# KACERT

# QUALITY MANUAL

**Controlled Copy No 1**

**Authorized Signature**

Leon Amin, CEO

**Dubai, October 2016**
**Version 3**

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Version 2

Authorized and Approved by John Michael, General Director, on January 7, 2010

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## 1.0 GENERAL

KACERT Inspections and Certifications was registered with number as an Emirates Limited Liability Company in January of 1998. Announcement was documented in Government Gazette No.234/1-2-1998. Since February of 2011 the company is registered with number CB346 with an updated scope "Audit of Food Management Systems and Technical Inspections".

Since July 2003 KACERT acts as a contracted Assessment Body for ASR (American Systems Registrar) a Certification/registration Body for Quality and/or Food Management Systems.

KACERT is an affiliate of ASR and is included in the Internal Auditing System of ASR. ASR is an accredited registrar by IAS. IAS is an IAF (International Accreditation Forum) member.

KACERT has a contract also with VUTA, a German DAR accredited certification body. All commit to IAF and ISO rules. Any customer that requires an audit by ASR or VUTA will be audited by KACERT auditors. All such audit files are sent to ASR or VUTA for certification. The KACERT audit file is adapted accordingly to VUTA or ASR requirements. Under no circumstance a VUTA or ASR audit will degrade KACERT audit requirements. All of the contract information is available at separate legal documents and/or deposited to British authorities.

Since January 1998 has declared "KACERT" as a legal name for its services. The term "KACERT" is registered with the Dubai Ministry of Development as a Registered Trade Mark for KACERT Emirates.

KACERT since July 2005 has signed an exclusive contract with  TOMAPRO Certification as an "Approved Inspection Body of the TOMAPRO Group of Companies". Scope and objective of the contract is the inspection of EUREPGAP and BRC systems on behalf of  TOMAPRO.

TOMAPRO is UKAS ISO 17020 and ISO Guide 65 accredited. KACERT shall be audited and continuously trained by TOMAPRO. All further references to EUREPGAP and BRC, are made in connection with the KACERT / TOMAPRO contract.

KACERT mission is to conduct timely and cost effective third-party management system and food related product certification/registration services to any organization willing to conform to the current rules and guidelines established by ISO, IAS and KACERT.

KACERT will publish certificates valid for three years to the following standards: ISO 9001:2000, ISO 14001, EMAS, HACCP, ISO 22000, AGRO.

Under extreme circumstances KACERT can extend this period up to four years only after a well justified decision of its Board of Directors.

KACERT will inspect products, lots and batches of production according to ISO Guide 65 and/or ISO/IEC 17020 specifications requirements and in conformance to Emirates, national and international directives or consumer driven requirements, as those are specifically defined to process and product audit procedure P-3550 and associated process audit instructions.

KACERT conducts audits and inspection for product, process, project certification that includes:

• Food production

• Food Packaging

• Food Transportation

• Logistics

• Machinery

The level and type of inspection shall be communicated to the customer prior to the offer/contract.

KACERT will accomplish its mission while being governed by the requirements established by IAS for Registrars of Food Management Systems and product/process inspection and certification guidelines in accordance with registrar requirements as documented in:

IAS Regulations for Certification Bodies

ISO/IEC Guide 65, Guide 66

IEC 17020, ISO 17021

ISO 19011

KACERT Quality Manual and Associated Procedures.

Any additional ISO or National or International guides, regulations, directives, decrees etc.

All organizations shall have access to the certification/registration services that is only limited by KACERT scope of accreditation and the certification/registration services as described in this Quality Manual. Anyone seeking non-accredited certification will be informed appropriately. The registrar shall ensure that the organizations certification/registration scope is accurately and completely defined.

There shall not be undue financial or other conditions to destruct the certification process. Access to certification/registration services shall not be conditional upon the size of the organization, the organization's membership in an association, or upon the number of organizations already registered.

