



# Management System Manual

	Name	Designation	Signature	Date
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Issue/Revision:	1/1			
Date of Issue:	1/4/2026			



2 - Amendment Record Sheet											
Amd. No.	Clause No.	Date of amendment	Page No.	Present		Amended		Nature of change	Brief description of change	Reason for the amendment	Sign.
				Rev. No.	Issue No.	Rev. No.	Issue No.				
1	8.1	1/4/2026	Anne x-2	1	1	1	0	Minor	Update the Authoriries / responsibilities sheet	Internal Audit NCR	



### **3.0 INTRODUCTION**

#### **General Information**

Name of the Company : **INTERCERT EGYPT**  
Registered Office : **8 Cherry street , sakkala, Hurghada, Red Sea, EgyptGovernorate,**  
Phone : **+ 1066758861**  
E-mail : **[\\_info@inter-cert.com](mailto:info@inter-cert.com)**  
Web Site : **<https://intercert-egypt.com/>**  
Top Management : **Mohamed Farag Habib (GM) – Mahmoud Metwally (CM)**

INTERCERT Egypt is a private certification body established to provide independent third-party auditing and certification services to organizations in accordance with internationally recognized management system standards. INTERCERT Egypt operates as an impartial and competent certification body delivering services as INTERCERT EGYPT its approved scopes of activity, with its primary operational activities conducted within the Arab Republic of Egypt.

INTERCERT Egypt's head office is located in Hurghada, Sakala District, directly opposite Seagull Hotel, Red Sea Governorate, Arab Republic of Egypt. In addition, the organization operates a marketing office at 45 Ibn Qutaiba Street, Nasr City, Cairo, Egypt.

INTERCERT Egypt for Certification and Audit Activities is a private certification body, hereinafter referred to as INTERCERT Egypt, legally registered in accordance with the laws and regulations of the Arab Republic of Egypt under Commercial Registration Number 52667, Unified Commercial Registration Number of the organization: 10440000052667, National id number: 562192166 and Tax Card registration Number 562192166

(INTERCERT EGYPT) Documentation for providing Management System Certification Services are defined in following set of documents

1. (INTERCERT EGYPT) Management System Manual – (MSM-01)
2. (INTERCERT EGYPT) Management System Procedure – (MSP-01)
3. (INTERCERT EGYPT) Policies – (Policy-01)
4. Public Documents – (PID-01)
5. Work instruction – (WI-01)



### **Our vision**

We aim to be the most competitive and the most productive service organization in the world. Our core competencies in Issuance quality certifications and management of environmental measurements are being continuously improved to be best-in-class. They are at the heart of what we are. Our chosen markets will be solely determined by our ability to be the most competitive and to consistently deliver unequalled service to our customers all over the world.

### **Our values**

We seek to be epitomized by our passion, integrity, entrepreneurialism and our innovative spirit, as we continually strive to fulfil our vision. These values guide us in all that we do and are the bedrock upon which our organization is built.

### **Our POLICY**

(INTERCERT EGYPT) is an independent Certification Body, which aims to provide an impartial, realistic and practical approach to its client's certification requirements.

It is the AIM of (INTERCERT EGYPT) to:

- Total compliance with regulatory requirements
- Maintaining impartiality and confidentiality in certification process
- Achieving customer satisfaction

We will achieve this by:-

- Offering an international certification service in accordance with of ISO/IEC 17021-1:2015, (QMS) ISO 17021-3:2017, ISO 9001:2015& (EMS) ISO 17021-2:2016, ISO 14001:2015&(OHSMS) ISO 17021-10:2018, IAF MD 22-2023, ISO 45001:2018 &ISO 22000:2018(FSMS), ISO 22003-1:2022 & and other applicable international standards and IAF Requirement that is fair impartial and objective to all who wish to avail themselves of our service,
- Providing our customers with a professional service that is perceived to add value to their business and satisfy their expectations,
- Practicing sound certification principles through competent staff
- Caring for and valuing our staff,
- Brief and train our staff to deliver Audits that satisfy our customers, supervisory body and the standard we set,
- Developing an open exchange of information with organizations and the public on the certification service that we offer,
- Continuously improving the certification service we offer,
- Practicing sound business principles to manage the (INTERCERT EGYPT) and give a return on our shareholder's investment,
- Records of certified clients and previously certified clients shall be retained for the duration



- of the current cycle plus one full certification cycle
- Communicating this policy to our staff, customers and interested parties.

### **Our OBJECTIVES**

(INTERCERT EGYPT) has set the following Objectives to meet the policy statement

- Reduce contract review errors.
- No errors in allocation of assignments.
- Zero breach of confidentiality & impartiality
- Provide effective response to customer complaint
- Enhance customer satisfaction

Annual targets are formulated to achieve these objectives. Performance against these objectives is monitored regularly and reviewed by the management.

## **4. PRINCIPLES**

### **4.1 General**

**4.1.1** These principles are the basis for the subsequent specific performance and descriptive requirements, which have been implemented in the successive chapters and requirements.

