



Candidate Handbook

ISO 9001 LEAD IMPLEMENTER



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SECTION I: INTRODUCTION

About PECB

PECB is a certification body which provides education¹ and certification in accordance with ISO/IEC 17024 for individuals on a wide range of disciplines.

We help professionals show commitment and competence by providing them with valuable evaluation and certification services against internationally recognized standards. Our mission is to provide services that inspire trust and continual improvement, demonstrate recognition, and benefit the society as a whole.

The key objectives of PECB are:

1. Establishing the minimum requirements necessary to certify professionals
2. Reviewing and verifying the qualifications of applicant to ensure they are eligible to apply for certification
3. Developing and maintaining reliable certification evaluations
4. Granting certifications to qualified candidates, maintaining records, and publishing a directory of the holders of a valid certification
5. Establishing requirements for the periodic renewal of certification and ensuring compliance with those requirements
6. Ensuring that candidates meet ethical standards in their professional practice
7. Representing its members, where appropriate, in matters of common interest
8. Promoting the benefits of certification to organizations, employers, public officials, practitioners in related fields, and the public

¹ Education refers to training courses developed by PECB, and offered globally through our network of resellers.
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The Value of PECB Certification

Why Choose PECB as Your Certification Body?

Global Recognition

Our certifications are internationally recognized and accredited by the International Accreditation Service (IAS); signatory of IAF Multilateral Recognition Arrangement (MLA) which ensures mutual recognition of accredited certification between signatories to the MLA and acceptance of accredited certification in many markets. Therefore, professionals who pursue a PECB certification credential will benefit from PECB's recognition in domestic and international markets.

Competent Personnel

The core team of PECB consists of competent individuals who have relevant sector-specific experience. All of our employees hold professional credentials and are constantly trained to provide more than satisfactory services to our clients.

Compliance with Standards

Our certifications are a demonstration of compliance with ISO/IEC 17024. They ensure that the standard requirements have been fulfilled and validated with the adequate consistency, professionalism, and impartiality.

Customer Service

We are a customer-centered company and treat all our customers with value, importance, professionalism, and honesty. PECB has a team of experts dedicated to support customer requests, problems, concerns, needs, and opinions. We do our best to maintain a 24-hours maximum response time without compromising the quality of the service.



PECB Code of Ethics

PECB professionals will:

1. Conduct themselves professionally, with honesty, accuracy, fairness, responsibility, and independence
2. Act at all times solely in the best interest of their employer, their clients, the public, and the profession, by adhering to the professional standards and applicable techniques while offering professional services
3. Maintain competency in their respective fields and strive to constantly improve their professional capabilities
4. Offer only professional services for which they are qualified to perform, and adequately inform clients about the nature of the proposed services, including any relevant concerns or risks
5. Inform each employer or client of any business interests or affiliations that might influence their judgment or impair their fairness
6. Treat in a confidential and private manner the information acquired during professional and business dealings of any present or former employer or client
7. Comply with all laws and regulations of the jurisdictions where professional activities are conducted
8. Respect the intellectual property and contributions of others
9. Not, intentionally or otherwise, communicate false or falsified information that may compromise the integrity of the evaluation process of a candidate for a professional designation
10. Not act in any manner that could compromise the reputation of PECB or its certification programs
11. Fully cooperate on the inquiry following a claimed infringement of this Code of Ethics

The full version of the PECB Code of Ethics can be downloaded [here](#).



Introduction to ISO 9001 Lead Implementer

ISO 9001 specifies the requirements for establishing, implementing, maintaining, and continually improving a quality management system (QMS). A QMS based on ISO 9001 enables organizations to consistently provide products and services that meet the needs and expectations of customers. In addition, it supports the organization's processes, resources, assets, and values to enhance customer satisfaction and improve organizational efficiency.

A QMS based on ISO 9001 comprises a set of interrelated processes and procedures that enable an organization to achieve its quality objectives. Furthermore, it requires strong leadership and commitment from top management in order to create a culture of quality and integrating quality in day-to-day operations.

The requirements of ISO 9001 are generic and applicable to all organizations, regardless of size, type, complexity, or industry sector. However, the implementation of a QMS may vary based on the nature, context, and complexity of the overall organization's objectives and operations.

