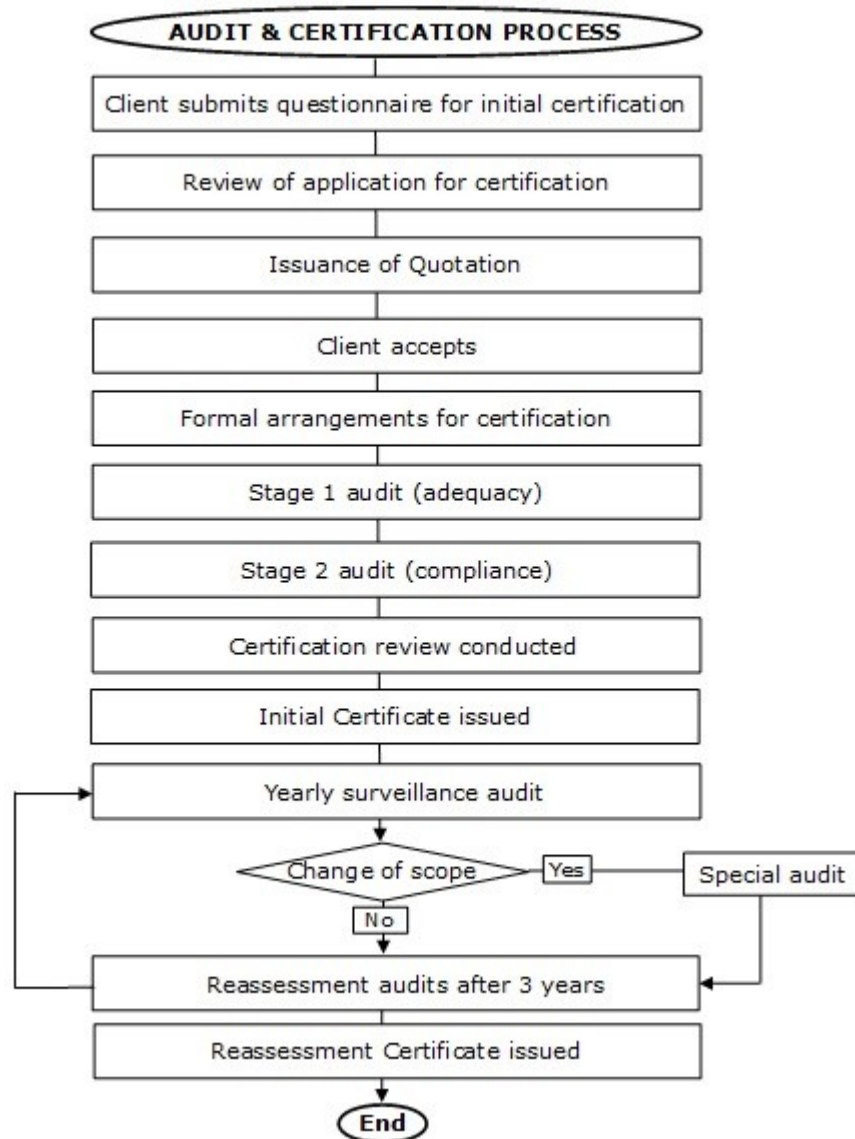


Certification Process



INITIAL CERTIFICATION AUDIT

The initial certification audit of a management system will be conducted in Stage 1 & Stage 2.

Stage 1 Audit:

The Stage 1 audit is to determine the client's preparedness for their Stage 2 certification audit.

Activities performed during Stage 1 audit:

- Documentation review
- Location evaluation
- Employees interviews
- Audit planning
- Continuous improvement

Stage 2 Audit:

The Stage 2 audit evaluate the implementation and effectiveness of the client's management system. It is a full audit of the client's Management System(s) against the application standards. Findings of non-conformances or potential non-conformances will require the client to submit corrective action and supporting evidence within a specific time frame.

Information For Granting Initial Certification:

If Stage 2 audit is successful, the client's management system(s) will be certified.

If MY CERT is not able to verify the implementation of corrections and corrective actions of any major nonconformity within 6 months after the last day of stage 2 audit, MY CERT will conduct another stage 2 prior to recommending certification.

MAINTAINING CERTIFICATION

MY CERT will maintain certification based on demonstration that the client continues to satisfy the requirements of the management system standard.

Surveillance Audit:

Surveillance audits are on-site audits, but are not necessarily full system audits, and will be planned together with the other surveillance activities so that MY CERT can maintain confidence that the client's certified management system continues to fulfil requirements between recertification audits.

Note : Surveillance audit shall be conducted at least once a calendar year.

Recertification Audit:

The recertification audit will include an on-site audit that addresses the following:

- the effectiveness of the management system in its entirety in the light of internal and external changes and its continued relevance and applicability to the scope of certification
- demonstrated commitment to maintain the effectiveness and improvement of the management system in order to enhance overall performance
- Employees interviews
- the effectiveness of the management system with regard to achieving the certified client's objectives and the intended results of the respective management system(s)

Note : Recertification activities to be completed before expiry of certification.

