **IPA**.

In addition, the **Certification Body** publishes the following procedures and guidance related to applications.

<Documents related to the operation of certification services>	Document identification
Operating Procedure for IT Security Certification Services (CCM-01-A)	"***Procedure for Certification Services***"
Operating Procedure for Approval of IT Security Evaluation Facility (CCM-01-B)	"***Procedure for Approval of Evaluation Facility***"
Operating Procedure for Personnel Management of IT Security Certification Body (CCM-01-C)	"***Procedure for Personnel Management***"

<Documents related to applications for certification>	Document identification
Guidance on IT Security Certification (CCM-02-A)	"***Guidance on Certification***"

<Documents related to applications for certification of Evaluation Facility>	Document identification
Guidance on Approval of IT Security Evaluation Facility (CCM-03-A)	"***Guidance on Approval of Evaluation Facility***"

<Document related to applications for ST Confirmation>	Document identification
Guidance on ST Confirmation (STM-01-A)	"***Guidance on Confirmation***"

Note 1: Terms in double quotation indicate abbreviations.

Note 2: Symbols consisting of three letters in the above parenthesis are derived from the following:

CCM... Common Criteria certification body Management system

STM ...Security Target evaluation and Confirmation Manual for sponsors

6.3 Provision of Information and Management of Documents

The provision of information for users of **this Scheme** and the handling of documents are prescribed in the ***Procedure for Certification Services***.

6.4 Records

The **Certification Body** appropriately maintains records prescribed in each Scheme Documentation in order to ensure the reliability of **this Scheme** and demonstrates that certification services appropriately and effectively function. More details required for the recording methods are prescribed in the ***Procedure for Certification Services***.

6.5 Confidentiality

(1) The **Certification Body** shall not disclose information acquired through certification activities for a certain applicant to a third party unless disclosure obligation is imposed based on the laws and regulations.

If information is disclosed to a third party based on the laws and regulations, the Certification Body shall notify the applicant of the disclosure based on the laws and regulations.

(2) The **Certification Body** shall conclude a Nondisclosure Agreement with an applicant.

In addition, if the Certification Body receives evaluation documentation from a provider other than the applicant, the Certification Body shall conclude a Nondisclosure Agreement with the provider of the evaluation documentation.

(3) The **Certification Body** shall conclude a Nondisclosure Agreement with an **Evaluation Facility**.

6.6 Handling of Appeals, Complaints and Disputes

The **Certification Body** shall appropriately handle processes related to appeals, complaints and disputes to the **Certification Body** from applicants, **Evaluation Facilities** or other parties concerned with **Certification** in order to ensure the reliability of **this Scheme**. The **Certification Body** prescribes more details required for these processes in the ***Procedure for Certification Services***.

Supplementary provisions (May 7, 2007 Jo-So No. 13 of 2007, Full revision)

(Date of enforcement)

1 This Operational Manual shall come into effect as of May 15, 2007.

(Succession from Common Committee)

2 If a Committee similar to Committees prescribed in this Operational Manual has already been established prior to the enforcement of this Operational Manual based on the Common Committee Rules (Jo-So No. 13 of 2003), the Committees prescribed in this Operational Manual shall succeed the services. The Committees shall be deemed to be established, and committee members shall be deemed to be commissioned in accordance with this Operational Manual.

Supplementary provisions (January 21, 2008 Jo-So No. 158 of 2007, Partial revision)

This Operational Manual shall come into effect as of January 21, 2008 and be applied from January 7, 2008.

Supplementary provisions (January 25, 2011 Jo-So No. 161 of 2010, Partial revision)

This Operational Manual shall come into effect as of February 1, 2011.

Supplementary provisions (April 3, 2012 Jo-So No. 161 of 2011, Partial revision)

This Operational Manual shall come into effect as of March 29, 2012.

Supplementary provisions (March 28, 2014 Jo-So No. 171 of 2013, Partial revision)

This Operational Manual shall come into effect as of April 1, 2014.

Supplementary provisions (May 28, 2015 Jo-So No. 52 of 2015, Partial revision)

This Operational Manual shall come into effect as of June 1, 2015.

Supplementary provisions (June 28, 2018 Jo-So No. 177 of 2018, Partial revision)

This Operational Manual shall come into effect as of July 1, 2018.

Supplementary provisions (September 4, 2018 Jo-So No. 262 of 2018, Partial revision)

This Operational Manual shall come into effect as of September 10, 2018.

Supplementary provisions (September 28, 2020 Jo-So No. 1094 of 2020, Partial revision)

This Operational Manual shall come into effect as of October 15, 2020.