It is important to understand that PECB certifications are not a license or simply a membership. They represent peer recognition that an individual has demonstrated proficiency in, and comprehension of, a set of competences. PECB certifications are awarded to candidates that can demonstrate experience and have passed a standardized exam in the certification area.

This document specifies the PECB ISO 9001 Lead Implementer certification scheme in compliance with ISO/IEC 17024:2012. This candidate handbook also contains information about the process by which candidates may earn and maintain their credentials. It is very important that you read all the information included in this candidate handbook before completing and submitting your application. If you have questions after reading it, please contact the PECB international office at certification@pecb.com.

SECTION II: PECB CERTIFICATION PROCESS AND EXAMINATION PREPARATION, RULES, AND POLICIES

Decide Which Certification Is Right for You

All PECB certifications have specific education and professional experience requirements. To determine the right credential for you, verify the eligibility criteria for various certifications and your professional needs.

Prepare and Schedule the Exam

All candidates are responsible for their own study and preparation for certification exams. No specific set of training courses or curriculum of study is required as part of the certification process. Nevertheless, attending a training course can significantly increase candidates' chances of successfully passing a PECB exam.

To schedule an exam, candidates have two options:

1. Contact one of our resellers who provide training courses and exam sessions. To find a training course provider in a particular region, candidates should go to [Active Resellers](#). The PECB training course schedule is also available on [Training Events](#).
2. Take a PECB exam remotely from their home or any location they desire through the PECB Exam application, which can be accessed here: [Exam Events](#).

To learn more about exams, competency domains, and knowledge statements, please refer to *Section III* of this document.

Application Fees for Examination and Certification

PECB offers direct exams, where a candidate can sit for the exam without attending the training course. The applicable prices are as follows:

- Lead Exam: \$1000
- Manager Exam: \$700
- Foundation and Transition Exam: \$500

The application fee for certification is \$500.

For all candidates that have followed the training course and taken the exam with one of PECB's resellers, the application fee includes the costs associated with examination, application for certification, and the first year of Annual Maintenance Fee (AMF) only.

Competency Domains

The objective of the "PECB ISO 9001 Lead Implementer" exam is to ensure that the candidate has acquired the necessary competencies to assist organizations in establishing, implementing, managing, maintaining, and continually improving a QMS based on ISO 9001.

The ISO 9001 Lead Implementer certification is intended for:

- Managers or consultants involved in and concerned with the implementation of a quality management system in an organization
- Project managers, consultants, or expert advisers seeking to master the implementation of a quality management system
- Individuals responsible for maintaining conformity with the quality requirements in an organization

- Individuals responsible to enhance customer satisfaction in an organization
- Members of a QMS implementation team

The exam covers the following competency domains:

- **Domain 1:** Fundamental principles and concepts of a quality management system
- **Domain 2:** Initiation of a QMS implementation
- **Domain 3:** Planning of a QMS implementation based on ISO 9001
- **Domain 4:** Implementation of a QMS based on ISO 9001
- **Domain 5:** Monitoring and measurement of a QMS based on ISO 9001
- **Domain 6:** Continual improvement of a QMS based on ISO 9001
- **Domain 7:** Preparation for a QMS certification audit

Domain 1: Fundamental principles and concepts of a quality management system (QMS)

Main objective: Ensure that the candidate understands and is able to interpret ISO 9001 principles and concepts

Competencies	Knowledge statements
1. Ability to explain what a management system is	1. Knowledge of the ISO's definition for a management system
2. Ability to explain the main concepts of the quality management system	2. Knowledge of ISO 9000's definition of a quality management system
3. Ability to explain the connection between management, quality management, and QMS	3. Knowledge of the main concepts related to management, quality management, and QMS
4. Ability to differentiate the main standards in the ISO 9000 series	4. Knowledge of the main standards in the ISO 9000 series, their applicability, and relationship between the standards
5. Ability to communicate the benefits of implementing a QMS based on ISO 9001	5. Knowledge of benefits of implementing a QMS based on ISO 9001
6. Ability to explain the common misconceptions about ISO 9001	6. Knowledge of common misconceptions about ISO 9001
7. Ability to explain other quality management methods and techniques	7. Knowledge of other quality management methods and techniques
8. Ability to explain the evolution of quality paradigms	8. Knowledge of the evolution of the quality paradigms
9. Ability to provide a coherent definition of quality	9. Knowledge of ISO 9000's definition of quality
10. Ability to describe the importance of quality	10. Knowledge of the importance of quality
11. Ability to describe the quality management principles presented in ISO 9001	11. Knowledge of the seven quality management principles set out by ISO 9001
12. Ability to explain the role and usage of process approach in a QMS based on ISO 9001	12. Knowledge of the role of the process approach in a QMS based on ISO 9001
	13. Knowledge of the PDCA cycle and its role in ISO 9001

