



## MP 8.5 PROCESSES RELATED TO CLIENT

### Revisions

Revision	Changes	Date
Ed. 1 Rev. 0	Company Name change	13.12.2023
3	Harmonization to IAF MD 22:2019, clauses G.9.6.4.2, G.9.6.5.2	12.06.2023
2	Harmonization to scope expansion accreditation and general revision	12.12.2022
1	Introduction of ISO 37001 and slight clarification about the application process	05.04.2022
0	First drafting	20.07.2021

### 1. SCOPE

This procedure specifies the competences and the responsibilities of staff in carrying out:

- The management of the application by candidate organizations interested in certification;
- The review of the certification application;
- The management of customer feedback and customer satisfaction information.

The procedure includes the rules of the Certification Body in the event of changes in the requirements and / or change of circumstances under which it was granted certification.

### 2. TERMS AND DEFINITIONS

The terms and definitions are in accordance with:

- ISO 17000:2020;
- ISO 17021-1:2015;
- ISO 9000:2015;
- ISO/IEC 27006:2015/Amd1:2020

### 3. DESCRIPTION OF ACTIVITY

The Certification Body performs third party audits certification for:

- ISO 9001:2015;
- ISO 14001:2015;
- ISO 45001:2018;
- ISO 37001:2016;
- ISO/IEC 27001:2022.

The information on the activities of the Certification Body are available to interested parties and the public through information on the web site and other forms in order to respect a fair competition.

The applicants for certification can get rules of the certification processes through the company website.

The applicant does the application for certification by filling the Application query (F 8.5-01), in which it is asked for information related to the company and the management system and the organization registration.



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The Certification manager reviews the query (F 8.5-02) and there must be information concerning:

- standards for which it wants to be certified;
- information about the organization and its management system (name, address of the location, legal status, significant aspects of the processes, etc.);
- scope of certification and general information related to it (processes, activities, human and technical resources, functions and relationships, etc.);
- information about all the processes outsourced;
- information relating to the use of an external consultant;
- time required to complete audits and any other information useful for the assessment of the application.

Objective evidence is asked so to verify the scope of the company applying for the certification as well as the precise number of personnel.

A Certification manager or the Head of the Certification Body reviews the compiled application within 1 week from its compilation:

- controls and confirms the check of the completeness of the data necessary for the process of certification;
- controls if there were found and/or solved any discrepancies with the applicant before starting the certification process;
- controls and confirms the possibility of carrying out certification.

In case of omissions or ambiguity in the application, s/he contacts the applicant with the collaboration of those who compiled the data for clarification of the application information until the discrepancies are solved.

Independently from the involvement of the competent regulatory authority, a special audit may be necessary in the event that the Certification Body becomes aware that there has been a serious incident related to Occupational Health and Safety (e.g. a serious accident, or a serious breach of regulation), in order to investigate if the management system has not been compromised and did function effectively (see clause G.9.6.4.2 of IAF MD22:2019). The outcome of Certification Body's investigation will be documented by form "F 9.0-04.2 Audit report".

The Certification Body refuses to perform or continue the certification in the following cases:

- lack of competence or staff of the Certification Body to carry out the activities;
- failure of the client to provide additional information within the prescribed period from the date of notification;
- the involvement of the applicant in illegal activities;
- recurring significant discrepancies with the requirements for standards.

Information on incidents such as a serious accident, or a serious breach of regulation necessitating the involvement of the competent regulatory authority, provided by the certified client or directly gathered by the audit team during the special audit, shall provide grounds for the Certification Body to decide on the actions to be taken, including a suspension or withdrawal of the certification, in



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cases where it can be demonstrated that the system seriously failed to meet the OH&S certification requirements (see clause G.9.6.5.2 of IAF MD22:2019).

The Certification Body records the application in cases of refusal and the client is informed by the Certification manager in written form.

In the presence of the necessary resources and ability to carry out the process of certification, the Certification manager determine the necessary audit-days and by external means, he/she prepares the Offer-contract (F8.5-05), which is signed by the Head of Certification Body.

The offer-contract is sent to the applicant for confirmation and it contains information on the conditions and the stages of the certification process and it's stored into external means, the Certification Body requires the client to confirm the offer-contract in written and, in case of request of changes, a new offer-contract is reissued or the application is reevaluated.

By confirmed the offer-contract, the contract is valid under the applicable law and the requirements of ISO 17021-1 and the deadline for the offer-contract approval is of 3 months from the issue date.

The Certification manager prepares the Audit programme (F 8.5-06) and it will be an input of the audit plan, which is managed according the procedure "MP 9 Certification process".

The Audit programme, as well as the audit plan, are documents to be presented and coordinated with the client.

All records and documents issued are identified, stored and archived according to "MP 10.2.3 Management of documents and records".

At the end of each audit, the Client has the opportunity to express their opinion regarding the execution of the audit: the documentation received before, during and after the audit; the competence and availability of the members of the audit team; the management of unforeseen situations if there have been etc, inside a feedback form (F 8.5-07), given by the lead auditor after the closing meeting.

The appeals and complaints from the Clients are managed in the "MP 9.7 Complaints and appeals management".

The Certification Body pays particular attention to every feedback, appeals and complaints received, analyzes the data and uses the information as an input in the management review.