**4.1.2** The overall aim of certification is to give confidence to all parties that a management system fulfills specified requirements. The value of certification is the degree of public confidence and trust that is established by an impartial and competent assessment by a third party. Potential customers that have an interest in certification include, but are not limited to;

- a) the clients of the certification bodies,
- b) the customers of the organizations whose management systems are certified,
- c) governmental authorities,
- d) non-governmental organizations, and
- e) Consumers and other members of the public.

**4.1.3** Principles followed for inspiring confidence are Impartiality, Competence, Responsibility, Openness, confidentiality and responsiveness to complaint.

### **4.2 Impartiality**

**4.2.1** (INTERCERT EGYPT) is impartial, and being perceived to be impartial, as a certification body to deliver certification that provides confidence to its customers.

**4.2.2** To become impartial, the Technical Manager is not responsible to collect the revenue etc., which is engaged in audit planning, review and issue of certification.

**4.2.3** To obtain and maintain confidence, INTERCERT EGYPT established impartiality and confidentiality policies to ensure top management commitment to impartiality and confidentiality principles

(INTERCERT EGYPT) **decisions** are based on objective evidence of conformity (or nonconformity) obtained, and that its decisions are not influenced by other interests or



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by other parties.

4.2.4 Threats to impartiality are identified as follows;

- a) Self-interest threats: threats that arise from a person or **(INTERCERT EGYPT) acting** in their own interest. A concern related to certification, as a threat to impartiality, is financial self-interest.
- b) Self-review threats: threats that arise from a person or **(INTERCERT EGYPT) reviewing** the work done by them.
- c) Auditing the management systems of a client to whom the **(INTERCERT EGYPT) provided** management systems consultancy would be a self-review threat.
- d) Familiarity (or trust) threats: threats that arise from a person or **(INTERCERT EGYPT) being** too familiar with or trusting of another person instead of seeking audit evidence.
- e) Intimidation threats: threats that arise from a person or **(INTERCERT EGYPT) having** a perception of being coerced openly or secretly, such as a threat to be replaced or reported to a supervisor.

**Reference Document: - 1- MSP-23 (Impartiality Committee)  
2- MSP -22 Impartiality and independence**

### **4.3 Competence**

Competence of the personnel supported by the management system of the **(INTERCERT EGYPT)** is necessary to deliver certification that provides confidence.

**Reference Document: MSP 12 – Procedure for Determination of Competence**

### **4.4 Responsibility**

4.4.1 The client organization, not the **(INTERCERT EGYPT)**, has the responsibility for conformity with the requirements for certification.

4.4.2 **(INTERCERT EGYPT) has** the responsibility to assess sufficient objective evidence upon which to base a certification decision. Based on audit conclusions, it makes a decision to grant certification if there is sufficient evidence of conformity, or not to grant certification, if there is not sufficient evidence of conformity.

**Reference Document: - Annexure-01 Organization Structure**

**Annexure- 02 Duties, Responsibilities and Authorities**

### **4.5 Openness**

4.5.1 **(INTERCERT EGYPT)** needs to provide public access to, or disclosure of, appropriate and timely information about its audit Procedure and certification Procedure, and about the certification status (i.e. the granting, extending, maintaining, renewing, suspending, reducing the scope of, or withdrawing of certification) of any organization, in order to gain confidence in the integrity and credibility of certification. Openness is a principle of access to, or disclosure of, appropriate information.



4.5.2 To gain or maintain confidence in certification, (INTERCERT EGYPT) provides appropriate access to, or disclosure of, non-confidential information about the conclusions of specific audits (e.g. audits in response to complaints) to specific interested parties.

#### **4.6 Confidentiality**

To gain the privileged access to information that is needed for the (INTERCERT EGYPT) to assess conformity to requirements for certification adequately, it is essential that a (INTERCERT EGYPT) keep confidential and proprietary information about a client.

**Reference Document:** [MSP - 18 Procedure for Confidentiality](#)

#### **4.7 Responsiveness to complaints**

Parties that rely on certification expect to have complaints investigated and, if these are found to be valid, should have confidence that the complaints will be appropriately addressed and that a reasonable effort is made to resolve the complaints. Effective responsiveness to complaints is an important means of protection for the (INTERCERT EGYPT), its clients and other users of certification against errors, omissions or unreasonable behavior. Confidence in certification activities is safeguarded when complaints are Procedure appropriately.

**Reference Document:** [MSP -13 Procedure for Appeals and Complaints.](#)

#### **4.8 Risk Based Approach**

(INTERCERT EGYPT) takes into account the risks associated with providing competent, consistent and impartial certification. Risks may include, but are not limited to, those associated with:

- the objectives of the audit;
- the sampling used in the audit process;
- real and perceived impartiality;
- legal, regulatory and liability issues;
- the client organization being audited and its operating environment;
- impact of the audit on the client and its activities;
- health and safety of the audit teams;
- perception of interested parties;
- misleading statements by the certified client;
- Use of marks.

**Reference Document:** [MSP - 22 Procedure for impartiality and independence](#)

### **5.1 Legal & Contractual Matters**

#### **5.1.1 Legal Responsibility**

INTERCERT Egypt's head office is located in Hurghada, Sakala District, directly opposite Seagull Hotel, Red Sea Governorate, Arab Republic of Egypt. In addition, the organization operates a marketing office at 45 Ibn Qutaiba Street, Nasr City, Cairo, Egypt.