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<p>13. Ability to explain the role of the Plan-Do-Check-Act (PDCA) cycle in a QMS based on ISO 9001</p> <p>14. Ability to explain risk-based thinking</p>	<p>14. Knowledge of the concept of risk-based thinking and its usage in ISO 9001</p>
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Domain 2: Initiation of a QMS implementation

Main objective: Ensure that the candidate is able to initiate the QMS implementation project

Competencies	Knowledge statements
1. Ability to explain the difference between the QMS implementation project and daily QMS operations	1. Knowledge of the differences between the QMS implementation project and day-to-day management of the QMS
2. Ability to explain the main approaches for a QMS implementation project	2. Knowledge of the implementation approaches for a QMS
3. Ability to initiate the QMS implementation project	3. Knowledge of the competencies of a QMS project manager, beside the knowledge of the ISO 9001 requirements
4. Ability to describe the competencies of a QMS project manager	4. Knowledge of the advantages and disadvantages of a QMS project manager being an employee or an external consultant
5. Ability to explain the importance of a business case on the implementation of a QMS	5. Knowledge of the business case on the QMS implementation, and its components
6. Ability to utilize PECB's IMS2 methodology for the QMS implementation project	6. Knowledge of the PECB IMS2 methodology for the QMS implementation project
7. Ability to utilize best practices for the implementation project	7. Knowledge of the best practices for a QMS implementation project
8. Ability to communicate the ultimate objectives of a QMS implementation project	8. Knowledge of the objectives of a QMS implementation project, regardless of the approach used

Domain 3: Planning of a QMS implementation based on ISO 9001

Main objective: Ensure that the candidate is able to plan the implementation of the QMS based on ISO 9001

Competencies	Knowledge statements
<ol style="list-style-type: none"> 1. Ability to explain the role of top management with respect to the quality management system 2. Ability to interpret the information required to establish a quality policy 3. Ability to identify the roles and responsibilities of key interested parties during the implementation and operation of a QMS 4. Ability to determine the internal and external context of an organization 5. Ability to perform a gap analysis 6. Ability to define and justify a QMS scope specific to the organization's quality objectives 7. Ability to perform the different processes of the risk assessment 8. Ability to set relevant quality objectives 9. Ability to plan, initiate, and carry out change with regard to the QMS 10. Ability to determine the optimal resources needed for an effective QMS implementation and operation 11. Ability to determine the competencies needed for the QMS operation 12. Ability to raise awareness among the persons doing work under the organization's control with regard to the QMS 13. Ability to communicate relevant information to support the QMS and the achievement of quality objectives 14. Ability to ensure that the organization properly controls for maintaining QMS documented information 	<ol style="list-style-type: none"> 1. Knowledge of the main activities required by top management with respect to the quality management system 2. Knowledge of the importance of leadership and commitment to ensure QMS effectiveness 3. Knowledge of the main attributes of a quality policy 4. Knowledge of process for drafting a quality policy 5. Knowledge of the methods of communicating a quality policy 6. Knowledge of the main organizational structures applicable for an organization to manage a QMS 7. Knowledge of what typically constitutes an organization's internal and external context 8. Knowledge of the approaches used to understand the context of an organization 9. Knowledge of the techniques used to gather information about an organization and to perform a gap analysis of a management system 10. Knowledge of the characteristics of a QMS scope in terms of organizational, technological, and physical boundaries 11. Knowledge of the different approaches and methodologies used to perform the risk assessment process 12. Knowledge of typical quality and QMS objectives and how to achieve specific results 13. Knowledge of tools that facilitate the change management process 14. Knowledge of the typical resources required for the establishment, implementation, maintenance, and continual improvement of a quality management system 15. Knowledge of competence analysis approaches and training programs 16. Knowledge of the common strategies and approaches used for raising awareness

	<ul style="list-style-type: none">17. Knowledge of the principles and methods for effective communication18. Knowledge of the actions required to ensure the control, availability, and suitability of essential documented information
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Domain 4: Implementation of a QMS based on ISO 9001

