

## PLANNING PROCESS

INPUTS	ACTIVITIES
Sales File	Open client account on JDE and insert the routing form in File
Completed Application for MS Certification Form 21SF-001 Part B Auditor Profiles	Identify a Team Leader and competent auditor(s), using EA Codes. Complete 21SF 001 Part B and agreement if Sales did not before Stage 1.
Identified Audit Team	Where change in team is required at any stage in the audit cycle, repeat step P1 with justification of selection.
Identified audit Team Leader Completed Application for MS Certification Form 21SF-001 Accepted Quotation Letter 21SF-003 Certification Agreement 21SF-004	Update Database, prepare schedule.
Allocated Team and Team Leader Scheduled audit date	Forward the Stage 1 Audit Notification & Plan to client and copy audit team.
Scheduled audit Notified client Notified team Audit Program 21PF-001	Conduct the Stage 1 audit in accordance with Audit Process. Develop Audit program. Hand File to Manager for Application review Part C.
Audit Pack and Sales File	Review application Part C of application form after stage1 and Hand file to Lead Auditor.
Stage 1 audit findings	Resolve areas of concern raised during Stage 1 audit (If applicable).

Audit program 21PF-001 Stage 1 Audit Report Scheduled audit date	Forward the Audit Notification & Schedule to client and copy audit team.
Scheduled audit Notified client Notified team Audit Program 21PF-001	Conduct the Stage 2 audit in accordance with Audit Process Update 3-Year Audit Plan.
Non-conformity Report 21AF--007	Plan for clearance of non-conformities on-site if required. Schedule date(s) Make travel arrangements as per Travel Process Conduct the clearance of non-conformity visit Complete the Non-Conformity Report and COF.
Document Checklist 21SF-002	Prepare Approvals Board pack
Approvals Board Pack	Approval Board Process .
Decision from Approval Board	Notify Client of decision.
Notified client	Arrange for Certificate and flag(s) and conduct handover process.
Agreed dates for Surveillance Audits (1 <sup>st</sup> Surveillance to be within 12 months of last day of Stage 2 audit	Update Database, white board & / or hard copy, Planning Schedule and for surveillance.
Customer list Greeny details	Do yearly plan and verify against required Auditor day. Verify that all companies/sites have been scheduled. Reconcile any missed or postponed audits and reschedule.
Allocated Team and Team Leader Scheduled audit date	Notify client and team in accordance
Scheduled audit Notified client Notified team	Conduct the surveillance audit in year 1 or 2.
Completed Audit Report Completed Clearance of non-conformities(s)	Issue to client report and COF letter if applicable

INPUTS	ACTIVITIES
Expiry date of certification.	Re-quote based on changes and escalation, if required (refer Sales Process Arrange for re-certification audit.
Accepted Quotation (if required). Certification Agreement (if changed) Audit Program	Obtain Audit Team allocation Update Database, white board & / or hard copy, and prepare schedule.
Customer complaints Surveillance audit reports	Conduct re-certification audit planning
Allocated Team and Team Leader Scheduled audit date	Notify client and team.
Scheduled recertification audit Notified client Notified team	Conduct the recertification audit.
Completed Audit Report Invoice.	Issue report to client
Non-conformity Report	Plan for clearance of non-conformities on-site if required. Schedule date(s). Conduct the clearance of non-conformity visit Complete the Non-Conformity Report and letter.
Document Checklist	Prepare Approvals Board pack
Approvals Board Pack	Approval Board Process.
Decision from Approval Board	Notify Client of decision & re-issue new certificates.
Agreed dates for Surveillance Audits (to be within 12 months of last day of recertification audit	Update Database, white board & / or hard copy, Planning Schedule and 21PF- 001.Repeat cycle process.