All forms of payments are acceptable (electronic transfer, checks, cash etc.). According to specific contract arrangements payments can be divided into equal monthly installments. In such case applicable bank interest may be applied. Discounts up to 50% are provided to KACERT members and long term customers.

The policies and procedures under which the KACERT body operates shall be non-discriminatory and they shall be administered in a non-discriminatory manner. Registrar procedures shall not impede or inhibit the access of applicants to established and defined certification/ registration services. The registrar shall confine its requirements, assessment and decision on certification/registration to those matters specifically related to the scope of the certification/registration being considered. The organization does not design, does not manufacture and does not install the product or process that inspects. The audit or inspection criteria against which the management system or product of an applicant is assessed, shall be those dictated in the management system or product certification standards

ISO 9001:2000

IS014001 and EMAS

HACCP and ISO 22000

EUREPGAP AND BRC PROTOCOLS

AGRO 2.1 2.2 STANDARDS

National, International Directives per procedure P-3550

Note 1: Depending on the standard, the International numbering system may differ from the National numbering; still, the standard is bearing the same requirements and validity.

Note 2: If KACERT Is accredited to 51% or ½ plus one, of a customer's scope for ISO 9001 registration, then an accredited certificate will be issued.

Requirement of an explanation to the application of these documents, to a specific certification/registration program (ex. sector specific scheme), it shall be formulated by relevant and impartial persons possessing the necessary technical competence.

KACERT will publish this explanation to its customers as necessary.

## Ethics Declaration

KACERT was founded by quality professional senior trainers and consultants with a long history in Food Quality Assurance and Control Systems to provide a value added service that the founding members thought was needed in the certification/registration market place.

The most important and distinctive characteristic of any KACERT service is ethical third party independent auditing on behalf of customers and interested parties.

KACERT will sign any pledge required by IAS as part of its accreditation process to be in full compliance with the ethical requirements of relative ISO-Guides and IAS requirements on Ethics.

The certification/registration personnel have processes that will separate functions that have any contact with the customer (such as training or consulting) from being involved in the certification/ registration process of the candidate organization.

All involved personnel in the certification/registration process have signed confidential statements including an ethics statement that they have not had any contact with the candidate organization, in assisting to develop your management system or quality plan.

We pledge to ensure that KACERT acts in an ethical manner in regards to all of its certification/registration activity at every level of the organization.

## IAS

KACERT shall not use IAS accreditation in such a manner as to bring IAS into disrepute. No misleading or unauthorized statements will be used in conjunction with the accreditation.

If suspension or withdrawal of IAS accreditation occurs, KACERT shall discontinue use of all advertising matter that contains any reference to the accreditation and to IAS. KACERT shall also return required documents to IAS.

## Surveillance Programs

KACERT offers a structured surveillance program for management systems in which:

• Surveillance occurs at the following intervals: 1 and 2 years (12 and 24 months).

• A reassessment audit is conducted at the 3 year (36 month) time period.

Surveillance frequencies can be modified as necessary if a registered organization makes major modification to its management or production process system or other changes that could affect the basis for certification/registration. New editions of standards and effective dates of application could also affect the surveillance schedule.

## Surveillance for Product Audits

KACERT shall follow a surveillance audit schedule for products as this is defined within the associated directive or contract. If the product falls into the audit schedule of another system, and mutual audit can be conducted then this can be arranged.

## Services Not Provided

KACERT does not offer or provide the following:

• Consulting services to obtain or maintain certification/registration; or

• Services to design, implement, and maintain management systems

• Supply or design similar or related products to the ones that inspects/certifies

• Supply services that endanger the confidentiality, the objectivity and the impartiality of the certification process and the decisions regarding it.

• KACERT shall not provide services beyond certification or group training to already existing certification customers

Note: KACERT can cooperate with its clients in projects other than auditing (i.e. R&D projects, common publicity projects, business process reengineering projects etc.)