Information For Granting Recertification:

MY CERT will make decision on renewing certification based on the results of the recertification audit, as well as the results of the review of the system over the period of certification and complaints received from user of certification.

SPECIAL AUDITS

Expanding Scope:

MY CERT will in response to an application for expanding the scope of a certification already granted, undertake a review of the application and determine any audit activities necessary to decide whether or not the extension may be granted. This may be conducted in conjunction with a surveillance audit.

Short-notice Audits:

It may be necessary for MY CERT to conduct audits of certified clients at short notice or unannounced to investigate complaints, or in response to changes, or as follow up on suspended clients. In such cases:

- MY CERT describe and make known in advance to the certified clients the conditions under which such audits will be conducted.
- MY CERT do exercise additional care in the assignment of the audit team because of the lack of opportunity for the client to object to audit team members.

SUSPENDING, RESTORING, WITHDRAWING CERTIFICATION OR REDUCING THE SCOPE OF CERTIFICATION

Suspending The Scope Of Certification:

MY CERT will suspend certification in cases when, for example:

- the client's certified management system has persistently or seriously failed to meet certification requirements, including requirements for the effectiveness of the management system;
- the certified client does not allow surveillance or recertification audits to be conducted at the required frequencies;
- the certified client has voluntarily requested a suspension.
- Under suspension, the client's management system certification is temporarily invalid.

Restoring, Withdrawing Or Reducing The Scope Of Certification:

MY CERT will restore the suspended certification if the issue that has resulted in the suspension has been resolved. Failure to resolve the issues that have resulted in the suspension in a time established by MY CERT has resulted in withdrawal or reduction of the scope of certification.

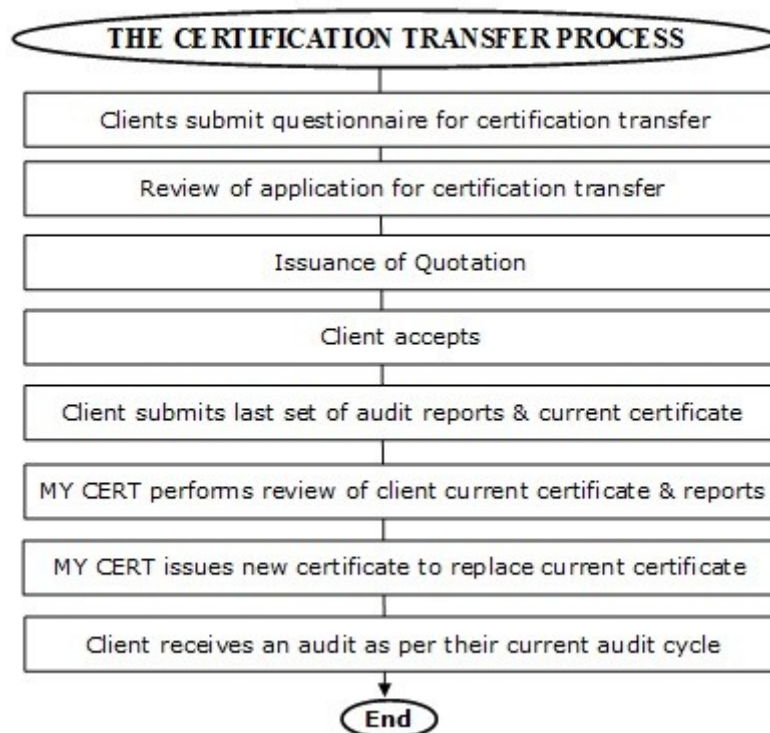
In most cases, the suspension would not exceed six months.

MY CERT will reduce the scope of certification to exclude the parts not meeting the requirements, when the certified client has persistently or seriously failed to meet the certification requirements for those parts of the scope of certification. Any such reduction will be in line with the requirements of the standard used for certification.

TRANSFER OF CERTIFICATION

Transfer of accredited certification is the process within the accreditation rules that allows a certified organization to continue with another certification body without disrupting the previous procedure within the certification cycle.

Transfer to another certification body based on the review of the application and other necessary information. Contact us and we will give you guidance.



COMPLAINTS, APPEALS AND REQUESTS FOR INFORMATION

Handling Of Complaints

MY CERT will acknowledge the receipt of the complaint, verify all necessary information to validate the complaint, investigate, evaluate and make decision on the complaint.

The complaints-handling process include at least the following elements and methods:

- the process for receiving, validating, investigating the complaint, and for deciding what actions need to be taken in response to it
- tracking and recording complaint, including action undertaken in response to them
- ensuring that appropriate corrective and corrective action are taken
- Whenever possible, MY CERT will give formal notice of the end of the complaints handling process to the complainant.

Handling Of Appeals

MY CERT has a documented process to receive, evaluate and make decisions on appeals.

The appeal-handling process include at least the following elements and methods:

- the process for receiving, validating, investigating the appeal, and for deciding what actions need to be taken in response to it, taking into account the results of previous similar appeals
- tracking and recording appeals, including action undertaken in response to them
- ensuring that appropriate corrective and corrective action are taken

MY CERT will give formal notice to the appellant of the end of the appeal-handling process.

Handling Requests For Information

Click [HERE](#).