

Position	Responsibilities	Authorities	Deputy
GM	<p>1.1 To assist in formulating appropriate operational and business policies.</p> <p>1.2 To establish resource strategies.</p> <p>1.3 To oversee and coordinate selection, employment and appraisal of personnel.</p> <p>1.4 To maintain liaison with Impartiality Committee.</p> <p>1.6 To ensure granting and continuation of accreditation.</p> <p>1.7 To establish business and marketing initiatives.</p> <p>1.9 TO control website Publications and other electronic means.</p> <p>1.10 To maintain records of Impartiality committee members and issue notices.</p>	<p>Overall management, liaison with Impartiality Committee, financial oversight, strategic direction.</p> <p>1.5 To oversee matters related to issue of certification and control withdrawal.</p> <p>1.8 Total responsibility to grant certification with Certification Committee and authorize issue of certificates.</p>	CM
CM (Certification Manager)	<p>2.1 Ensure audits conducted as per requirements.</p> <p>2.2 Review audit records.</p> <p>2.3 Arrange special/witness audits.</p> <p>2.4 Verify technical aspects of audit reports.</p> <p>2.5 Conduct induction trainings.</p> <p>2.6 Provide updated instructions to auditors.</p> <p>2.7 Conduct contract reviews (absence of TC).</p> <p>2.8 Attend admin functions in absence of GM.</p> <p>2.9 Notify changes to clients. 2.10 Assist GM in administration.</p>	<p>Manage audit operations, review audit files, monitor certification schemes.</p> <p>Authority to coordinate certification activities.</p>	QM (In absence of CM, QM will be deputy)
HRM	<p>3.1 Verify and approve auditors' qualifications.</p> <p>3.2 Assign personnel to audit projects.</p> <p>3.3 Update sector scope competence.</p> <p>3.4 Identify training needs and maintain records.</p> <p>3.5 Ensure employment of competent personnel.</p> <p>3.6 Maintain personnel files.</p> <p>3.7 Coordinate performance evaluation and witnessing.</p>	<p>Authority to approve auditors' competence and assignment.</p> <p>Authority to maintain competence system and records.</p>	CM (In absence of HRM, CM will be deputy)

	<p>3.8 Ensure impartiality/confidentiality agreements.</p> <p>3.9 Ensure competence criteria met.</p> <p>3.10 Contribute to internal audits and MR.</p> <p>3.11 Maintain auditor panel and records.</p>		
QM	<p>4.1 Assist GM and maintain documents and records.</p> <p>4.2 Develop audit schedules and internal audits.</p> <p>4.3 Plan management review meetings.</p> <p>4.4 Update policies and procedures.</p> <p>4.5 Evaluate corrective action plans.</p> <p>4.6 Nominate impartial members and complaint panels. .</p> <p>4.7 Control documentation updates.</p> <p>4.8 Handle complaints and support corrective actions.</p>	<p>Authority over document control system, internal audits, and corrective actions approval.</p>	<p>GM (In absence of QM, GM will perform duties)</p>
Office / Technical Coordinator	<p>5.1 Scrutinize audit documentation and prepare certification checklists.</p> <p>5.2 Maintain certification and surveillance records.</p> <p>5.4 Send surveillance notices.</p> <p>5.5 Maintain client data and website information.</p> <p>5.6 Ensure website updated.</p> <p>5.7 Send audit schedule and intimation letters.</p>	<p>Authority to control certification records, audit scheduling, and website client data updates.</p>	<p>TC / CM (In absence of OC the job will be taken care by TC/CM)</p>
Finance Manager	<p>Perform annual financial report.</p> <p>Evaluate insurance amount. Allocate budgets and monitor adherence.</p> <p>Oversee invoices and receivables.</p> <p>Prepare financial statements.</p> <p>Coordinate audits.</p>	<p>Authority to approve financial transactions, budgets, payments, and financial reporting.</p>	<p>OF</p>
Marketing Manager	<p>Develop sales strategies. Set targets and monitor performance. Lead and supervise sales team. Build client relationships. Ensure client satisfaction and renewals.</p>	<p>Authority over sales targets, team supervision, and commercial strategy decisions.</p>	<p>MM</p>
Sales Man	<p>Initiate contact with clients. Issue proposals and quotations. Manage CRM and client records.</p>	<p>Authority to negotiate service fees within pre-approved pricing structures.</p>	<p>MM</p>
Lead Auditor / Auditor	<p>Conduct audits according to standards.</p> <p>Perform assessments and report</p>	<p>Authority to conduct audits and provide</p>	<p>-</p>

	findings.	audit conclusions.	
Technical Experts	Provide expert guidance and technical information. Support audit team.	Advisory authority only.	-
Certification Committee	Certification decision for granting, refusing, maintaining, expanding, reducing, renewing, suspending or withdrawing certification.	Authority to take certification decisions.	-
Impartiality Committee	Safeguard and evaluate impartiality status.	Authority to raise concerns to accreditation bodies.	-
Complaint & Appeal Panel	Investigate complaints and appeals. Take decisions on complaints/appeals.	Authority to decide on complaints and appeals.	Not defined