Main objective: Ensure that the candidate is able to implement the processes of a QMS required for an ISO 9001 certification

Competencies	Knowledge statements
<ol style="list-style-type: none"> 1. Ability to plan, implement, and control the processes needed for the provision of products and services 2. Ability to establish mechanisms through which the organization engages in communication activities 3. Ability to plan and implement a complaints-handling process 4. Ability to establish the necessary processes for determining the requirements for products and services 5. Ability to implement and maintain a design and development process 6. Ability to determine the requirements for products and services 7. Ability to explain the typical reasons for outsourcing and main risks associated with it 8. Ability to establish measures to control externally provided processes, products, and services 9. Ability to establish measures and controls through which an organization can provide its products and services under controlled conditions 10. Ability to implement controls for the protection of property belonging to customers or external providers 11. Ability to establish processes and controls through which the organization ensures the preservation of outputs during production and service provision 12. Ability to control the nonconforming outputs 13. Ability to determine the requirements for post-delivery activities 	<ol style="list-style-type: none"> 1. Knowledge of the requirements for the provision of products and services 2. Knowledge of the details to be included when communicating with customers 3. Knowledge of the methods and tools for an effective communication with customers 4. Knowledge of principles upon which the complaints-handling process must be established 5. Knowledge of the approaches used for determining the requirements for products and services 6. Knowledge of the design and development approaches and methods, including planning, inputs/outputs, controls, and changes 7. Knowledge of the typical reasons for outsourcing and risks associated with it 8. Knowledge of the type and extent of controls for externally provided processes, products, and services 9. Knowledge of controlled conditions for production and service provision 10. Knowledge of the controls used for the protection of property belonging to customers or external providers 11. Knowledge of the typical processes and controls used for the preservation of outputs during production and service provision 12. Knowledge of the requirements for dealing with nonconforming outputs 13. Knowledge of the typical requirements for post-delivery activities and approaches to meet those requirements

Domain 5: Monitoring and measurement of a QMS based on ISO 9001

Main objective: Ensure that the candidate is able to evaluate, monitor, and measure the performance of a QMS

Competencies	Knowledge statements
<ol style="list-style-type: none"> 1. Ability to monitor and evaluate the effectiveness of a QMS 2. Ability to explain the main terms related to QMS performance 3. Ability to determine measurement objectives 4. Ability to establish performance measures that are related to the organization's quality objectives 5. Ability to determine the methods for monitoring customer satisfaction 6. Ability verify to what extent the identified QMS objectives have been met 7. Ability to establish key performance indicators 8. Ability to define and implement a QMS internal audit program 9. Ability to establish mechanisms through which top management performs regular and methodical reviews to ensure the suitability, adequacy, effectiveness, and efficiency of a QMS 	<ol style="list-style-type: none"> 1. Knowledge of the best practices and techniques used to monitor and evaluate the effectiveness of a QMS 2. Knowledge of the main terms related to QMS performance: monitoring, measurement, analysis, and evaluation 3. Knowledge of the measurement objectives in the context of a QMS 4. Knowledge of the methodologies for determining effective performance measures 5. Knowledge of the methods used for monitoring customer perceptions 6. Knowledge of the appropriate data gathering methods 7. Knowledge of the attributes of key performance indicators and steps for using them 8. Knowledge of the main concepts and components related to the implementation and operation of a QMS internal audit program 9. Knowledge of the best practices used to perform management reviews

Domain 6: Continual improvement of a QMS based on ISO 9001

Main objective: Ensure that the candidate is able to provide guidance on the continual improvement of a QMS

Competencies	Knowledge statements
<ol style="list-style-type: none"> 1. Ability to determine the processes through which an organization treats nonconformities 2. Ability to identify and analyze the root causes of nonconformities, and propose action plans to treat them 3. Ability to continually improve the effectiveness and efficiency of a QMS 4. Ability to implement continual improvement processes in an organization 5. Ability to determine the appropriate tools to support the continual improvement of processes of an organization 6. Ability to implement necessary measures for documenting improvements in a QMS 	<ol style="list-style-type: none"> 1. Knowledge of the requirements for treating nonconformities 2. Knowledge of the approaches, tools, and techniques used to identify the root causes of nonconformities 3. Knowledge of the process for treating nonconformities 4. Knowledge of the approaches used to develop corrective action plans 5. Knowledge of the processes related to the continual monitoring of change factors 6. Knowledge of the maintenance and improvement of a QMS 7. Knowledge of the typical approaches used for documenting improvements in a QMS