INTERCERT Egypt is legally registered under Commercial Registration Number 104400800052667 and holds Tax Card Number 4435466263032011, in accordance with applicable Egyptian laws and regulations.

**Reference Document:** - Commercial Registration no: 4435466263032011

### **5.1.2 Certification Agreement**

(**INTERCERT EGYPT**) has a legally enforceable agreement with each client for the provision of certification activities in accordance with the relevant requirements of this part of ISO/IEC 17021-1:2015. In addition, where there are multiple offices or multiple sites of a client, (**INTERCERT EGYPT**) ensures there is a legally enforceable agreement between (**INTERCERT EGYPT**) granting certification and the client that covers all the sites within the scope of the certification.

**Reference Document:-** MSP -03 Procedure for Application review, Quotation and Agreement

### **5.1.3 Responsibility for Certification Decisions**

(**INTERCERT EGYPT**) is responsible for, and shall retain authority for, its decisions relating to certification, including the granting, refusing, maintaining of certification, expanding or reducing the scope of certification, renewing, suspending or restoring following suspension, or withdrawing of certification

**Reference Document:-** MSP -11 Procedure for Granting, maintaining, renewing, extending, reducing, Suspending and withdrawing of certification

## **5.2 Management of Impartiality**

### **Management of impartiality**

5.2.1 (**INTERCERT EGYPT**) its General Manager and staff are fully committed to ensuring that all management system certification activities are impartial. Any relationships between (**INTERCERT EGYPT**) or individuals employed by (**INTERCERT EGYPT**) or Sub Contractors to (**INTERCERT EGYPT**) with other organisations or individuals will be declared, reviewed, documented and risk assessed.

In addition to a publically accessible statement, (**INTERCERT EGYPT**) has detailed the functions of the Impartiality Committee and its role in maintaining impartiality monitoring the laid down impartiality norms and its adequacy.

### **Reference Document**

- a) MSP – 22 Impartiality and independence procedure
- b) MSP-23 (Impartiality Committee)



e) Risk Assessments

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5.2.2 **(INTERCERT EGYPT)** has no relationship (formal or informal) with any other company or organisation which may result in a conflict of interest arising from its certification activities.

**(INTERCERT EGYPT)** does not offer consultancy to any client or potential client, training other than general training courses such as Internal Audit etc.

**(INTERCERT EGYPT)** has identified and analysed (risk assessed) all relationship (formal or informal) with other organisations or individuals which may result in a conflict of interest arising from its certification activities.

**(INTERCERT EGYPT)** conducts a risk assessment for all overseas offices as a part of its internal audit process. Should the company propose to enter into any relationship with another company or organisation or enter into any new area of business; that relationship or new area of business will be reviewed by **(INTERCERT EGYPT)** and the Impartiality Committee to ensure that impartiality can be demonstrated and the integrity of the Certification process assured.

Any conflict of interest arising from existing or past relationships between employees or sub-contractors and **(INTERCERT EGYPT)** clients (including potential clients), is required to be declared. All staff and sub-contractors are made aware of the need to declare any such conflict of interest and sign to acknowledge the obligation (contract of employment and sub-contractors agreement).

Periodically the Impartiality Committee is reviewing the activities of the company to ensure that impartiality continues to be demonstrated.

Where a potential or potential conflict of interest is declared e.g. an Auditor has worked in the past as a consultant or employee of the client, the Auditor is not be asked to undertake an audit at that client nor will he/she be asked to undertake any work concerning that client until a minimum period of time has elapsed (minimum 2 years). Even if the 2 year period has passed the relationship between the company and the individual auditor will be determined and a decision made as to the suitability of that auditor to undertake the work.

Where the conflict of interest is not clear it is still a requirement of the individual to declare that interest, however the Directors will establish the nature of that potential conflict of interest and make a decision based upon the individual circumstance and will refer the matter to the Impartiality Committee if required.

5.2.3 **INTERCERT Egypt** has established a documented process for impartiality risk management. The process includes:

- Identification of risks arising from all activities, relationships, and personnel
- Analysis and evaluation of risks based on likelihood and impact
- Determination and implementation of control measures



- Monitoring of risks on an ongoing basis
- Review of risks during management review and Impartiality Committee meetings
- Documentation of all risks in the Impartiality Risk Register

Interested parties, including the Impartiality Committee, are consulted to ensure that all relevant risks to impartiality are considered.

When a relationship poses an unacceptable threat to impartiality (such as a wholly owned subsidiary of the **(INTERCERT EGYPT)** requesting certification from its parent), then certification are not be provided as a policy decision.