Supplementary provisions (June 27, 2023 Jo-So No. 267 of 2023, Partial revision)
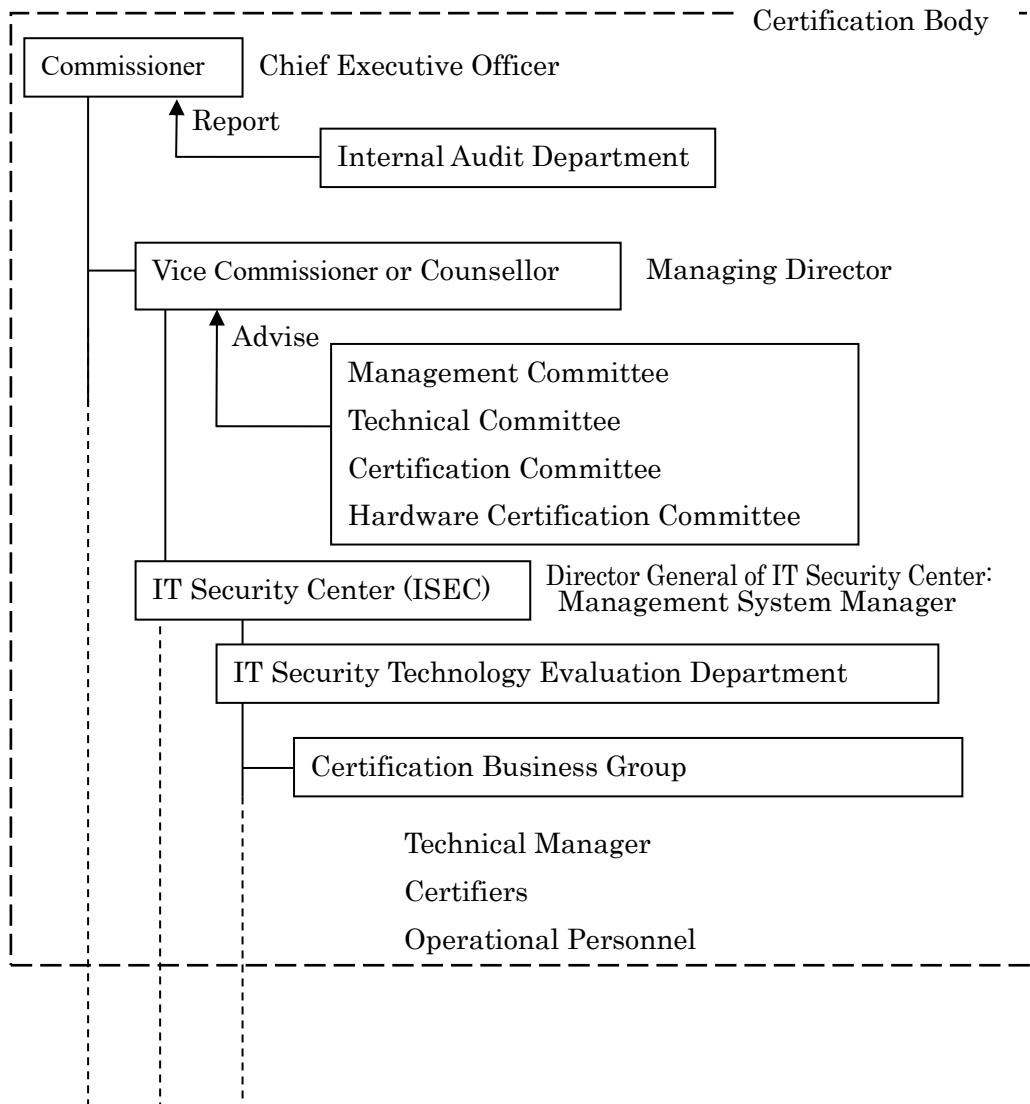This Operational Manual shall come into effect as of July 1, 2023.

Supplementary provisions (December 4, 2023 Jo-So-Ki No. 457 of 2023, Partial revision)
This Operational Manual shall come into effect as of December 15, 2023.

Supplementary provisions (March 26, 2024 Jo-So-Ki No. 800 of 2023, Partial revision)
This Operational Manual shall come into effect as of April 1, 2024.

