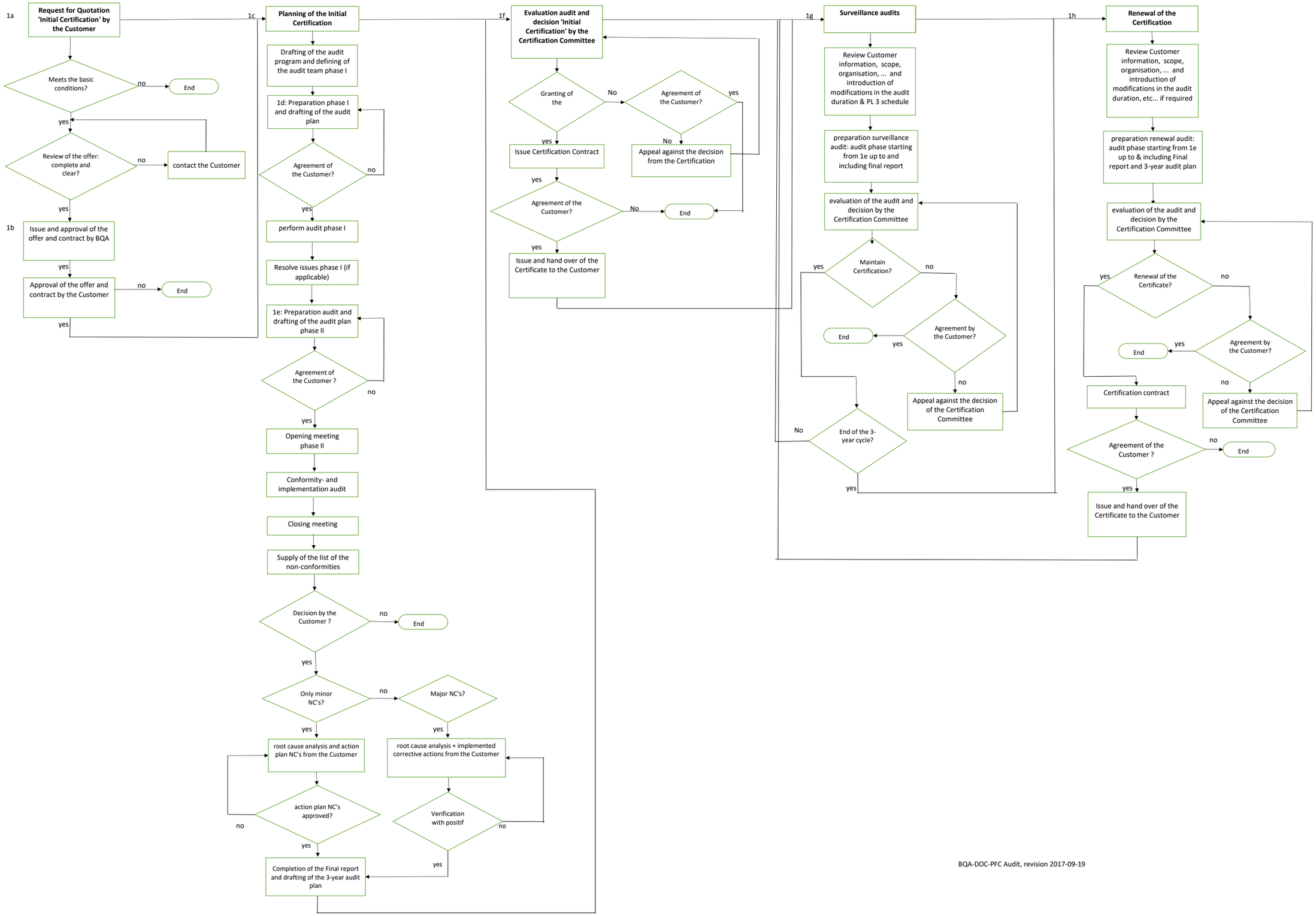
1a
Request for Quotation 'Initial Certification' by the Customer
Meets the basic conditions?
no
End
yes
Review of the offer: complete and clear?
no
contact the Customer
yes
1b
Issue and approval of the offer and contract by BQA
yes
Approval of the offer and contract by the Customer
no
End
yes
1c
Planning of the Initial Certification
Drafting of the audit program and defining of the audit team phase I
1d: Preparation phase I and drafting of the audit plan
Agreement of the Customer?
no
yes
perform audit phase I
Resolve issues phase I (if applicable)
1e: Preparation audit and drafting of the audit plan phase II
Agreement of the Customer ?
no
yes
Opening meeting phase II
Conformity- and implementation audit
Closing meeting
Supply of the list of the non-conformities
Decision by the Customer ?
no
End
yes
Only minor NC's?
no
Major NC's?
yes
yes
root cause analysis and action plan NC's from the Customer
root cause analysis + implemented corrective actions from the Customer
action plan NC's approved?
no
yes
Verification with positif
no
yes
Completion of the Final report and drafting of the 3-year audit plan
1f
Evaluation audit and decision 'Initial Certification' by the Certification Committee
Granting of the
No
Agreement of the Customer?
yes
yes
Issue Certification Contract
No
Appeal against the decision from the Certification
yes
Agreement of the Customer?
No
End
yes
Issue and hand over of the Certificate to the Customer
1g
Surveillance audits
Review Customer information, scope, organisation, ... and introduction of modifications in the audit duration & PL 3 schedule
preparation surveillance audit: audit phase starting from 1e up to and including final report
evaluation of the audit and decision by the Certification Committee
Maintain Certification?
yes
no
End
yes
Agreement by the Customer?
no
Appeal against the decision of the Certification Committee
No
End of the 3-year cycle?
yes
1h
Renewal of the Certification
Review Customer information, scope, organisation, ... and introduction of modifications in the audit duration, etc... if required
preparation renewal audit: audit phase starting from 1e up to & including Final report and 3-year audit plan
evaluation of the audit and decision by the Certification Committee
Renewal of the Certificate?
yes
no
End
yes
Agreement by the Customer?
no
Appeal against the decision of the Certification Committee
Certification contract
Agreement of the Customer ?
no
End
yes
Issue and hand over of the Certificate to the Customer