Domain 7: Preparation for a QMS certification audit

Main objective: Ensure that the candidate is able to prepare an organization for the QMS certification audit

Competencies	Knowledge statements
<ol style="list-style-type: none"> 1. Ability to describe the main steps, processes, and activities related to the QMS certification audit 2. Ability to explain a QMS certification audit based on the evidence-based approach 3. Ability to assist organizations in identifying and selecting the most suitable certification body that meets their needs and expectations 4. Ability to determine whether an organization is ready and prepared for the QMS certification audit 5. Ability to train and prepare an organization's personnel for the QMS certification audit 6. Ability to discuss and challenge the audit findings and conclusions with external auditors 	<ol style="list-style-type: none"> 1. Knowledge of the evidence-based approach audit 2. Knowledge of the types of audit and their differences 3. Knowledge of the differences between Stage 1 and Stage 2 audits 4. Knowledge of the Stage 1 audit requirements, steps, and activities 5. Knowledge of the documented information review criteria 6. Knowledge of the Stage 2 audit requirements, steps, and activities 7. Knowledge of the audit follow-up requirements, steps, and activities 8. Knowledge of the surveillance audits and recertification audit requirements, steps, and activities 9. Knowledge of the requirements, guidelines, and best practices for developing action plans following a QMS certification audit



Based on the abovementioned domains and their relevance, 80 questions are included in the exam, as summarized in the table below:

				Level of understanding (Cognitive/Taxonomy) required	
		Number of questions/points per competency domain	% of the exam devoted/points to/for each competency domain	Questions that measure comprehension, application, and analysis	Questions that measure synthesis and evaluation
Competency domains	Fundamental principles and concepts of a quality management system	10	12.5	X	
	Initiation of a QMS implementation	10	12.5	X	
	Planning of a QMS implementation based on ISO 9001	17	21.25		X
	Implementation of a QMS based on ISO 9001	13	16.25	X	
	Monitoring and measurement of a QMS based on ISO 9001	12	15		X
	Continual improvement of a QMS based on ISO 9001	10	12.5		X
	Preparation for a QMS certification audit	8	10	X	
Total		80	100%		
Number of questions per level of understanding				41	39
% of the exam devoted to each level of understanding (cognitive/taxonomy)				51.25%	48.75%

The passing score of the exam is **70%**.

After successfully passing the exam, candidates will be able to apply for the “PECB Certified ISO 9001 Lead Implementer” credential depending on their level of experience.

Taking the Exam

General Information on the Exam

Candidates are required to arrive/be present at least 30 minutes before the exam starts. Candidates who arrive late will not be given additional time to compensate for the late arrival and may not be allowed to sit for the exam.

Candidates are required to bring a valid identity card (a national ID card, driver's license, or passport) and show it to the invigilator.

If requested on the day of the exam (paper-based exams), additional time can be provided to candidates taking the exam in a non-native language, as follows:

- 10 additional minutes for Foundation exams
- 20 additional minutes for Manager exams
- 30 additional minutes for Lead exams

PECB Exam Format and Type

1. **Paper-based:** Exams are provided on paper, where candidates are not allowed to use anything but the exam paper and a pen. The use of electronic devices, such as laptops, tablets, or phones, is not allowed. The exam session is supervised by a PECB approved Invigilator at the location where the Reseller has organized the training course.
2. **Online:** Exams are provided electronically via the PECB Exams application. The use of electronic devices, such as tablets and cell phones, is not allowed. The exam session is supervised remotely by a PECB Invigilator via the PECB Exams application and an external/integrated camera.

For more detailed information about the online format, please refer to the [PECB Online Exam Guide](#).

PECB exams are available in two types:

1. Essay-type question exam
2. Multiple-choice question exam

This exam contains multiple-choice questions: This format has been chosen because it has proven to be effective and efficient for measuring and assessing learning outcomes related to the defined competency domains. The multiple-choice exam can be used to evaluate a candidate's understanding on many subjects, including both simple and complex concepts. When answering these questions, candidates will have to apply various principles, analyze problems, evaluate alternatives, combine several concepts or ideas, etc. The multiple-choice questions are scenario based, which means they are developed based on a scenario that candidates are asked to read and are expected to provide answers to one or more questions related to that scenario. This multiple-choice exam is "open book", due to the context-dependent characteristic of the questions. You will find a sample of exam questions provided below.