### Single Source Certification/registrations

When a quality management system, a production process shares common elements with other management systems (ex.. ISO 22000, HACCP), or other processes KACERT shall audit compatibility between the management systems and processes with regard to the shared and or superseding elements. (See Operational Procedure OP-2070)

### Reassessment Audits fat end of three-year certificate period

When an organizations certification/registration expires at the end of the thirty-six month (3 year) certification/registration period, the organization may renew the certificate.

A reassessment audit is scheduled in accordance to OP-2051 Audit Day Matrix if the organization is on an annual surveillance schedule.

The audit is conducted in accordance to certification/registration audit procedure P-3300 and all management system or process elements are audited.

Upon successful completion of the audit and review by the certification/registration council, a three-year surveillance period is established.

For Environmental Management Systems transfers a reassessment audit is scheduled in accordance to OP-2051.

The audit is conducted in accordance with P-3500 and all environment elements are audited.

### Transfer Certification/registrations

Organizations choosing to transfer their certification/registration to KACERT will be handled as follows:

For QMS and product certification transfers: If the supplier's current registrar is fully accredited, and the supplier is in good standing and has a current certificate KACERT can issue a confirmation report in order to cover any lapse in certification/registration that may occur prior to KACERT reassessment audit. For transfer certification/registrations, a documentation review will be conducted to see that the organization has addressed all requirements of the applicable standard. The audit shall be scheduled in accordance to audit day matrix per OP-2051. The audit is conducted in accordance to audit procedure P-3300/P-3400 and all management system elements shall be audited. Upon successful completion of the audit and review by the certification/registration committee, a certificate is issued.

For EMS, EMAS and OHSAS transfers a reassessment audit is scheduled in accordance to OP-2051. The audit shall be conducted in accordance with P-3500 and all elements are audited.

### Subcontracting

When KACERT at any time determines to subcontract work related to certification/ registration and inspection (ex. Audits, Sale and Audits, Inspection and Tests of

Products) to an external body or person, evaluates the supplier by stipulating criteria regarding the project, formally informs the customer and a properly documented agreement covering the arrangements, including, law abide confidentiality and conflicts of interests, shall be drawn up. For that purpose KACERT assumes and takes full responsibility for subcontracted work as well as maintains its responsibility for granting, maintaining, extending, reducing, and suspending or withdrawing certification/registration. Such processes are documented in F-2181 Sales Agreement in A-7000 Auditor Selection in A-7100 Auditor and Personnel Training and in any other prescribed or not prescribed form that is described sufficiently or referenced in the customer's contract. KACERT will determine the initial suitability and monitor and observe the continuing suitability of the subcontractor for the activities that is subcontracted for. Applicant Information

KACERT shall provide to an applicant at a minimum the following information:

1.Customer Profile form to be filled by the client (hard copy or web info)

2.A profile of KACERT services (hard copy or web page based)

3. A detailed contract regarding rights and obligations of the customer Additionally and upon request, Any relevant information needed, when the desired scope of certification/registration is related to a specific program;

Any additional information requested by the applicant relative to KACERT certification/ registration programs. KACERT shall inform the applicant for any non-accredited schemes offered for certification / registration.


**Marketing**

KACERT will provide sales partnerships agreements (F-2181) to independent contractor to market KACERT auditing service to manufacturing and non-manufacturing clients abroad. All quoting, contracts, auditing services are generated by the KACERT Main Office only.

Partners will not market consultancy under KACERT name and KACERT Certification/registration Services together. Nothing shall be stated in any marketing material or presentation, written or oral, to give the impression that the (wo activities are linked. Such organizations will be performing all of their marketing and auditing service in accordance with the requirements described at chapters of this Quality Manual.

