AUDIT AND CERTIFICATION PROCESS FLOW

STAGE	EXTERNAL ASSESSOR (FQC)	APPLICANT

Enquiry

Send information and documents to applicant ← Make Enquiry

Initial visit ← Return Questionnaire

Quotation

Send Quotation → Submit Application

Document Assessment

4 - 5 days

Document Review ← Submit System Documents

Document Review OK? — No →

Yes ↓

First Stage Assessment

Stage 1 Audit

1 - 2 months, depends on how the client complies with the requirements

Any Non-conformities? — Yes → Corrective Action Plan Submitted/ Follow up visit

No ↓

All Non-conformities rectified? — Yes / No

Second Stage Assessment

Stage 2/ Certification Audit

1 - 2 months, depends on how the client complies with the requirements

Any Non-conformities? — Yes → Corrective Action Plan Submitted/ Follow up visit

No ↓

All Non-conformities rectified? — Yes / No

Certificate Issuance
(first year)

Issuance of Certificate

12 months after Stage 2

1st Surveillance Audit
(second year)

Surveillance Audit (2nd Year)

12 months after 1st Surveillance

2nd Surveillance Audit
(third year)

Surveillance Audit (3rd Year) → Plan for Recertification