Since the exam is "open book," candidates are authorized to use the following reference materials:

- A hard copy of the ISO 9001 standard
- Training course materials (accessed through PECB Exams app and/or printed)
- Any personal notes during the training course (accessed through the PECB Exams app and/or printed)
- A hard copy dictionary

Any attempt to copy, collude, or otherwise cheat during the exam session will lead to automatic failure.

PECB exams are available in English and other languages. To learn if the exam is available in a particular language, please contact examination@pecb.com.

Note: PECB will progressively transition to multiple-choice exams. They will also be open book and comprise scenario-based questions that will allow PECB to evaluate candidates' knowledge, abilities, and skills to use information in new situations (apply), draw connections among ideas (analyze), and justify a stand or decision (evaluate). All PECB multiple-choice exams have one question and three alternatives, of which only one is correct.

For specific information about exam types, languages available, and other details, visit the [List of PECB Exams](#).

Sample exam questions

- 1. Among others, how is top management required to demonstrate leadership and commitment with respect to the QMS?**
 - A. By promoting the use of various quality management methods and techniques
 - B. **By ensuring that the quality management system achieves its intended results**
 - C. By conducting management reviews every week
- 2. According to ISO 9001, who is responsible for establishing the quality policy?**
 - A. **Top management**
 - B. Quality manager
 - C. HR manager
- 3. Which principle of effective communication ensures that the communication language is easily understood by all interested parties?**
 - A. Responsiveness
 - B. Transparency
 - C. **Clarity**
- 4. Which of the following is one of the three components of an effective training program in quality management?**
 - A. Method
 - B. **Design**
 - C. Format
- 5. Which of the following is NOT a quality management principle established by ISO 9001?**
 - A. **Honesty**
 - B. Leadership
 - C. Customer focus

Receiving the Exam Results

Exam results will be communicated via email. The only possible results are *pass* and *fail*; no specific grade will be included.

- The time span for the communication starts from the exam date and lasts two to four weeks for multiple-choice paper-based exams.
- For online multiple-choice exams, candidates receive their results instantly.

Candidates who successfully complete the exam will be able to apply for one of the credentials of the respective certification scheme.

For candidates who fail the exam, a list of the domains where they have performed poorly will be added to the email to help them prepare better for a retake.

Exam Retake Policy

There is no limit to the number of times a candidate can retake an exam. However, there are certain limitations in terms of the allowed time span between exam retakes.

- If a candidate does not pass the exam on the 1st attempt, they must wait 15 days from the initial date of the exam for the next attempt (1st retake). Retake fees apply.
Note: Candidates who have completed the training course but failed the exam are eligible to retake the exam once for free within a 12-month period from the initial date of the exam.
- If a candidate does not pass the exam on the 2nd attempt, they must wait three months after the initial date of the exam for the next attempt (2nd retake). Retake fees apply.
Note: For candidates that fail the exam in the 2nd retake, PECB recommends them to attend a training course in order to be better prepared for the exam.
- If a candidate does not pass the exam on the 3rd attempt, they must wait six months after the initial date of the exam for the next attempt (3rd retake). Retake fees apply.
- After the 4th attempt, the waiting period for further retake exams is 12 months from the date of the last attempt. Retake fees apply.

To arrange exam retakes (date, time, place, costs), candidates need to contact the PECB Reseller/Distributor who has initially organized the session.

Exam Security

A significant component of a professional certification credential is maintaining the security and confidentiality of the exam. PECB relies upon the ethical behavior of certification holders and applicants to maintain the security and confidentiality of PECB exams. Any disclosure of information about the content of PECB exams is a direct violation of PECB's Code of Ethics. PECB will take action against any individuals that violate such rules and policies, including permanently banning individuals from pursuing PECB credentials and revoking any previous ones. PECB will also pursue legal action against individuals or organizations who infringe upon its copyrights, proprietary rights, and intellectual property.

Reschedule the Exam

For any changes with regard to the exam date, time, location, or other details, please contact examination@pecb.com.

