

A man wearing safety glasses and a woman are looking down at a robotic arm and technical drawings on a table. The man is wearing a blue shirt and a red lanyard. The woman is wearing a dark blue top. The background is a blurred industrial setting.

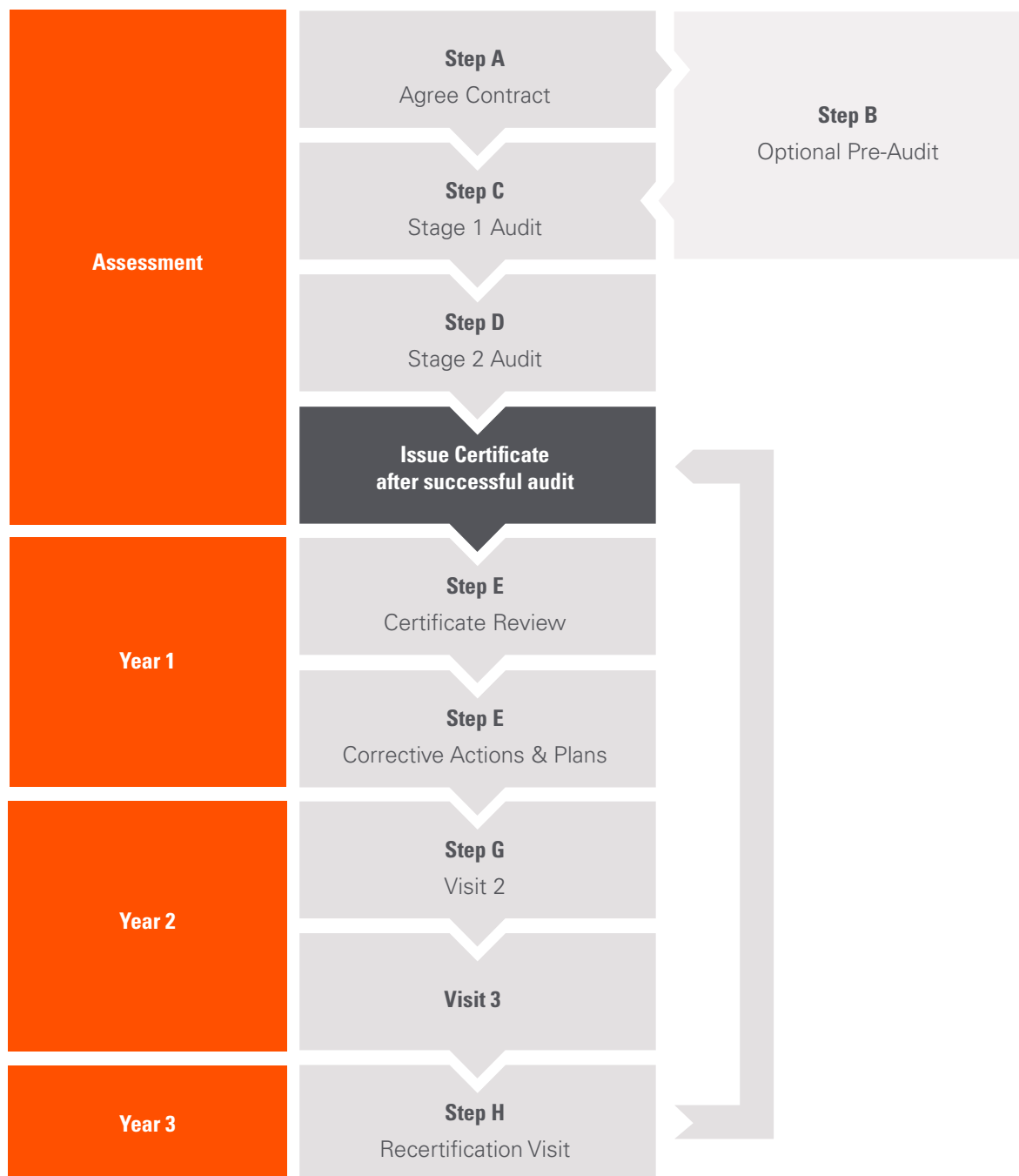
Certification Process

ISO 9001:2015
QUALITY MANAGEMENT SYSTEMS

SGS

Accreditation Status

We are UKAS accredited for Quality Management Systems including ISO 9001:2015. On preparation of the proposal we have identified that you fall within our UKAS scope of accreditation. This means you are entitled to use both the SGS and UKAS logos on the completion of a successful audit.



STEP A

ACCEPTING THE SGS CONTRACT AND WHAT YOU NEED TO SEND US

A contract is submitted by SGS for your consideration. We are happy to arrange a visit or discussion with a Sales Executive or an auditor to outline the process and discuss your requirements. This contract is valid for 60 days. Once the 60 days end, we will review the contract again and issue a new quote if necessary.