**2.0      Identification of Possibilities for Conflicts of Interest**

**Auditing**

1. If a sales call made by a member or a non-member of KACERT, he/she cannot participate in auditing.

2. If a KACERT member conducts group training of more than 5% of the personnel of a company, consulting or sales activity at any company, then he/she cannot participate as an auditor for a period of two years. Any company serviced by a member for consulting,              training              or              sales,              it should be audited by a non-member auditor.   If a member conducts the audit they must sign a pledge, which covers IAS and ISO-Guides requirements concerning ethics. The auditee will be asked to sign a similar pledge to KACERT on Ethics Confirmation      prior      to      the      audit      (see      P3300 Certification/Registration Procedure).

3. KACERT auditors must sign an   F-2135 Auditor Contractual Agreement. In that agreement it is required that the auditor/expert will notify KACERT for any potential conflicts of interest.

**Training**

KACERT will provide off site accredited or non-accredited training in cooperation with accredited training organizations or by using its own courses.

**Sales Activity (Member)**

1. Any member that participates as a sales associate, cannot participate in the auditing/certification/registration activity at the company.

Exception:If it is a KACERT company account or the candidate company wants to meet an auditor and the auditor will not participate in a sales commission then he/she can participate as an auditor during the certification/registration process.

Certification/registration Decision Making

1.  A member cannot participate on the certification/registration committee.

2. A member if involved in any auditing or site training or consulting at a company cannot sign off on certificate of certification/registration.

**Sales Associate (Non-Member)**

1. If a sales associate has participated at any site training or consulting at the client's company then he/she cannot participate in any KACERT auditing at the company or any other location inside of that corporation.

**Employees of KACERT**

1. All employees of KACERT must fully comply with ISO 17020, ISO 17021 and IAS requirements

2. All employees, when they become aware of, or believe that a member has violated the KACERT ethics policy must report this violation to the managing members for action. This must be done in writing and available in a file for KACERT internal audits and IAS's                              external                              surveillance audits.   Each KACERT employee must submit in writing that they understand ISO Guides requirements and IAS requirements.

Any proposed changes to KACERT operational policies or R-1500 By Laws/Rules of

Operation of Advisory Board, shall be submitted to IAS for evaluation.

**Potential Threats to Impartiality**

KACERT does not maintain any relationships that can threaten its impartiality. Ownership is clearly defined in legal documents. Financial resources are identified in legal documents which indicate that the capital invested by its shareholders and auditing and inspection services are the only sources of income.

KACERT does not commission consultants: therefore, there is no pressure applied from consutants to KACERT. (KACERT can, under conditions, commission consultants in scopes not included in Accreditation certificates).

KACERT will not subcontract an audit to a member of a company A to a company B, where A is a competitor to B. Unless there is a written consent from companies A & B or B itself.

KACERT will not allow an auditor to audit a company for more than three times in the row, unless there is a second auditor escorting the auditor the third time.

KACERT will not accept customer or consultants pressure to extend or include in the scope of certification processes where there is no sufficient evidence that the process is or will be effective.

KACERT will not accept any peer pressure. If a certification organization denies certification to a customer and the customer seeks certification from KACERT,

KACERT will investigate all possibilities before moving on to review and accept a contract by the customer. In either case KACERT will not accept any peer pressure not to serve the customer so long the process and the requirements allow it.

KACERT will not accept any customer pressure. If a KACERT customer requires that KACERT does not offer certification services to a competitor of the customer, KACERT will use ISO 17021 and ISO 17020 requirements to disallow this practice.

KACERT will not accept any pressure from consultants. If a consulting group requires that KACERT does not offer auditing services to another consulting group customer KACERT will use ISO 17021 and ISO 17020 requirements to disallow this practice.

KACERT will not accept any pressure from KACERT employees or members. If an employee or a member of KACERT seeks KACERT services, the selection process of Auditors and the whole certification process shall ensure that there will be no preferential treatment.

KACERT will not accept any pressure from any customer, group or person that is related to any of KACERTs members or employees. If such a person, group or customer seeks KACERT services, the selection process of Auditors and the whole certification process shall ensure that there will be no preferential treatment.

