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ILNAS/PSCQ/A013

Supervision of multi-site QTSPs


Modifications: Header & reference changed

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This appendix only indicates the points differing from Procedure ILNAS/QTSP/Pr001 – *Supervision of Qualified Trust Service Providers (QTSP)*.

1. Definition of a multi-site QTSP

A multi-site QTSP is a QTSP, which has an identified central office where activities are planned, controlled and managed as well as a network of sites (local offices or branches) where these same activities are partially or entirely carried out.

All the sites must have a legal or contractual link with the central office of the QTSP.

The activities carried out by the different sites must be clearly identified and stated. Their technical appendices contain all or part of the central office's technical appendix.

The organization's quality management system has to be managed centrally. It is defined, implemented and constantly monitored by the central office. If required, the central office must be able to implement corrective action at any site whatsoever. The management review is initiated by the central office. All the sites concerned (including the central office) must participate in internal assessment programs.

The central office must demonstrate its ability to collect and analyze data from all of the sites, as well as its authority and ability to initiate necessary organizational changes, particularly with regard to the following points:

- documentation and changes to the system,
- management review,
- complaints,
- evaluation of corrective action,
- internal assessment plan and evaluation of results.

2. Multi-site supervision

ILNAS – Digital trust department has to ensure, on review of the application, that the QTSP and the sites included within the scope of supervision, fully comply with the definition and criteria indicated in this appendix.

ILNAS – Digital trust department must have all the necessary information to enable it to identify the QTSP's central office as well as all the sites covered by the notification for supervision.

If all the sites in an organization are not ready for supervision at the same time, the QTSP has to inform the ILNAS – Digital trust department of the sites it wants to include in the supervision.


When discrepancies are found at one or more sites, the Digital trust department checks that the central office has taken corrective action to re-establish the conformity of the whole quality management system.

If the supervision issues in an unfavorable opinion with regard to the supervision of a site, the Digital trust department removes the site concerned from the scope of supervision until it complies.

Digital trust department issues a "central" supervision status with the name and address of the QTSP's central office. The Trusted list contains the list of all the sites supervised.

The QTSP is required to inform the Digital trust department of any major change, such as the closure of a site. If the QTSP fails to do this, supervision status could be changed.

The supervision of an additional site has to be initiated by a notification for supervision to extend supervision at the new site.

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3. Sampling

Initial supervision or renewal of the supervision: All the QTSP's sites are supervised, including the central office.

Surveillance Assessment: All the sites are assessed at least once over the course of the supervision cycle.

The selection of the sample depends, amongst other things, on:

- the result of the conformity assessment report,
- the result of previous assessments,
- the importance of different sites,
- the complexity of the scope of supervision,
- the geographical location of the sites.

Before each assessment, ILNAS – Digital trust department provides the QTSP with the list of sites to be supervised.