**Reference →**

- a) F- 33 Impartiality and confidentiality declaration
- b) Meeting minutes of the Impartiality Committee
- c) Personnel Files
- d) F- 46 Non Conflict of Interest
- e) F- 29 Personal Agreement

- 5.2.4 As required by ISO 17021-1:2015 (**INTERCERT EGYPT**) will not certify another certification body for its management system certification.
- 5.2.5 As required by ISO 1702-1:20151 (**INTERCERT EGYPT**) does not offer or provide management system consultancy.
- 5.2.6 (**INTERCERT EGYPT**) **does** not offer to provide Internal Audits (nor has it) to any of its clients and does not provide an Internal Audit service to any company or organisation.
- 5.2.7 (**INTERCERT EGYPT**) **as** a company does not and has not provided a consultancy or Internal Audit service to its customers or potential customers therefore no risk to the impartiality of the Certification process is posed. However individuals or sub-contractors may have provided a consultancy service, internal audit services, been employed or through other means have an association with clients of (**INTERCERT EGYPT**) in such cases the individual will be required to declare any such current or past relationship and will not be allowed to undertake Audits or other work with that client. At the discretion of the General Manager the individual may be allowed to conduct an Audit or undertake other work with a client when a minimum of 2 years has elapsed since the end of the management system consultancy or other relationship.

Any such relationships or conflicts of interest will be recorded within the personnel records of the individual and the responsibility to declare any such conflicts stated in contracts of employment and sub-contractor agreements.

**Reference →**

- a) Personnel Files
  - b) F- 46 Non Conflict of Interest
  - c) F- 29 Personal Agreement
- 5.2.8 As required by ISO 17021-1:2015, (**INTERCERT EGYPT**) does not outsource Audits to a Management Consultancy Organisation. Audits (and the use of Technical Experts) are only outsourced (sub-contracted) to individuals.



5.2.9 (INTERCERT EGYPT) does not in its marketing, publications; website, correspondence etc. state or imply that certification would be simpler, easier, faster or less expensive if a specified consultancy organisation were used.

(INTERCERT EGYPT) has no links with any consultancy organisation nor does it approve consultancy organisations, however (INTERCERT EGYPT) does maintain a list of consultants and will when asked by clients or potential clients to supply names of consultants who have requested that they are included on (INTERCERT EGYPT)'s list of consultants. When asked for names of consultants (INTERCERT EGYPT) will supply those names (minimum of 3) providing a consultancy service on the basis that it is neither a recommendation nor a guarantee of expertise. Should (INTERCERT EGYPT) become aware of any claims stating or implying that certification would be simpler, easier, faster or less expensive if a specified consultant was used it will be referred to the General Manager for appropriate action

Reference →

- a) All publicity material and website

5.2.10 No individual will be used by the Certification Body to take part in any Audit when they have been involved in Management System Consultancy for that client. At the discretion of the General Manager an individual may be allowed to participate in an Audit, if more than 2 years has elapsed following the end of the consultancy (also refer clause 5.2.2 & 5.2.3).

Reference →

- a) Personnel Files
- b) F- 46 Non Conflict of Interest
- c) F- 29 Personal Agreement

5.2.11 Any threats to its impartiality arising from the actions of other persons, bodies or organisations will be referred to the General Manager and Impartiality Committee (if necessary) to determine the appropriate actions (including legal actions) to be taken.

5.2.12 The Impartiality Committee (IC), Directors, and Managers of (INTERCERT EGYPT) will ensure that all personnel either internal, external or committees act impartially and shall not allow commercial, financial or other pressures to compromise impartiality. Appropriate action will be taken by the Impartiality Committee or General Manager, where any such pressures are identified.

Undertakings are taken on a half yearly basis from the IC members, General Manager, Quality Manager, Marketing Manager, Technical Manager, Operation Manager and staff of (INTERCERT EGYPT) for its compliance/ adherence to (INTERCERT EGYPT) Impartiality norms.

5.2.13 All personnel both internal and external are required to reveal any situation known to them that may present them or (INTERCERT EGYPT) with a conflict of interest. This requirement will be established during the recruitment process and will also be an on-going requirement of the individuals to declare such conflict of interest.

In case of any conflict of interest declared by internal or external personnel, the same would be reviewed by General Manager of (INTERCERT EGYPT) and necessary



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Reference →

actions would be initiated to mitigate the conflicting issues. However, the same issues and action would also be reviewed with the IC members.

- a) Personnel records
- b) personnel agreement
- c) **MSP-23 (Impartiality Committee)**

### **5.3 Liability and financing**

5.3.1 **(INTERCERT EGYPT)** ensures that it has taken adequate steps to ensure that potential liabilities / risks arising from its certification operations are covered and the amount of cover reflects the risks. Levels and types of cover are set and agreed following a full disclosure of all information to the Insurance Broker. It will cover all geographic locations and hence all activities of **(INTERCERT EGYPT)** operations are covered.

Regular accounts review meetings are held between the General Manager, Quality Manager, Technical Manager and Marketing Manager to ensure that the finances of the company are such that adequate resources are always available to meet any liabilities.

#### Liability and Financial Responsibility

INTERCERT EGYPT maintains adequate arrangements to cover liabilities arising from its certification activities, in accordance with ISO/IEC 17021-1:2015, Clause 5.3. These arrangements include a valid Professional Indemnity Insurance Policy (Policy No. P/ACC/MS/011/2025/43) issued by Misr Takaful Insurance Company (Properties & Liabilities). The policy covers professional activities including auditing, inspection, and issuance of quality certificates, and provides indemnification for sums that INTERCERT EGYPT becomes legally liable to pay as a result of wrongful acts, negligence, errors, or omissions committed during the performance of its certification services, within the geographical scope of the Arab Republic of Egypt and during the policy period.

