

Certification Process & Geographical Areas of Operation

Geographical Areas of Operation

QME operates in MENA Region and is planning to extend our scope of operations to have no limits

Certification Process

Certification Audits are carried out in 2 stages, Stage 1 and Stage 2. In order for the Stage 1 Audit to be carried out, the system must have been implemented for at least 2 months, at least 1 internal Audit, 1 Management Review must be completed at a later date.

In determining the interval between Stage 1 and Stage 2 Audits, the time needed by the customer to resolve the issues identified during the Stage 1 Audit will be taken into account. This period is a maximum of 6 months, and if the specified issues are not resolved at the end of 6 months, Stage 1 is repeated. Planning for Audits is made by mutual negotiation between QME and the Customer before each Audit.

1.1. Stage 1 Audit

The purpose of this Audit is to review management system documentation, evaluate its competence, evaluate the specific circumstances of the company and the business, interview staff, gather information about the scope and relevant legal and regulatory requirements, review internal audit or ROI planning and execution, To evaluate whether the customer is ready for Stage 2 Audit, to prepare a process-based Audit plan for Stage 2 Audit. It may not be performed in transfer and recertification Audits.

1.2. Stage 2 Audit

It is carried out at the customer's site to evaluate the following situations and the effectiveness of the application.

- Information and evidence related to the standard
- Performance of reviewing, reporting, measuring and monitoring purposes and objectives
- Performance of the management system against legal compliance
- Operational Control of Management System Processes
- Internal Audit and Review meetings
- Management responsibility for policies
- Links between Procedure & Data, operations, staff competence, legal requirements and policy

1.3. Decision on Certification

After the certification Audit, the Lead Auditor submits the report to QME. Decision makers review the Audit report and relevant supporting information, including the Lead Auditor's recommendation. In case of approval of the report, the certificate is printed and delivered to your institution. If the decision makers do not accept the lead auditor's proposal in the Audit Report, the reasons for this are recorded by the decision makers. If there are disputes and objections, the situation is resolved by the Appeals and Complaints Committee. A decision on certification/continuation of the certificate/recertification decision cannot be made without closing minor and major nonconformities. If the process cannot be completed within 6 months and the decision stage cannot be passed, the Audit is canceled and re-certification is made.

1.4. Surveillance Audits

After the certificate is issued, surveillance Audits are carried out at the CUSTOMER site once in each calendar year, except for the recertification year. The 1st Surveillance Audit to be made after the first certification cannot exceed 12 months from the date of publication. If more than one site is determined, an extra Audit may be required. The fee for extra surveillance Audits is paid by the company. If the surveillance Audits cannot be done on time, the certificate is suspended.

1.5. Scope Expansion Audits

The request for scope expansion must be submitted by the customer to QME in writing. The application is reviewed and the new offer is presented to the customer. In case of acceptance, QME conducts audit scheduling for approval and verification of scope expansion.

1.6. Scope Restriction Audits

Restriction situations may arise in the first certification audit and this should be included in the audit report. If the QME auditor recommends a scope restriction in the Surveillance or Recertification audit, this is noted in the report and QME's Certification Manager is notified.

1.7. Nonconformities Detected During the Audit

For Minor and Major nonconformities detected during the Audit, the customer must submit the Corrective Action (DF) Plan to QME via the email within a maximum of 15 days. The customer must have QME approve closures (objective proofs) showing the activities

regarding the nonconformities within a maximum of 3 months after the last day of the Audit, via the email. If the customer provides a valid excuse, this period is extended for a maximum of 3 months. A decision on certification/continuation of the certificate/recertification decision cannot be made without closing minor and major nonconformities.

1.8. Certificate Suspension

QME may suspend the customer's use of the relevant Management System Certificate for 3 months in accordance with the decision of the Certification Committee in the following cases. However, this period can be extended for a maximum of 3 months for special cases (seasonal products, natural disasters, economic crisis, etc.) with the decision of the QME Certification Manager.

- in case of continuous and serious failure of the customer's certified management system to meet the certification requirements, including the conditions for the effectiveness of this system,
- in case the certified customer does not allow to conduct Surveillance or Recertification Audits as often as necessary,
- In case the certified customer requests a voluntary suspension,
- in case of incorrect use of the certificate and logo,
- in case of failure to close the non-conformities detected as a result of the audits by the company within the prescribed period,
- in case the company does not fulfill its contractual obligations,
- in case there is major (major) non-compliance as a result of Surveillance Audits

It is not allowed by QME the use of the logo in advertising materials as long as the suspension continues. In these cases, QME will provide the customer with the reason for the suspension and the actions it will do in writing.

1.9. Cancellation of the Certificate

QME may cancel the customer's use of the relevant Management System Certificate in the following cases.

- In case the customer does not close the nonconformities within the prescribed time during the activities (audit, document review, etc.) carried out to remove the suspension,
- in case of failure to fulfill the payments in the offer reported by QME,
- in case of customer's bankruptcy or termination of the activities within the scope of the certificate,
- in case of usage of the certificate outside the specified conditions,
- As a result of the customer's request

Typical process flow for audit and certification process

