



GLOBAL MANAGEMENT CERTIFICATION SERVICES
PRIVATE LIMITED

Document No.

P-08

PROCEDURE

Version.

3.00

CONTRACT REVIEW

Date of Issue

30.11.2016

	Name	Designation	Signature	Date
Reviewed & Approved By	K.Siva Naga Prasad	Managing Director		30.11.2016

Revision History

Version	Date	Description	Remarks
2.00	04.04.2016	Procedure revised based on the comments received from NABCB Assessors during Document Review. Document revised as per ISO 17021-1:2015	Also name changed
3.00	30.11.2016	Revised as per the comments raised during office assessment by IAS	

1 Purpose

To define the manner that customer requirements are identified and how the certification body resources are matched and allocated for a certification contract.

2 Scope

This procedure shall be used for all proposed contracts to determine how the certification body will satisfy the proposed certification contract

3 References

ISO 17021 Clause 7 Certification body Personnel - planning and resources.

4 Procedure

4.1 Initial Contract Review

4.1.1 The GM Certification reviews the application :detailing the quality requirements for the contract review to ensure that the customer's requirements are understood and there is a competent resource available to deliver the Audits using auditor scope competence matrix .

If this is outside of his scopes of approval, the file is reviewed by a competent person with the scope approval.

4.1.2 This review identifies;

Scope of work for the EA Code, NACE Code/industrial sector, technical issues, processes, regulatory requirements, organisation/site activities products and services, environmental aspects.

This information is obtained through the application completed by the customer.

4.1.3 Audit team selection for the scope of work for the NACE code/industrial sector, auditors skills are matched to allocate an audit team consisting of the following skills;

- Lead auditor ,
- Knowledge and understanding of regulatory requirements
- Quality aspects,
- Technical/process knowledge.
- Quality requirements, stated or specific

4.1.4 *while selecting composition of the audit team, following will be considered:*

- a) audit objectives, scope, criteria and estimated time of the audit;*
- b) whether the audit is a combined, integrated or joint audit;*
- c) the overall competence of the audit team needed to achieve the objectives of the audit;*
- d) certification requirements (including any applicable statutory, regulatory or contractual requirements);*

e) *language and culture;*

f) *whether the members of the audit team have previously audited the client's management system*

4.1.5 The team allocated shall be drawn from the skills matrix which identifies the individuals with the above skills. The team can consist of one auditor or several auditors including any Technical Expert. The team must have collectively, all the above skills for each audit.

4.1.6 Availability of resource,

Where a Technical expert is required to support the audit, GM shall select one using Procedure P-03.

4.1.7 Audit man days will be determined by GM and prepares Audit team allocation plan.

4.1.8 The contract review results are recorded On completion of the contract review in review of application F-02.

4.2 Non scope applications

If it is identified that the application is not within the Accredited scope of the certification body at the initial contract review, the GM Certification rejects accredited certification and assesses the viability of expanding the Accreditation scope for this proposed certification contract.

That viability is based upon;

- i) What is the market potential?
- ii) what % of the market will we have if we do i).
- iii) what is the investment to expand against return, i.e. resource and time.
- iv) potential return over what period.
- v) what are the risks?
 - a) if we don't expand scope(do nothing)
 - b) what will competitors do?
 - c) contingency plans if we don't meet planned requirements
- vi) probability of success
- vii) benefits

If the GMCSP GM Certification decides to expand the Accreditation scope of the Certification Body capability to fulfil the contract then this is action by:

- i) Search of CV's, and skills matrix for relevant Auditor skills.
- ii) Advertise for Auditors with relevant skills and process as procedures P-03
- iii) Inform Accreditation body of wish to expand scope with what company when the Audit is liable to take place and who the Auditor team will be.
- iv) Fulfil AB requirements for scope extension which will possibly be:
 - a) interview of Auditors for new scope
 - b) witnessed Audit
 - c) Agree scope extension with no action from them

If the GMCSPS GM Certification decides not to expand the Accreditation scope of the Certification Body but decides to issue non accredited certificates then the GM will communicate to the client about non availability of Accreditation for the scope but will issue a non accredited certificate.

4.3 Transfers from other Certification Body

The GM Certification shall discover the reason for the transfer request.

If the reason is commercial or performance of other certification body then the application is processed for certification.

The client will be asked to supply all previous audit reports including non conformity reports outstanding and they have been reviewed so that the audit can be planned using those reports to match the clients requirements on depth and time of audit.

If the reason is that the previous certification body withdrew the certificate through the client not maintaining the QMS to requirements, it will be noted on request form and client will be asked for applying for the fresh certification.

The last issue date is the date on/after which certification decision granted. Date of initial registration and date of expiry are as per the previous certificate date.

4.4 Change of Information on an Issued Certificate

If a certificated client requests the certification body for a change of information on the certificate issued by GMCSPS. GM checks with the client the validity of the request and if the request is valid with documentation proof, the request will be approved. When approved an amended certificate is issued after the return of the old certificate. If the request is for a change of scope then it shall usually be verified at the next surveillance audit and an amended certificate issued after successful completion of the surveillance audit.

If the request is urgent then an extra audit can be conducted.

5.0 Quality Records

Application F-01

Review of Application F-02

Pre Transfer Review F-26

Application for modification F-22