The insurance coverage is subject to defined limits of liability, including a maximum of EGP 250,000 per claim and EGP 1,000,000 in aggregate annually, with a deductible of 10% of each claim. The policy excludes risks such as war, terrorism, fines, penalties, and punitive or exemplary damages. INTERCERT EGYPT ensures that its contractual arrangements, certification decisions, and operational controls are implemented to minimize exposure to liability. Responsibility for maintaining, reviewing, and ensuring the adequacy of liability coverage in relation to the scope of certification activities is assigned to top management to ensure continued compliance and effectiveness.

Reference → Insurance policies

5.3.2 **(INTERCERT EGYPT)** produces independently audited accounts which together with the accountants report are examined in detail to both ensure that the finances of the company are on a sound basis and to establish as far as pINTERCERT EGYPTible



that commercial, financial or other pressures do not compromise the company's impartiality.

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## 6.1 Organizational Structure & Top Management

### 6.1 Organizational structure and top management

6.1.1 (INTERCERT EGYPT) has an organisational structure showing duties, responsibilities and authorities of management, staff and all involved in the certification Procedure.

Reference →

Annexure-1 Organizational Structure

Annexure -2 Duties, Responsibilities and Authorities

MSP-23 (Impartiality Committee) and WI-02 Certification Panel

6.1.2 General Manager is considered as the Top Management of (INTERCERT EGYPT). His overall authorities and responsibilities are identified.

Reference → Annexure-1 Organizational Structure and Annexure -2 Duties, Responsibilities and Authorities

6.1.3 (INTERCERT EGYPT) has formal rules for the appointment, terms of reference and operation of any committees that are involved in the certification activities.

### 6.2 Committee for safeguarding impartiality

6.2.1 The Impartiality Committee is the committee established by (INTERCERT EGYPT) to safeguard the impartiality of the company and its certification Procedure.

Reference →

a) F- 33 Confidentiality and impartiality declaration

b) (INTERCERT EGYPT)-MSP-23 (Impartiality Committee)

c) WI-02 Certification Panel

6.2.2 The composition, terms of reference, duties, authorities, competence of members and responsibilities of the Impartiality committee and Appeals Committee are fully documented and authorised by the General Manager of (INTERCERT EGYPT) to ensure that:

- a.) The committee represents a balance of interest such that no single interest predominates. The composition of the Impartiality Committee is predominately non (INTERCERT EGYPT) employees, with only General Manager and Technical Manager of the company as non-voting members.
- b.) The Impartiality Committee is being supplied with all information necessary in order to fulfil its remit and has the authority to ask for any additional information it deems necessary.
- c.) Should (INTERCERT EGYPT) not to respect the advice of the Impartiality Committee, then it has the right to take independent action (e.g. informing authorities, accreditation bodies etc) whilst respecting its obligation to respect confidentiality.



**INTERCERT EGYPT** a) MSP 11 Procedure for Granting, Maintaining, Renewing, Extending, Reducing, Suspending and Withdrawing of Certification

b) MSP 13 Procedure for Appeals and Complaints

6.2.3 **(INTERCERT EGYPT)** is making every effort to ensure that the Impartiality Committee represents key interests. Impartiality Committee members will typically be drawn from clients, customers, industry trade associations, regulatory bodies or other governmental services or representatives of non-governmental organisations, including consumer organisations.

## **7.1 Competence of Personnel**

### **7.1.1 General Considerations**

**(INTERCERT EGYPT)** has processes to ensure that personnel have appropriate knowledge and skills relevant to the types of management systems (e.g. quality management systems, Medical Device Quality Management System, food safety management system and Food Safety System Certification) and geographic areas in which it operates.

### **7.1.2 Determination of Competence Criteria**

**(INTERCERT EGYPT)** has a process for determining the competence criteria for personnel involved in the management and performance of audits and other certification activities. Competence criteria are determined with regard to the requirements of each type of management system standard or specification, for each technical area, and for each function in the certification process.

The output of the process is documented criteria of required knowledge and skills necessary to effectively perform audit and certification tasks to be fulfilled to achieve the intended results. Annex A of ISO/IEC 17021-1 specifies the knowledge and skills that a **(INTERCERT EGYPT)** shall define for specific functions. Where additional specific competence criteria have been established for a specific standard or certification scheme (e.g. ISO/IEC 17021-3, ISO/IEC TS 17021-10, IAF MD 22), these shall be applied.

#### Reference Document

MSP12 Determination of Competence  
(INTERCERT EGYPT) 23 Personnel Competence Profile  
WI 01 Auditor competency Map

### **7.1.3 Evaluation Processes**

**(INTERCERT EGYPT)** has documented processes for the initial competence evaluation, and ongoing monitoring of competence and performance of all personnel involved in the management and performance of audits and other certification activities, applying the



determined competence criteria. (INTERCERT EGYPT) demonstrates that its evaluation methods are effective. The output from these processes shall be to identify personnel who have demonstrated the level of competence required for the different functions of the audit and certification process. Competence shall be demonstrated prior to the individual taking the responsibility for the performance of their activities within (INTERCERT EGYPT).