All potential threats to impartiality will be dealt according to OP-2210 Identification and Action Plans for Potential Hazards to Impartiality

**Conflict of Interest**

KACERT will not engage in any activity that can be construed or perceived as a conflict of interest such as:

Suggesting or indicating that certification/registration would be simpler, easier, or less expensive if any specified consulting or training services were used;

Marketing, consulting provided by a related body and certification/registration together. Nothing shall be indicated in any marketing material, written or oral, to give the impression that the two activities are linked.

KACERT will require related bodies and auditors performing audits for KACERT to comply with the above and not to engage in any activity that can be construed or perceived as a conflict of interest regarding the sale of consulting services.

### 3.0 QUALITY SYSTEM OVERVIEW

KACERT quality system is electronically documented, implemented and available for use by all staff in relation to their assigned responsibilities and authorities. The Executive Director is responsible for ensuring the implementation of the documented quality management system.

KACERT shall exercise proper control over the use and display of the IAS accreditation mark. KACERT shall take suitable action to deal with incorrect references to its accreditation or misleading use of the IAS accreditation mark in advertising, brochures, etc. KACERT Quality System is a documented system controlled by proprietary software that is separated and labeled in electronic catalogs. Responsible function for the Software System is the System Administrator. Documentation includes:

• Organizational Techniques

• Document Control and Records

• Auditor/Inspector Management Techniques

• Audit Forms and Reporting

• Audit Processes and Procedures

• Auditor/Inspector Used Checklists

• Operational Reports

• Operational Control Checklists

• Operational Processes and Procedures

All documents can be reproduced as hard copies. Only electronic documents are considered as controlled documents.

Designated function for the establishment, implementation maintenance, and report on the performance of the quality system to the management of KACERT is the Executive Director.

## 4.0 QUALITY POLICY

KACERT is committed to providing and maintaining certification/registration services that are discrete, non-discriminatory, ethical, professional, and focused to legal and other implied or expressed requirements for the benefit of all interested parties.

The management of KACERT will ensure that this policy is understood, implemented and maintained at all levels of the organization. Objectives for quality are documented by the Board of Members in the 5-year organizational business plan and are reviewed periodically at management review meetings for effectiveness.

KACERT Quality Objectives as Established at a Board Meeting in June 2, 2010:

1.To maintain customer communication at all steps of the certification/registration and post certification/registration process.

2.To achieve customer satisfaction and anticipate requirements documented and reviewed at relative evaluation forms.

3.Provide professional, trained and educated auditors to our customers based on criteria of relative ISO/IEC, IAS documents and KACERT requirements.

4.To maintain the impartiality of our organization and all of its members during all the phases of the certification process in all sectors of industry in manufacturing, food industry, services by documenting, identifying and eliminating any possible hazards that can threaten our impartiality

The responsibility for the communication of the quality policy and the implementation of the KACERT Quality Management System is the responsibility of all KACERT trained employees.

## 5.0 LEGAL STATUS

KACERT is a Limited Liability European Company. The legal entity has permanent address that is xxxxx 34, xxxx, Dubai

The Board of Members/Stockholders, details about the company's separate legal documents. Those documents have been submitted to IAS and are certification/registration, scope, and other relative information are also documented in available upon request to the public. The persons that control KACERT are  … *(whom to put here?)  Ask QM*

### Financial Support

KACERT receives no financial support other than from the capital invested in it and the sale of its services and financing from Dubai R&D grants.

## 6.0 ORGANIZATIONAL CHART

(Eric, don't forget to add this before we submit it to IAS)

## 6.1 Qualifications and Experience of Executive Director

(Eric, don't forget to add this before we submit it to IAS)

## 7.0 COMMITTEES. PERSONNEL AND INFRASTRUCTURE

The organizational structure of KACERT is comprised of the following:

» <u>KACERT Board of Members</u>

• <u>Advisory Board</u>

• <u>Certification/registration Committees</u>

• <u>Certification/registration Body</u>

o  Executive Director

o  Director of Certification/registration

o  Financial Advisor

o  Legal Advisor

o  Operations and Office Manager

c  System Administrator

Details of the responsibility, and authority and interrelationships of functions are described at R-1300 Organization.

