

PUBLIC INFORMATION

Process for Granting certificate

The audit team of TSI will review the corrections, identified causes and corrective actions submitted by the client for minor and major nonconformities to determine if these are acceptable. For minor nonconformities the client shall submit the action plan refer to summary finding form. The audit team will verify the effectiveness of any correction and corrective actions taken. The evidence obtained to support the resolution of nonconformities will be recorded. The client will be informed of the result of the review and verification. Accepted status the correction and corrective action can be carried out based on a review of documentation provided by the client, then the auditor must sign on the Accepted form.

Verification of effectiveness of the correction and corrective action will be conducted on the next visit (e.g. surveillance audit) and the auditor will state that the status of finding is closed, if not found recurrence nonconformity.

The client will be informed if an additional full audit, an additional limited audit, or documented evidence (to be confirmed during future surveillance audits) will be needed to verify effective correction and corrective actions.

For any minor nonconformity, the client audit shall be followed up with the corrective action plan and accepted by auditor at least 2 (two) months after last audit date. If the client not completing it within 6 months so they must do reaudit for stage 1.

For any major nonconformity, the client audit shall be followed up with the corrective action implemented and verifier by auditor at least 1 (one) month after last audit date. If the client not completing it within 3 months so they must do reaudit for stage 1.

Refusing

The Client may renounce or suspend the use of the Certification Mark for a certain period of time. It will give TSI written notification and make all changes regarding its Communication Media. Based on this information the TSICERTIFICATION shall inform the Client of the terms and conditions for temporary or definitive termination of use of the Certification Mark.

Surveillance

To maintain the validity of certificates issued for management systems, the clients are required to have surveillance audits usually conducted every year.

The Surveillance can conduct between 8 – 12 months after the last stage (Initial 2 / Surveillance 1).

Renewing

To confirm the continued conformity and effectiveness of the management system as a whole, and its continued relevance and applicability for the scope of certification, the clients are required to have a recertification audit. The

recertification audit is planned on the 3rd year of certification. The recertification audit stage should be Verify and confirm the number of employees, scope and boundaries in the decision-making process. The recertification audit shall consider the performance of the client's management system over the period of certification, and include the review of previous surveillance audit reports. It may need to have a stage 1 audit in situations where there have been significant changes to the management system, the client, or the context in which the management system is operating (e.g. changes to legislation). In the case of multiple sites or certification to multiple management system standards being provided, the planning for the audit shall ensure adequate on-site audit coverage to provide confidence in the certification.

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

- a. 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;
- b. demonstrated commitment to maintain the effectiveness and improvement of the management system in order to enhance overall performance;
- c. whether the operation of the certified management system contributes to the achievement of the organization's policy and objectives.

Extensions to Scope

Application of extension to the scope of a client's certified scope shall be reviewed and determined audit (if required) by Application reviewer. The decision of the extension application also under responsible of application reviewer. This may be conducted in conjunction with a surveillance audit.

Reducing the scope of certification

The client's scope of certification will be reduced to exclude the parts not meeting the requirements, when the client has persistently or seriously failed to meet the certification requirements for those parts of the scope of certification.

Suspending and withdrawing

The client's certification shall be suspended in cases when, for example,

- a. the client's certified management system has persistently or seriously failed to meet certification requirements, including requirements for the effectiveness of the management system,
- b. the certified client does not allow surveillance audits to be conducted at the required frequencies, or
- c. when a critical nonconformity is issued and/or there is evidence that their client is either unable or unwilling to establish and maintain conformity with Scheme requirements.

Failure to resolve the issues that have resulted in the suspension in a time established by the TSI shall result in withdrawal or reduction of the scope of certification. Suspension letter will be sent, delivered or submitted to Client (or any other party that represent Client) no more than 1 (month) after reasons

above. The suspension would not exceed 6 months. TSI will send a letter of suspension accompanied by reasons for the suspension. The client's certification shall be withdrawn in cases when, for example,

- a. Do not take action during the suspended period
- b. The certified client has voluntarily requested a withdrawal.
- c. Any public information about the client's business status, that the company is in a merger or bankrupt status or a stop operation.
- d. The organization ceases its FSSC 22000 certification activities; (For FSSC 22000)
- e. Any other situation where the integrity of the certificate or audit process is severely compromised.

Restoring Following Suspension

The suspension period is 6 months, when the client has resolved the cause of the suspension, for example:

- a. Suspension for taking corrective action for audit (CAPA) exceeding the time limit: Then the client has to submit a corrective action for audit and verified with satisfactory results before the suspension period expired.
- b. Suspend for not conducting a surveillance audit by the deadline: The client requests an audit and the audit is conducted before the period expired.

Then the certification status is automatically reactive.