Apply for Certification

All candidates who successfully pass the exam (or an equivalent accepted by PECB) are entitled to apply for the PECB credentials they were examined for. Specific educational and professional requirements need to be fulfilled in order to obtain a PECB certification. Candidates are required to fill out the online certification application form (that can be accessed via their PECB online profile), including contact details of references who will be contacted to validate the candidate's professional experience. Candidates can submit their application in various languages. Candidates can choose to either pay online or be billed. For additional information, contact certification@pecb.com.

The online certification application process is very simple and takes only a few minutes, as follows:

- [Register](#) your account
- Check your email for the confirmation link
- [Log in](#) to apply for certification

For more information about the application process, follow the instructions on this manual [Apply for Certification](#).

The application is approved as soon as the Certification Department validates that the candidate fulfills all the certification requirements regarding the respective credential. An email will be sent to the email address provided during the application process to communicate the application status. If approved, candidates will then be able to download the certification from their PECB Account.

PECB provides support in both English and French.

Renew your Certification

PECB certifications are valid for three years. To maintain them, candidates must demonstrate every year that they are still performing tasks that are related to the certification. PECB certified professionals must annually provide Continual Professional Development (CPD) credits and pay \$100 as the Annual Maintenance Fee (AMF) to maintain the certification. For more information, please visit the [Certification Maintenance](#) page on the PECB website.

Closing a Case

If candidates do not apply for certification within three years, their case will be closed. Even though the certification period expires, candidates have the right to reopen their case. However, PECB will no longer be responsible for any changes regarding the conditions, standards, policies, and candidate handbook that were applicable before the case was closed. A candidate requesting their case to reopen must do so in writing and pay the required fee.

SECTION III: CERTIFICATION REQUIREMENTS

ISO 9001 Lead Implementer

The requirements for PECB ISO 9001 Implementer certifications are:

Credential	Exam	Professional experience	MS project experience	Other requirements
PECB Certified ISO 9001 Provisional Implementer	PECB Certified ISO 9001 Lead Implementer exam or equivalent	None	None	Signing the PECB Code of Ethics
PECB Certified ISO 9001 Implementer	PECB Certified ISO 9001 Lead Implementer exam or equivalent	Two years: One year of work experience in quality management	Project activities: A total of 200 hours	Signing the PECB Code of Ethics
PECB Certified ISO 9001 Lead Implementer	PECB Certified ISO 9001 Lead Implementer exam or equivalent	Five years: Two years of work experience in quality management	Project activities: A total of 300 hours	Signing the PECB Code of Ethics
PECB Certified ISO 9001 Senior Lead Implementer	PECB Certified ISO 9001 Lead Implementer exam or equivalent	Ten years: Seven years of work experience in quality management	Project activities: A total of 1,000 hours	Signing the PECB Code of Ethics

To be considered valid, the implementation activities should follow best implementation and management practices and include the following:

1. Drafting the QMS plan
2. Initiating the QMS implementation
3. Implementing the QMS
4. Managing, monitoring, and maintaining the QMS
5. Identifying and acting upon continual improvement opportunities

SECTION IV: CERTIFICATION RULES AND POLICIES

Professional References

For each application, two professional references are required. They must be from individuals who have worked with the candidate in a professional environment and can validate their quality project experience, as well as their current and previous work history. Professional references of persons who fall under the candidate's supervision or are their relatives are not valid.

Professional Experience

Candidates must provide complete and correct information regarding their professional experience, including job title(s), start and end date(s), job description(s), and more. Candidates are advised to summarize their previous or current assignments, providing sufficient details to describe the nature of the responsibilities for each job. More detailed information can be included in the résumé.

QMS Project Experience

The candidate's QMS project log will be checked to ensure that the candidate has the required number of implementation hours.

Evaluation of Certification Applications

The Certification Department will evaluate each application to validate the candidate's eligibility for certification. A candidate whose application is being reviewed will be notified in writing and, if necessary, given a reasonable time frame to provide any additional documentation. If a candidate does not respond by the deadline or does not provide the required documentation within the given time frame, the Certification Department will validate the application based on the initial information provided, which can eventually lead to its downgrade to a lower credential.

Denial of Certification

PECB can deny certification if candidates:

- Falsify the application
- Violate the exam procedures
- Violate the PECB Code of Ethics
- Fail the exam

For more detailed information, refer to "Complaint and Appeal" section.

The application payment for the certification is non-refundable.