The infrastructure of KACERT is properly managed and its sufficiency monitored in order to conduct all activities that ensure effective audit and inspection services. Details are documented on OP-2180 Resource Management.

### 8.0 MANAGEMENT REVIEW

The quality system can be reviewed once a year to ensure its continuing suitability and effectiveness in satisfying the accredited certification/ registration requirements and the stated quality policy and objectives. Topics will include:

a)Review of the internal audits that took place;

b)Review of administrative procedures (quality manual and forms)

c)Changes in the certification/registration process

d)Evaluation of Auditors

e)Certification/registration requirements

f) Standards

g)IAS requirements

h) Complaints and appeals

Records of the management review will be documented and maintained.


Reference:

DOC-04 Management Review Minutes of Meetings

DOC-06 Management Assessment Form

### 9.0 DOCUMENT CONTROL AND RECORDS

KACERT has this quality manual describing or referencing its accredited certification/registration policies and procedures.

- Hard copy quality assurance manuals are to be considered controlled only if printed in entirety and distributed to a location or individual. If KACERT chooses to provide copies of single or multiple procedures or other individual items from the manuals for any reason, these copies are not to be considered controlled.

- Hard copy quality manuals are usually issued on a controlled copy basis with each manual being numbered for trace ability. No recipient of the manual shall be authorized to make copies and each recipient is responsible for maintaining his/her manual up to date. The Executive Director is the only person authorized to issue quality manuals.

Reference: D-8000 Documentation Control Procedure

KACERT maintains a record system to suit its particular circumstances and comply with existing regulations. The process is structured so that all documentation and records relative to certification/registration process will demonstrate that all relative procedures and processes have been fulfilled.

Reference:

D-S100 Records Procedure

## 10.0 PERSONNEL AND AUDITOR SELECTION AND TRAINING

KACERT shall operate a quality management system in accordance with the relevant element

• IAS for Quality Management Systems

• IAS for Environmental Management Systems

• HACCP Systems

• GHP (seven HACCP principles)

• AGRO STANDARDS

• EUREPGAP & BRC PROTOCOLS

• National, International Directives per procedure P-3550

and appropriate to the type, range and volume of work performed. The quality system is documented and the documentation is available to the entire staff in relation to their assigned responsibility and authority. The number of permanent personnel involved in the registrar is always sufficient to run and manage the usual operations of the registrar. The registrar shall ensure effective implementation of the documented quality system procedures.

All employees of the registrar will be qualified for their positions based upon education, training, or technical knowledge and shall be competent for the functions they perform. Information on the relevant qualifications, training and experience of each employee of KACERT shall be maintained. They shall be evaluated on an annual basis for training needs. The appropriate training will be provided to the employee. Records of training and experience shall be kept up-to-date.

The employees of the registrar are free from any commercial, financial and other pressures that might influence the results of the registration process.

All auditors qualified by KACERT shall:

• Adhere to the code of ethics for auditors as described in ISO 19011. Be sensitive have a proper attitude towards the customer and act in a professional like manner as required by the ISO 19011 auditor's standard.

• Not be commissioned for productivity when they conduct product/process/project audits/inspections. Quotes for such and inspection costs shall be determined on a case by case basis that will be reflected on the contract

• Have successfully completed a STAREGISTER accredited or Nationally or Internationally recognized or equivalent lead auditor training course for system or product inspection course;

• Have attended a two-day ISO 22000:2005 approved transitional audit (for the Food MS audit).

