9.0 PROCESS REQUIREMENTS

9.1 Pre-certification Activities

1. Application
2. Application Review
3. Audit Programme
4. Audit time
5. Multi-site sampling

9.2 Planning Audit

6. Audit Objectives, scope, and criteria
7. Audit Team Selection and Assignments
8. Observer, Technical Experts & guides
9. Audit Plan
10. Initial Certification Audit

9.0 PROCESS REQUIREMENTS

9.3 Initial Certification Audit

11 Stage 1 Audit → 12 Stage 2 Audit → 13 Initial certification Audit Conclusions → 14 9.4 Conducting Audit → 15 Opening Meeting

9.4 Conducting Audit

16 Communication during Audit → 17 Obtaining & verifying information → 18 Identifying & recording audit findings → 19 Audit Conclusion → 20 Closing meeting

9.0 PROCESS REQUIREMENTS

9.4 Conducting Audit

21 Audit Report → 22 Cause analysis of nonconformities → 23 Effectiveness of corrections and Corrective actions → 24 9.5 Technical Review & Certification Decision → 25 Actions prior to making decision

9.5 Certification Decision & 9.6 Maintaining certification

26 Information for granting initial certification → 27 Information for granting recertification → 28 9.6 Maintaining certification → 29 Surveillance Audit → 30 Re-certification

9.0 PROCESS REQUIREMENTS

9.6.4 Special Audit & Others

31 Expanding scope

32 Short Notice Audits

33 Suspending, withdrawing or reducing the scope of certification

34 9.7 Appeals

35 9.8 Complaints

36 9.9 Client records

10. Management System requirements

10.2 Option A : General Management System requirements

01 10.2.1 General

02 10.2.2 Management System Manual

03 10.2.3 Control of Documents

04 10.2.4 Control of Records

05 10.2.5 Management Review

06 10.2.6 Internal Audit

07 Corrective actions

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THE CERTIFICATION PROCESS

1. **Submission of Questionnaire**
2. **Issuance of Quotation**
3. **Submission of Application**
4. **Stage 1 Audit**
5. **Stage 2 Audit**
6. **Recommendation & Approval**
7. **Issuance of Certificate**
8. **Surveillance / Recertification Audit**

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