Suspension of Certification

PECB can temporarily suspend certification if the candidate fails to satisfy the requirements. Other reasons for suspending certification include:

- PECB receives large amounts of or serious complaints by interested parties (Suspension will be applied until the investigation has been completed.).
- The logos of PECB or accreditation bodies are intentionally misused.
- The candidate fails to correct the misuse of a certification mark within the time frame determined by PECB.
- The certified individual has voluntarily requested a suspension.
- PECB deems appropriate other conditions for suspension of certification.

PECB

Revocation of Certification

PECB can revoke certification if the candidate fails to fulfill the PECB requirements. Candidates are then no longer allowed to represent themselves as PECB certified professionals. Other reasons for revoking certification can be if candidates:

- Violate the PECB Code of Ethics
- Misrepresent and provide false information of the scope of the certification
- Break any other PECB rules

Upgrade of Credentials

Professionals can apply to upgrade to a higher credential as soon as they can demonstrate that they fulfil the requirements.

In order to apply for an upgrade, candidates need to login in to their PECB Account, visit the “My Certifications” tab, and click on the “Upgrade” link. The upgrade application fee is \$100.

Downgrade of Credentials

A PECB Certification can be downgraded to a lower credential due to the following reasons:

- The AMF has not been paid.
- The CPD hours have not been submitted.
- Insufficient CPD hours have been submitted.
- Evidence on CPD hours has not been submitted upon request.

Note: *PECB certified professionals who hold Lead Certifications and fail to provide evidence of certification maintenance requirements will have their credentials downgraded. On the other hand, the holders of Master Certifications who fail to submit CPDs and pay AMFs will have their certifications revoked.*

Other Statuses

Besides being active, suspended, or revoked, a certification can be voluntarily withdrawn or designated as Emeritus. More information about these statuses and the permanent cessation status, and how to apply, please visit [Certification Status Options](#).

SECTION V: PECB GENERAL POLICIES

PECB Code of Ethics

Adherence to the PECB Code of Ethics is a voluntary engagement. It is important that PECB certified professionals not only adhere to the principles of this Code, but also encourage and support the same from others. More information can be found [here](#).

Other Exams and Certifications

PECB accepts certifications and exams from other recognized accredited certification bodies. PECB will evaluate the requests through its equivalence process to decide whether the respective certification(s) or exam(s) can be accepted as equivalent to the respective PECB certification (e.g., ISO/IEC 27001 Lead Auditor certification).

Non-discrimination and Special Accommodations

All candidate applications will be evaluated objectively, regardless of the candidate's age, gender, race, religion, nationality, or marital status.

To ensure equal opportunities for all qualified persons, PECB will make reasonable accommodations for candidates, when appropriate. If candidates need special accommodations because of a disability or a specific physical condition, they should inform the Reseller/Distributor in order for them to make proper arrangements. Any information candidates provide regarding their disability/need will be treated with strict confidentiality.

Click [here](#) to download the Candidates with Disabilities Form.

Complaints and Appeals

Any complaints must be made no later than 30 days after receiving the certification decision. PECB will provide a written response to the candidate within 30 working days after receiving the complaint. If they do not find the response satisfactory, the candidate has the right to file an appeal. For more information about the complaints and appeal procedures, click [here](#).

(1) According to ADA, the term "reasonable accommodation" may include: (A) making existing facilities used by employees readily accessible to and usable by individuals with disabilities; and (B) job restructuring, part-time or modified work schedules, reassignment to a vacant position, acquisition or modification of equipment or devices, appropriate adjustment or modifications of examinations, training materials or policies, the provision of qualified readers or interpreters, and other similar accommodations for individuals with disabilities.

(2) ADA Amendments Act of 2008 (P.L. 110-325) Sec. 12189. Examinations and courses. [Section 309]: Any person that offers examinations or courses related to applications, licensing, certification, or credentialing for secondary or post-secondary education, professional, or trade purposes shall offer such examinations or courses in a place and manner accessible to persons with disabilities or offer alternative accessible arrangements for such individuals.

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PECB Help Center

Visit our [Help Center](#) to browse Frequently Asked Questions (FAQ), view manuals for using PECB website and applications, read documents related to PECB processes, or to contact us via Support Center's online tracking system.

Emails:

Examination: examination@pecb.com
Certification: certification@pecb.com
Customer Service: customer@pecb.com

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