• Have auditing experience;

• Be a registered/certified lead auditor for Management Systems by STAREGISTER or equivalent in order to perform audits as a Lead Auditor

Be a registered/certified auditor for Environmental Management Systems by STAREGISTER or equivalent in order to perform audits as a Lead Auditor Qualification requirements are described at procedures of KACERT and at regulations of organizations issuing standards.

KACERT will collaborate with other inspection organizations to share experience and to discuss standardization of inspection methods

Reference:

DOC-56 Approved Auditor List

DOC-71 Evaluation and training of Registration Personnel Records

R-1300 Organization

## 11. SUBCONTRACTING

When KACERT decides to subcontract work related to registration (ex. Audits, Inspection and Tests) to an external body or person, a properly documented agreement covering the arrangements, including law abide confidentiality and conflicts of interests, shall be drawn up.

KACERT will ensure that the customer agrees with the subcontracted assignment.

KACERT takes full responsibility for subcontracted work as well as maintains its responsibility for granting, maintaining, extending, reducing, suspending or withdrawing registration. A list of approved suppliers and subcontractors shall be maintained.

For highly specialized activities an independent monitoring authority shall be established for evaluation of the results of the subcontracted activity. This action shall be undertaken due to contract requirements with the inspected organization, or by Executive Director's order.

Reference:

OP-2160 International Sales and Marketing

A-7000 Auditor Selection Procedure

P-3550 Product - Lot - Batch Audit and Inspection Procedure

OP-2180 Resource Management

## 12. NONCONFORMANCES AND CORRECTIVE ACTION

Non-conformances may be the result of any of the following:

• Non-Conforming by personnel or contracted personnel to KACERT manual
* A problem or situation reported by KACERT, or an auditor;

• A result of the Audit Evaluation and Continuous Improvement Form;

• A result of a nonconformance or observation issued by IAS; or

• Any other cause deemed suitable.


Reference: DOC-09 Corrections Record

## 13. POLICY AND PROCEDURES OF THE CERTIFICATION /REGISTRATION PROCESS

All documents used in the certification/registration process are checked through checklists to ensure proper use and application of the process. All inspection and audit procedures are documented.

Reference:

P-3100 Documentation Audit Procedure

P-3200 Pre Assessment Audit Procedure

P-3300 Registration/Certification Audit Procedure

P-3400 Surveillance Audit Procedure

P-3500 EMS/OHSAS Pre-Assessment - Registration Audit Procedure

P-3550 Product - Lot - Batch Audit and Inspection Procedure

P-3555 EMAS Pre-Assessment - Conformance Audit Procedure

P-3600 EMS/OHSAS Surveillance Procedure

P-3605 EMAS Surveillance Audit Procedure

## 14. APPEALS AND COMPLAINTS

KACERT has established policy to attend and deal with appeals, complaints and disputes.

Reference:

DOC-44 Complaints and Appeals Record

## 15. ISSUE. RETENTION. AND WITHDRAWAL OF CERTIFICATION/ REGISTRATION DOCUMENTS

KACERT has policies to ensure that the Issue, Maintenance and Withdrawal of certification/registration and related documents and all related activities are implemented when an organization fails to meet any of the contract agreements and procedures supplied by KACERT to the customer.

Reference:

DOC-22 Registration List

DOC-23 Probation/Withdrawal List

OP-2040 Usage of Logo Procedure

## 16. INTERNAL AUDITS

KACERT quality system shall be audited to ensure its continuing suitability and effectiveness in satisfying the accredited requirements and the stated quality policy and objectives.

Reference: DOC-89 Internal Audits Annual Plan

**QM REVISIONS**

| Revision No: | Revision Date | *Nature of Change* | *Review and Approval* |
|---|---|---|---|
| 1 | 05/23/2015 | *Integrate VUTA requirements* | *Mike Chalva, Quality System Manager* |
| 2 | 01/20/2016 | *Miscellaneous changes and updates* | *John Michael, General Director* |



(Mike, don't forget to remove your photo before sending the manual to IAS)