Reference Document: MSP12 Determination of Competence

#### **7.1.4 Other Considerations**

(INTERCERT EGYPT) has access to the necessary technical expertise for advice on matters directly relating to certification activities for all technical areas, types of management systems and geographic areas in which (INTERCERT EGYPT) operates. Such advice may be provided externally or by (INTERCERT EGYPT) personnel.

#### **7.2 Personnel involved in certification activities**

**7.2.1** (INTERCERT EGYPT) has sufficient, competent personnel for managing and supporting the type and range of

audit programmes and other certification work performed.

**7.2.2** (INTERCERT EGYPT) has access to, a sufficient number of auditors, including audit team leaders, and technical experts to cover all of its activities and to handle the volume of audit work performed.

**7.2.3** (INTERCERT EGYPT) has made clear to each person concerned their duties, responsibilities and authorities.

**7.2.4** (INTERCERT EGYPT) has processes for selecting, training, formally authorizing auditors and for selecting and

Familiarizing technical experts used in the certification activity. The initial competence evaluation of an auditor shall include the ability to apply required knowledge and skills during audits, as determined by a competent evaluator observing the *auditor conducting an audit*.

*NOTE During the selection and training process described above desired personal behavior can be considered. These are characteristics that affect an individual's ability to perform specific functions. Therefore, knowledge about the behavior of individuals enables a (INTERCERT EGYPT) to take advantage of their strengths and to minimize the impact of their weaknesses. Desired personal behavior that is important for personnel involved in certification activities is described in*

**7.2.5** (INTERCERT EGYPT) has a process to achieve and demonstrate effective auditing, including the use of

auditors and audit team leaders pINTERCERT EGYPTessing generic auditing skills and knowledge, as well as skills and knowledge appropriate for auditing in specific technical areas.

**7.2.6** (INTERCERT EGYPT) ensures that auditors (and, where needed, technical experts) are knowledgeable

of its audit processes, certification requirements and other relevant requirements.

(INTERCERT EGYPT) shall give auditors and technical experts access to an up-to-date set of documented procedures giving audit instructions and all relevant information on the certification activities.



**7.2.7** (INTERCERT EGYPT) has identified training needs and offers or provide access to specific training to

**INTERCERT**

Ensure its auditors, technical experts and other personnel involved in certification activities are competent for the functions they perform.

**7.2.8** The group or individual that takes the decision on granting, refusing, maintaining, renewing,

suspending, restoring, or withdrawing certification, or on expanding or reducing the scope of certification, shall understand the applicable standard and certification requirements, and shall have demonstrated competence to evaluate the outcomes of the audit processes including related recommendations of the audit team.

**7.2.9** (INTERCERT EGYPT) ensures the satisfactory performance of all personnel involved in the audit and

other certification activities. There is a documented process for monitoring competence and performance of all persons involved, based on the frequency of their usage and the level of risk linked to their activities. In particular, (INTERCERT EGYPT) shall review and record the competence of its personnel in the light of their performance in order to identify training needs.

**7.2.10** (INTERCERT EGYPT) monitors each auditor considering each type of management system to which the

auditor is deemed competent. The documented monitoring process for auditors shall include a combination of on-site evaluation, review of audit reports and feedback from clients or from the market. This monitoring shall be designed in such a way as to minimize disturbance to the normal processes of certification, especially from the client's viewpoint.

**7.2.11** (INTERCERT EGYPT) periodically evaluates the performance of each auditor on-site. The frequency of

On-site evaluations are based on need determined from all monitoring information available.

Reference Document

MSP12 Determination of Competence

Annexure 01 – Organizational Structure

Annexure- 02 - Duties, responsibilities & Authorities

### **7.3 Use of individual external auditors and external technical experts**

(INTERCERT EGYPT) requires external auditors and external technical experts to have a written agreement by which they commit themselves to comply with applicable policies and implement processes as defined by (INTERCERT EGYPT). The agreement shall address aspects relating to confidentiality and impartiality and shall require the external auditors and external technical experts to notify (INTERCERT EGYPT) of any existing or prior relationship with any organization they may be assigned to audit.

Reference Document :- MSP12 Determination of Competence

### **7.4 Personnel Records**

(INTERCERT EGYPT) maintains up-to-date personnel records, including relevant qualifications, training, experience, affiliations, professional status and competence. This includes management and administrative personnel in addition to those performing



certification activities.  
MS E2 Determination of Competence  
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**7.5 Outsourcing**

Not Applicable.

### **8.1 Public Information**

**8.1.1** (INTERCERT EGYPT) maintains (through publications, electronic media or other means), and make Public without request, in all the geographical areas in which it operates, information about

- a) audit processes;
- b) processes for granting, refusing, maintaining, renewing, suspending, restoring or withdrawing Certification or expanding or reducing the scope of certification;
- c) Types of management systems and certification schemes in which it operates;
- d) The use of (INTERCERT EGYPT) 's name and certification mark or logo;
- e) Processes for handling requests for information, complaints and appeals;
- f) Policy on impartiality.

