ADVISORY 1
指引**1**

API Procedures Concerning Communications with Third Parties
关于与第三方沟通的**API**流程

API is aware that some API licensees utilize consultants and other third parties to assist in the development of management systems for their facilities. API also recognizes that these consultants can provide a valuable service to the industry and can help to expedite the licensing and certification process.

API知道，有些API被许可方使用顾问和其他第三方协助为其设施开发管理系统。API也承认，这些顾问能够为行业提供有价值的服务，并且能够帮助加快许可和认证程序。

For the purpose of this Advisory, the term "Program Participant" includes all organizations licensed, registered, certified or under application with the API Monogram Program and/or API Quality Registrar (QR), as well as those organizations' employees, consultants, and other representatives involved in the API licensing and certification process.

就本指引而言，"项目参与者"包括被许可、注册、认证或申请API会标项目和/或APIQR的所有组织，以及上述组织的员工、顾问和其他参与API许可和认证程序的代表。

API does not approve or endorse third party consultants, and a Program Participant's choice to use or not use a particular consultant's services shall not affect their status with API. Program Participants are not required to use consultants. API auditors shall not require or recommend consulting services to meet the API program requirements.

API不批准或支持第三方顾问，项目参与者选择使用或不使用特定顾问的服务不影响其与API的许可状态。项目参与者未被要求使用顾问。API审核员不应要求或推荐满足API项目要求的顾问服务。

The Management Representatives (MR) or other authorized personnel who are the Program Participant's employees must be appointed by the organization's management and be employed by the organization on a full-time basis. Consultants hired on a contract or temporary basis do not satisfy this requirement.

管理层代表或其他身为项目参与者员工的获授权人员须由该组织的管理层委派，且应由该组织聘用为全职员工。合同制或临时聘用的顾问不满足此要求。

This Advisory is intended to notify all Program Participants and the public of API's procedures for managing communications if a third party is involved in the application or certification process or if a member of the public submits a non-conformance report (NCR) for a faulty product or registers a complaint about a Program Participant. The key elements of this procedure are as follows:

本指引旨在告知所有项目参与者和公众，在第三方参与申请或认证程序或公众提交关于某一不合格产品的不符合项报告或登记关于某项目参与者的投诉时API管理通讯的流程。本流程的要素如下：

This advisory supersedes any previous version.
本指引取代任何之前的版本。
It is considered part of API's Program Requirements and is compulsory.
本指引被视为API项目要求的一部分，且具有强制性。

LICENSEES, CERTIFICANTS OR APPLICANTS
被许可人、持证人或申请人

- API will send all correspondence directly to the Program Participant.
  API将直接向项目参与者发送所有信函。

- If requested by the Program Participant API will also send copies of correspondence related to the certification or application to a third party.
  经项目参与者请求，API也会向第三方发送与认证或申请有关的信函的副本。

- API will only respond to specific inquiries or questions relating to a Program Participant when the correspondence comes directly from a Program Participant's authorized employee (i.e., Management Representative, Quality Manager, etc.).
  若信函直接发自某参与者的获授权员工（如管理层代表、质量经理等），API将仅答复与项目参与者有关的具体疑问或问题。

- An authorized employee of the Program Participant must sign all program forms and legal documents; this includes electronic and online forms.
  项目参与者的获授权员工须签署所有项目表格和法律文件；包括电子和在线表格。

- The Program Participant remains solely responsible for complying with all of the requirements of API's programs, including but not limited to, responding to correspondence from API.
  项目参与者应一直独自负责遵守API项目的所有要求，包括但不限于答复API的信函。

MEMBERS OF THE PUBLIC REPORTING A NON-CONFORMING PRODUCT
公众报告不合格产品

- API will acknowledge receipt of the NCR and/or the complaint and inform the person filing the NCR or complaint that appropriate action will be taken.
  API将确认收到不符合项报告和/或投诉，并告知提交不符合项报告或投诉的人将会采取适当行动。

- In any follow-up correspondence, API may ask for additional clarifying information but will not communicate actions taken.
  在后续信函中，API可能会要求提供进一步的说明信息，但不会告知所采取的行动。

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