



ADVISORY 1

公告 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 意识到，有些 API 被许可方使用咨询顾问和其他第三方协助为其组织开发管理体系。API 也认识到这些咨询顾问可以为行业提供有价值的服务，并且有助于加快许可和认证的过程。

For this Advisory, the term “Program Participant” includes all API Monogram, API Repair and Remanufacture Program, and/or API Quality Registrar (APIQR) licensed, registered, certified or applicant organizations as well as the employees, consultants, and other representatives at these organizations involved in the API licensing and certification process. 就本公告而言，“项目参与方”包括被许可、注册、认证或申请 API 会标项目、API 维修和再制造项目和/或 APIQR 的所有组织，以及上述组织的员工、咨询顾问和其他参与 API 许可和认证程序的代表。

API neither approves nor endorses 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 不批准也不支持第三方顾问，项目参与方选择使用或不使用特定咨询顾问的服务不影响其与 API 的许可状态。项目参与方不被要求使用咨询顾问。API 审核员不得要求或推荐顾问服务以满足 API 项目要求。

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.

管理者代表或其他身为项目参与方员工的获授权人员须由该组织的管理层委派，且应为组织的全职员工。合同制或临时聘用的咨询顾问不满足此要求。

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 nonconformance report (NCR) for a faulty product or registers a complaint about a Program Participant. The key elements of this procedure are as follows:

本公告旨在告知所有项目参与方和公众，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方的投诉时，API 管理沟通的流程。本流程的要素如下：

LICENSEES, CERTIFICANTS OR APPLICANTS

被许可方、持证方或申请方

- API will send all correspondence directly to the Program Participant.

API 将直接向项目参与方发送所有信函。

- If requested by the Program Participant, API will also send copies of correspondence related to the certification or application to a third party.
如项目参与方提出请求，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.).
若信函直接发自项目参与方的授权员工（如管理者代表、质量经理等），API 将仅答复与项目参与方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.
项目参与方的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.
项目参与方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 NONCONFORMING 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员，相关部门将采取适当的措施进行处理。
- 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具体行动。

This advisory supersedes any previous version. It is considered part of API's Program Requirements and is compulsory.
此公告将替代之前版本。本公告被视为 API 项目要求的一部分，并且属于强制性条款。