Application: To apply for registration the contract offer document must be completed, signed and returned to your sales executive before work can commence. Your contract will be processed and one of our regional co-ordinators will contact you to arrange the next steps of the audit process.

STEP B

PRE-AUDIT (AT YOUR REQUEST)

This activity is conducted at your request should you feel a pre-audit would be beneficial. The pre-audit process is designed to ensure you are ready to proceed to the next stage of certification, and that you have considered all of the requirements of ISO 9001:2015.

This stage also allows us to plan competent and sufficient resources for the main assessment, and to prepare working documents and audit.

STEP C

STAGE I AUDIT – PREPAREDNESS REVIEW

It is recommended that this is conducted at your site once we have received your contract. The audit process includes an appraisal of your Management System documentation and intended scope of certification, including processes and locations, related obligation and status of compliance with these.

This stage will also include;

- an evaluation of your location and site specific conditions, and discussions with you to determine the preparedness for the stage II audit;
- a review of your status and understanding regarding the requirements of the standard, in particular with respect to: the scope and context of the organisation, leadership, the identification of key performance or significant aspects, processes, objectives and operation of the management system;
- a review to ensure that internal audits and management review are being planned and performed, and that the level of implementation of the management system substantiates that you are ready for the stage II audit.

This is to determine compliance with the Standard and to prepare allocation of resources and working documentation for the Stage II audit.

You will receive a Stage I audit report outlining any shortfalls to enable immediate action prior to moving forward through the process. An audit plan for the on-site audit will also be forwarded to you at this stage.

STEP D

STAGE II AUDIT – ASSESSMENT PROCESS: ON-SITE AUDIT

This stage is usually conducted several weeks after the Stage I activity to ensure that you have time to implement any of our findings. We are led by the outcome of the stage I audit in relation to the amount of time between these stages; however, planning the required dates into the schedule is crucial.

The on-site audit determines compliance against your management system and ISO 9001:2015.

All assessment conclusions are based on sampling of audit evidence, to demonstrate effective implementation of the management system; for those external and internal issues that are relevant to its 'context' and that can affect its ability to achieve the intended outcome(s) of its management system, control over the processes and progress made towards achieving your stated quality objectives.

At SGS our audit approach is designed to contribute value to the process and also ensure that your management system is achieving your goals. On conclusion of the audit the auditor will make a recommendation dependent on findings. This recommendation will reflect the level of findings identified during the audit.

STEP E

CORRECTIVE ACTIONS AND PLANS – ASSESSMENT PROCESS

If a Major non-conformance is identified and is caused through a significant breakdown of system control, the certification decision will be deferred until corrective action has been taken. This corrective action must be verified as effective by the auditor at a follow up visit, the date of which will be agreed at the Stage 2 closing meeting.

Minor non-conformance will not prevent recommendation for registration but may delay it, as planned action must be submitted to and reviewed by SGS, prior to the certification decision taking place. It is therefore recommended that, where possible, this is presented to the auditor at the closing meeting. Verification and closure of minor non-conformances will take place at the next routine surveillance visit.

STEP F

ISSUE CERTIFICATE AFTER SUCCESSFUL AUDIT - ASSESSMENT PROCESS

At the end of the Stage II Audit the auditor will make their recommendation on site and talk through the findings. This will include confirmation of the recommended scope following assessment. The report is then submitted to an independent decision authority

Once the certification decision has been made, the certificate is processed and made available to you. You will also receive an email with a user name and password to access your Certified Client Portal, giving you access to a digital copy of your certificate, the marks pack including different image formats and the rules for use, and a copy of your audit report. SGS can support you in the form of a certificate presentation and providing a quote for your press release should this be required.



Example of Marks

STEP G

ONGOING MAINTENANCE: SURVEILLANCE VISITS

Once issued certificates are only valid subject to satisfactory maintenance of your system. Ongoing audits (surveillance visits) are normally conducted annually to verify continued implementation of your management system in accordance with “planned arrangements” and the requirements within the standard. Should you require anything different please contact SGS. The first surveillance must be conducted no more than 12 months from the last day of the Initial (V1) Stage-2 audit.

Certain mandatory elements will be reviewed at every visit together with other pre-selected processes. We will work with you to identify areas that are not conforming to support opportunities for improvement. An audit plan will be forwarded in advance of the agreed audit date.

STEP H

TRIENNIAL RE-CERTIFICATION

SGS operates a system of continuous certification. As part of this programme it is not necessary to conduct a complete assessment. Rather, we conduct a recertification visit which is more in-depth than a surveillance visit and will ensure that we review all aspects of your system. The recertification audit is the first visit of your new certification cycle. The recertification audit must be carried out and major non-conformances closed prior to the expiry of your current certificate.

Consequently, we look to conduct the audit approximately 3 months prior to the expiry date of your certificate.

