



PUBLIC INFORMATION & AUDIT PROCESS

Policy

ISO Certification Services maintains (through publications, electronic media or other means), and makes public, without request, in all the geographical areas in which it operates, information about:

- a) audit processes;
- b) processes for granting, refusing, maintaining, renewing, suspending, restoring or withdrawing; certification or expanding or reducing the scope of certification;
- c) types of management systems and certification schemes in which it operates;
- d) the use of the certification body's name and certification mark or logo;
- e) processes for handling requests for information, complaints and appeals;
- f) policy on impartiality

Refer website www.isoocs.co.za for all of the above information

Information regarding

- a) geographical areas in which it operates;
- b) the status of a given certification;
- c) the name, related normative document, scope and geographical location (city and country) for a specific certified client

Kindly request the above information through the website or other electronic media

ISO Certification Services endeavours to ensure that information provided to any client or to the marketplace, including advertising, shall be accurate and is not misleading

Audit Process

A) Process for Initial and Re-Certification Audits

1. Application Form – client completes this form and sends to ISO Certification Services
2. Application Review – ISO Certification Services to respond based on the information supplied
3. Audit Program compiled – taking into account the audit scope and the audit cycle
4. Determination of Audit Time – depends which year of the certification cycle, the number of sites etc.
5. Planning the Audit – includes sampling, audit team selection and communication
6. Initial Certification Audit – for initial and re-certification audits conducted in 2 stages – Stage 1 & Stage 2
7. Conduct the audit – opening meeting, communication, obtaining and verifying information, identifying and recording audit findings, preparing audit conclusions, closing meeting
8. Audit report and nonconformities – client will be required to analyse the cause(s) of nonconformities and provide corrective actions
9. Certification Decision – ISO certification Services committee shall provide feedback regarding the certification decision

B) Surveillance Audits

1. Application Form – client completes this form and sends to ISO Certification Services
2. Application Review – ISO Certification Services to respond based on the information supplied
3. Audit Program compiled – taking into account the audit scope and the audit cycle
4. Determination of Audit Time – depends which year of the certification cycle, the number of sites etc.
5. Planning the Audit – includes sampling, audit team selection and communication
6. On Site Visit – not necessarily full system audit. This will depend on previous nonconformities and any changes to the management system or to legislation regarding ISO standards
7. Site visit includes internal audit and management review, review actions taken on nonconformities, complaints handling, management system effectiveness, progress and improvements and continual operational control

C) Special Audits

Expanding Scope – refer steps for A above

Short notice audits

As a result of the requests to conduct audits at short notice or unannounced due to complaints, or changes or due to suspension, it will be necessary for ISO Certification Services to:

1. Inform the client in advance and make known the conditions under which the audit will be conducted
2. Steps as listed in (A) above will be followed

REFERENCES

ISO/IEC 17021-1:2015(E) Clause 8.1