**8.1.2** (INTERCERT EGYPT) will provide upon request information about:

- a) of a given certification;
- b) The name, Geographical areas in which it operates;
- c) The status related normative document, scope and geographical location (city and country) for a specific certified client.

**8.1.3** Information provided by (INTERCERT EGYPT) to any client or to the marketplace, including advertising, shall be accurate and not misleading.

**8.1.4** The responsibility to update website and website control carried by the general manager

Reference Document :- PID – 01 to 03 Public Information Documents

### **8.2 Certification Documents**

**8.2.1** (INTERCERT EGYPT) provide by E Certificates and / or, the certification documents to the certified client.

**8.2.2** The certification document(s) shall identify the following:

- a) The name and geographical location of each certified client (or the geographical location of the headquarters and any sites within the scope of a multi-site certification);
- b) The effective date of granting, expanding or reducing the scope of certification, or renewing certification which shall not be before the date of the relevant certification decision;
- c) The expiry date or recertification due date consistent with the recertification cycle;
- d) A unique identification code;
- e) The management system standard and/or other normative document, including indication of issue status (e.g. revision date or number) used for audit of the certified client;



- f) The scope of certification with respect to the type of activities, products and services as applicable at each site without being misleading or ambiguous;
- g) The name, address and certification mark of (INTERCERT EGYPT); other marks (e.g. accreditation symbol, client's logo) may be used provided they are not misleading or ambiguous;
- h) Any other information required by the standard and/or other normative document used for certification;
- i) In the event of issuing any revised certification documents, a means to distinguish the revised documents from any prior obsolete documents.

### **8.3 Reference to certification and use of marks**

**8.3.1** (INTERCERT EGYPT) has rules governing any management system certification mark that it authorizes certified clients to use. These rules shall ensure, among other things, traceability back to (INTERCERT EGYPT). There shall be no ambiguity, in the mark or accompanying text, as to what has been certified and which (INTERCERT EGYPT) has granted the certification. This mark shall not be used on a product nor product packaging nor in any other way that may be interpreted as denoting product conformity.

**8.3.2** (INTERCERT EGYPT) shall not permit its marks to be applied by certified clients to laboratory test, calibration or inspection reports or certificates.

**8.3.3** (INTERCERT EGYPT) has rules governing the use of any statement on product packaging or in accompanying information that the certified client has a certified management system. Product packaging is considered as that which can be removed without the product disintegrating or being damaged. Accompanying information is considered as separately available or easily detachable. Type labels or identification plates are considered as part of the product. The statement shall in no way imply that the product, process or service is certified by this means. The statement shall include reference to:

- Identification (e.g. brand or name) of the certified client;
- The type of management system (e.g. quality, environment) and the applicable standard;
- (INTERCERT EGYPT) issuing the certificate.

**8.3.4** (INTERCERT EGYPT) shall through legally enforceable arrangements require that the certified client:

- a) conforms to the requirements of (INTERCERT EGYPT) when making reference to its certification status in communication media such as the internet, brochures or advertising, or other documents;
- b) does not make or permit any misleading statement regarding its certification;
- c) does not use or permit the use of a certification document or any part thereof in a misleading manner;
- d) upon withdrawal of its certification, discontinues its use of all advertising matter that contains a reference to certification, as directed by (INTERCERT EGYPT) (see [9.6.5](#));
- e) amends all advertising matter when the scope of certification has been reduced;



f) does not allow reference to its management system certification to be used in such a way as to imply that (INTERCERT EGYPT) certifies a product (including service) or process;

g) does not imply that the certification applies to activities and sites that are outside the scope of certification;

h) Does not use its certification in such a manner that would bring (INTERCERT EGYPT) and/or certification system into disrepute and lose public trust.

**8.3.5** (INTERCERT EGYPT) shall exercise proper control of ownership and shall take action to deal with incorrect references to certification status or misleading use of certification documents, marks or audit reports.

Reference Document : PID – 03 Conditions for use of logo and certification marks

#### **8.4 Confidentiality**

**8.4.1** (INTERCERT EGYPT) shall be responsible, through legally enforceable agreements, for the management of all information obtained or created during the performance of certification activities at all levels of its structure, including committees and external bodies or individuals acting on its behalf.

**8.4.2** (INTERCERT EGYPT) shall inform the client, in advance, of the information it intends to place in the public domain. All other information, except for information that is made publicly accessible by the client, shall be considered confidential.

**8.4.3** Except as required in this part of ISO/IEC 17021-1:2015, information about a particular certified client or individual shall not be disclosed to a third party without the written consent of the certified client or individual concerned.

**8.4.4** When (INTERCERT EGYPT) is required by law or authorized by contractual arrangements (such as with the accreditation body) to release confidential information, the client or individual concerned shall, unless prohibited by law, be notified of the information provided.

**8.4.5** Information about the client from sources other than the client (e.g. complainant, regulators) shall be treated as confidential, consistent with (INTERCERT EGYPT)'s policy.

**8.4.6** Personnel, including any committee members, contractors, personnel of external bodies or individuals acting on (INTERCERT EGYPT) 's behalf, shall keep confidential all information obtained or created during the performance of (INTERCERT EGYPT) 's activities except as required by law.

