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[Company]

[Company Address]

ISO/ IEC 17021-1:2015

CERTIFICATION MANAGEMENT SYSTEM

(MANUAL)

Prepared By (Name & Sign)	Approved By (Name & Sign)	Date
	[Manager]	
Document No.: M/01	Revision No. 00	Update Date: 01/01/2020

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1. [Company]

1.1 [Company] PROFILE

For more than one decade of operations, [Company] has gained much experience in the Pakistan and has preserved its commitment to provide quality of audit and certification of certification of management systems. Qualified and experienced staffs were retained to ensure a continuity of quality of audit and certification of management systems.

[Company] is an independent certifying body and was established in the Pakistan to cater the needs of certification of management systems in the various fields. Now a day, [Company] provides good reasonable audit and certification of management systems throughout the Pakistan.

[Company] operates a comprehensive management system and a detailed Quality Policy to ensure a high standard of service all time.

Conceived in the late nineties, [Company] became a limited company in September 2013. It was founded by Mr. _____ using their extensive knowledge of all aspects of the 'Quality World'. Knowledge gained through working as Director in industry, Lead Assessors / Managers with other assessment bodies and freelance consultants.

Today, [Company] is a business unit of [Company] and has its own regional assessors throughout the Pakistan and has operations worldwide.

Company Name Track Record

[Company] has certified more than 1000 management systems and the number is growing daily. More and more services are not only realizing the benefits of being a "Certified Person", but also the benefits of using "[Company]" Its dislike of bureaucracy and its philosophy of being approachable mean that nearly all [Company] contracts stem from recommendations by quality consultants or previously certified businesses.

[Company] provides certification services based on _____ accreditations. In a year time [Company] Pakistan has penetrated the Pakistan Market providing certification of management systems in the building and constructions, mechanical designers etc.

[Company] and its services are not engaged in any activities that may conflict with their independence of judgment and integrity in relation to their certification services.

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CERTIFICATION MANAGEMENT SYSTEM

AUDIT PLANNING, CONDUCTING AND REPORTING

(PROCEDURE)

Prepared By	Approved By	Date
Document No.: P/13	Revision No. 00	Update Date: 01/01/2020

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1. PURPOSE

The purpose of this procedure is to describe a procedure for evaluation planning, conducting the audits at client premises, preparation of reports and submitting the reports.

2. SCOPE

This procedure is applicable to plan and execute all audits for which [Company] provides certifications.

3. TERMS AND DEFINITIONS

All applicable as defined in clause 3 of manual.

4. PROCEDURE

4.1 GENERAL

The objective is to provide consistent service delivery norms. Audit Team leaders and auditors are responsible for ensuring the objectives of their assigned audits are fully met.

4.2 AUDIT VISIT

The purposes of the audit visits are to provide reasonable assurance that the Auditee organization's Management System (MS) conforms to the requirements of standard applied, as stated in the Certification Contract, and to verify that the documented system has been implemented. The audit also serves to verify that the Management System (MS) is appropriate to Auditee organization's activities.

Quality Manager or his designee is responsible for selection of the audit team, using Auditor qualification summary. Unless required for technical reasons and logistics, care shall be taken to ensure that same auditor does not visit the client more than three consecutive visits. This shall ensure "no bias" and a fresh look at the system. All auditors / subcontractors are responsible for identifying any conflict of interest with the specified client and report to Q.M. Quality Manager/ Scheme Manager shall review the same and take necessary decision which may include replacing the person with some other auditor.

The team leader leads the audit in accordance with the referenced instructions. A set of updated documents pertaining to audit like client details, open non conformances, surveillance plan and comments from prior visits as applicable) is provided to every audit team. Activities include the opening meeting with the Auditee organization, team briefings, audit interviews, nonconformance issuance, Auditee organization briefings, and the closing meeting with the Auditee organization. The team leader issues an audit report reflecting the recommendation concerning registration based on the team findings.

If nonconformance is found, the recommendation will be on hold until suitable corrective action has been taken and evidenced.

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AUDIT MANDAYS ESTIMATION

(PROCEDURE)

Prepared By	Approved By	Date
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Auditor Qualification Form

Name		Position		Location	
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Date Started		Status	
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1 Review of Records (e.g. CV, Work Experience, Training, Audit Reports, Appraisals etc)

2 Feedback (References, Peers, Clients etc)

3 Interviews (Employment, performance review, post audit review, structured interview etc)

4 Observations (Witnessed Audits, UKAS/3rd Party)

5 Examinations (Written Examination, Oral Examination, Practical Examination)

6 Justification

Requirement (see Definitions of what is meant by required knowledge and skills)	Requirement Achieved YES/NO/N/A	Evidence/Further Action
Knowledge of business management practices		
In depth knowledge of evaluation principles practices and techniques		
In depth Knowledge of specific scheme requirements		
A thorough understanding of company policies, procedures and processes that relate to Certification and in particular the conduct of evaluations		
Knowledge of the client's business sector		
Knowledge of client products, processes and organization		
Language skills appropriate to all levels within the client organization		
Note taking and report writing skills		
Presentation skills		
Interviewing skills		
Audit management skills		

IDENTIFICATION AND ASSESSMENT OF THREATS TO IMPARTIALITY

<i>Business Aspects</i>	<i>Service Impacted</i>	<i>Potential Conflict of Interests</i>	<i>Description of potential conflict of interests</i>	<i>Company Policy to prevent conflict of interests</i>	<i>Actual Implemented measures to eliminate or control the potential / identified threats</i>

Note: A relationship that threatens the impartiality of [Company] can be based upon ownership, governance, management, personnel, finances, contracts, marketing and payment of a sales commission or other inducement for the referral new clients, etc.

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TERMS AND CONDITIONS OF CERTIFICATION

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