Figure 1 Structure of Organization

Certification Body

Commissioner   Chief Executive Officer

Report
Internal Audit Department

Vice Commissioner or Counsellor   Managing Director

Advise
Management Committee
Technical Committee
Certification Committee
Hardware Certification Committee

IT Security Center (ISEC)   Director General of IT Security Center:
Management System Manager

IT Security Technology Evaluation Department

Certification Business Group

Technical Manager
Certifiers
Operational Personnel

Appendix

Responsibilities and authorities of personnel engaged in the operation of certification services

Role	Responsibilities and authorities
Chief Executive Officer	The Chief Executive Officer is responsible for: a) Stipulating and documenting quality policies and quality objectives. b) Making decisions related to the revision or abolition of Scheme documentation related to the Certification Body. c) Ensuring management resources, such as budgets, required for the operation of certification services. d) Making efforts to assign sufficient certifiers, who have necessary capabilities, have received education and training, and have technical knowledge and experience. e) Making decisions related to the operation of certification services including the issuance of certificates, etc. f) Ensuring appropriate preparations for obligations, such as liability for damages caused by the operation of certification services. g) Maintaining impartiality and confidence in certification, including openness, in the operation of certification services. h) Handling other relevant management matters.
Managing Director	The Managing Director is responsible for: a) Overseeing the following matters to certainly perform the operation of certification services of the Certification Body, such as: - Clarifying the CC/CEM to be applied and maintaining/managing the quality of certification. - Clarifying the procedure for certification and managing appropriate implementation. - Managing and conducting fair certification services. - Establishing a structure with responsibilities and authorities required for the operation of the management system. - Protecting confidential information. - Overseeing financial management of the Certification Body. - Taking necessary actions for ensuring operations in a consistent and reliable manner. b) Making a final decision on the granting, suspension and revocation of certification.

	c) Making a final decision on the approval and revocation of approval of Evaluation Facility.
	d) Making a final decision on the approval of evaluator qualification.
	e) Securing and registering personnel who have technical knowledge and experience as certifiers.
	f) Appointing a Technical Manager, certifiers, a Management System Manager, a Deputy Technical Manager, and a Deputy Managing Director.
	g) Operating the Management Committee, Technical Committee, Certification Committee, and Hardware Certification Committee.
	h) Conducting publicity activities in regard to the operation of certification services via publications and the Internet, etc.
	i) Reviewing operations (hereinafter referred to as "management review").
Management System Manager	The Management System Manager is responsible for:
	a) Establishing, implementing, and maintaining the management system for certification services.
	b) Reporting and making suggestions regarding the status of implementation of the management system for certification services to the Managing Director and relevant personnel as a rationale for the re-examination and improvement of the operation of services.
	c) Ensuring the documentation of the management system for certification services, the maintenance and management of quality documents, and the utilization of the latest version of documents, etc.
	d) Creating a list of the names, qualifications, experience and work responsibilities of the personnel engaged in the Certification Body, and always updating the list.
	e) Coordinating for conducting the internal audit.
	f) Responding and handling complaints.
	g) Executing and managing corrective actions and preventive actions related to (e) and (f).
	h) Managing certifiers and personnel, and providing education and training to certifiers.
	i) Disseminating the importance of handling confidential information and ethical matters to personnel in charge for duties related to certification services.
	j) Appointing a person in charge of documents, a person in charge of education and training, and a person in charge of handling complaints, etc.

	k) Handling other matters in regard to the quality of the operation of certification services.
Technical Manager	The Technical Manager is responsible for: a) Handling technical matters related to the operation of certification services. b) Reporting and making suggestions regarding the status of implementation of the management system for certification services to the Management System Manager and relevant personnel as a rationale for the re-examination and improvement of the operation of services. c) Making a final decision on the granting, suspension and revocation of certification and ST confirmation. d) Making a decision on the approval and revocation of approval of Evaluation Facility. e) Making a decision on re-evaluation. f) Preparing an education and training plan at the beginning of each fiscal year and implementing the plan in the corresponding fiscal year for the development and maintenance of the technical skills and competence of certifiers. g) Confirming technical documents to be published. h) Handling technical matters related to the CC/CEM. i) Assessing the work of certifiers. j) Handling other technical matters related to the operation of certification services.
Certifiers	Certifiers are responsible for: a) Overseeing the evaluation activities conducted by Evaluation Facilities. b) Confirming the validity of evaluation results by verifying the "Evaluation Technical Report (ETR)." c) Preparing drafts of a "Certificate," "Certification Report," "Confirmation note," and "ST Confirmation Report." d) Participating in the assessment of the qualification of applicants for granting evaluator qualification.
Operational Personnel	Operational Personnel are responsible for: a) Handling matters related to the receipt of applications for certification and the issuance of a "Certificate," etc. b) Handling matters related to the receipt of applications for approval of Evaluation Facility and the issuance of a "Certificate of Approval of

		Evaluation Facility."
	c)	Handling matters related to the disclosure of information related to certification and approval of Evaluation Facility.
	d)	Handling matters related to committees for the operation of certification services and a secretariat for the operation of certification services.