We shall contact you approximately 6 months before the certificate expiry to make the necessary arrangements for this audit.



PAYMENT TERMS

We will send you an invoice for the fees when we have carried out each stage. Once you receive an invoice, you must pay it within 30 days after the date of invoice (no matter what your company's payment terms) unless we agree otherwise in writing.

If you require a purchase order it is your responsibility to ensure this is supplied to SGS, either prior to the date of audit on the booking confirmation letter, or given to the auditor during the on-site visit.

CHANGES TO SCOPE

In the event of any developments that will alter your certification, e.g. site or scope additions, reductions, mergers or acquisitions, it is important you inform us at your earliest convenience. Changes to scope can be covered at any time in the process. A revised contract would be issued in advance. The scheduling can take place at the same time as a surveillance/recertification visit, which is the most cost-effective method, or can be carried out between visits depending on your requirements and instructions. As this is personal to your individual business needs, it is anticipated this would need to be discussed between SGS and you, the client.

We routinely review core data which impacts on your certification and therefore your contract with us. These reviews can result in audit time requirements increasing or decreasing. We will notify you accordingly should any changes be required. We also draw your attention to the codes, where it states your obligation to keep up notified of any organisational changes.

SWITCH OF CERTIFICATION

If you have a current certification assessed by an accredited certification body, and this certification is up to date and in good standing, you can switch to SGS at any time in the process. We will conduct a review of your current certification and in order for us to do this you will need to send us a copy of your





current certificate, previous visit reports, including the status of any outstanding corrective actions and the date of your last visit. Following the review, we will provide you with a contract to take over this certification. Once you have accepted our contract and dates have been arranged, we simply take over the next visit.

The process for reporting and certificate issue is the same as outlined above in Step F.

COMBINED MANAGEMENT SYSTEMS AUDIT

A combined management systems audit is where SGS can audit two or more management systems at the same time, although each is audited as its own entity. This can be performed either by a single auditor or an audit team.

INTEGRATED MANAGEMENT SYSTEMS AUDIT

An integrated management systems audit is where an organisation has integrated two or more management systems standards to some degree and SGS can audit these as an integrated management audit. As a minimum you must have an integrated system, with all system elements combined and where relevant, common support processes. The system should also be managed by one manager.

The degree of integration of the organisations management systems and the SGS audit team qualifications determine the level of which the integrated audit can take. This can be performed by a single auditor or an audit team. There are a few management systems standards which SGS are not allowed to audit as an integrated management system, some of these can be audited using the combined approach.

ABOUT SGS

SGS are the world's leading inspection, verification, testing and Certification Company. SGS is recognised as the global benchmark for quality and integrity.

With more than 89,000 employees, SGS operates a network of over 2,600 offices and laboratories around the world.

We offer the following main services:

- **Customised Audit Solutions** – our diverse skills and experiences help organisations to exploit established management systems, by working in partnership to optimise efficiency and effectiveness, finding practical solutions to challenges related to: best practices in organisational operation, process efficiency and improvement, supply chain management, and Sourcing & Procurement.
- **Inspection services** – we inspect and check the quantity, weight and quality of traded goods. Inspection usually takes place when goods are moved from one type of transport to another.
- **Testing services** – we test quality and performance of products against various health, safety and regulatory standards. We use state-of-the-art laboratories on or close to customers' premises.
- **Certification services** – we confirm that systems or services meet the standards set by governments, standardisation bodies (for example, ISO 9001) or our customers' products. We also develop our own standards to meet our clients' needs. SGS as an accredited certification body can provide confidence to clients that professional, experienced auditors are used and standards are consistently applied.

- **Verification services** – SGS verification services ensure that products and services comply with global standards and local regulations. Combining global coverage with local knowledge, unrivalled experience and expertise in virtually every industry, SGS covers the entire supply chain from raw materials to final consumption.

In the UK, SGS employs over 1,800 staff based in over 30 regional offices. Our certification section provides independent certification and audits to a range of standards, including:

- Quality Management Systems (ISO 9001);
- Environmental Management (ISO 14001);
- Risk Management, IT Certification (ISO 20000);
- Information Security Management (ISO 27001, ISO 27701, BS10002, ISO 27017, ISO 27018);
- Business Continuity Management System (ISO22301)
- Energy Management Systems (ISO 50001)
- Asset Management Management Systems (ISO 55001)
- Customer Service Excellence;
- Occupational Health and Safety (ISO 45001)
- EC Directives (CE Mark) and other regulations;
- UKCA Mark for Medical, PPE and CPR
- Medical Device Certification (ISO 13485 and MDSAP);
- British Retail Consortium Global Standards;
- Food Safety Management Systems (ISO 22000);
- Aerospace

For more information on any of our services visit

www.sgs.co.uk/certification



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