**8.4.7** (INTERCERT EGYPT) has processes and where applicable equipment and facilities that ensure the secure handling of confidential information.

#### **8.5 Information exchange between a (INTERCERT EGYPT) and its clients**

##### **8.5.1 Information on the certification activity and requirements**

(INTERCERT EGYPT) shall provide information and update clients on the following:

a) a detailed description of the initial and continuing certification activity, including the



application, initial audits, surveillance audits, and the process for granting, refusing, maintaining of certification, expanding or reducing the scope of certification, renewing, suspending or restoring, or withdrawing of certification;

- b) the normative requirements for certification;
- c) information about the fees for application, initial certification and continuing certification;
- d) (INTERCERT EGYPT) 's requirements for clients to:
  - a) comply with certification requirements;
  - b) make all necessary arrangements for the conduct of the audits, including provision for examining documentation and the access to all processes and areas, records and personnel for the purposes of initial certification, surveillance, recertification and resolution of complaints;
  - c) make provisions, where applicable, to accommodate the presence of observers (e.g. accreditation assessors or trainee auditor);
- e) Documents describing the rights and duties of certified clients, including requirements, when making reference to its certification in communication of any kind in line with the requirements in 8.3;
- f) Information on processes for handling complaints and appeals.

#### **8.5.2 Notice of changes by (INTERCERT EGYPT)**

(INTERCERT EGYPT) gives its certified clients due notice of any changes to its requirements for certification. (INTERCERT EGYPT) verifies that each certified client complies with the new requirements.

#### **8.5.3 Notice of changes by a certified client**

(INTERCERT EGYPT) has legally enforceable arrangements to ensure that the certified client informs (INTERCERT EGYPT), without delay, of matters that may affect the capability of the management system to continue to fulfill the requirements of the standard used for certification. These include, for example, changes relating to:

- a) The legal, commercial, organizational status or ownership;
- b) Organization and management (e.g. key managerial, decision-making or technical staff);
- c) Contact address and sites;
- d) Scope of operations under the certified management system;
- e) Major changes to the management system and processes.

(INTERCERT EGYPT) shall take action as appropriate.

### **9.1 Pre-certification activities**

#### **9.1.1 Application**

(INTERCERT EGYPT) requires an authorized representative of the applicant organization to provide the necessary information to enable it to establish the following:

- a) The desired scope of the certification;
- b) Relevant details of the applicant organization as required by the specific certification scheme, including its name and the address(es) of its site(s), its processes and operations, human and technical resources, functions, relationships and any relevant legal obligations;
- c) Identification of outsourced processes used by the organization that will affect conformity to



requirements;

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d) The standards or other requirements for which the applicant organization is seeking certification;

e) Whether consultancy relating to the management system to be certified has been provided and, if so, by whom.

Reference Document :- MSP-03 Procedure for Application Review, Quotation & Agreement

### **9.1.2 Application Review**

**9.1.2.1** (INTERCERT EGYPT) conducts a review of the application and supplementary information for certification to ensure that:

a) The information about the applicant organization and its management system is sufficient to develop

an audit programme (see [9.1.3](#));

b) Any known difference in understanding between (INTERCERT EGYPT) and the applicant organization is resolved

c) (INTERCERT EGYPT) has the competence and ability to perform the certification activity;

d) The scope of certification sought, the site(s) of the applicant organization's operations, time required to complete audits and any other points influencing the certification activity are taken into account (language, safety conditions, threats to impartiality, etc.).

**9.1.2.2** Following the review of the application, (INTERCERT EGYPT) will either accept or decline an application for certification. When (INTERCERT EGYPT) declines an application for certification as a result of the review of application, the reasons for declining an application shall be documented and made clear to the client.

**9.1.2.3** Based on this review, (INTERCERT EGYPT) will determine the competences it needs to include in its audit team and for the certification decision.

Reference Document :- MSP -03 Procedure for Application Review, Quotation & Agreement

### **9.1.3 Audit Programme**

**9.1.3.1** An audit programme for the full certification cycle shall be developed to clearly identify the audit activity/activities required to demonstrate that the client's management system fulfill the requirements for certification to the selected standard(s) or other normative document(s). The audit programme for the certification cycle shall cover the complete management system requirements.

**9.1.3.2** The audit programme for the initial certification shall include a two-stage initial audit, surveillance audits in the first and second years following the certification decision, and a recertification audit in the third year prior to expiration of certification. The first three-year certification cycle begins with the certification decision. Subsequent cycles begin with the recertification decision (see [9.6.3.2.3](#)) The determination of the audit programme and any subsequent adjustments shall consider the size of the client, the scope and complexity of its



management system, products and processes as well as demonstrated level of management system effectiveness and the results of any previous audits.

**9.1.3.3** Surveillance audits shall be conducted at least once a calendar year, except in re-certification years. The date of the first surveillance audit following initial certification shall not be more than 12 months from the certification decision date.

**9.1.3.4** Where (INTERCERT EGYPT) is taking account of certification already granted to the client and to audits performed by another (INTERCERT EGYPT), it shall obtain and retain sufficient evidence, such as reports and documentation on corrective actions, to any nonconformity. The documentation shall support the fulfilling of the requirements in this part of ISO/IEC 17021-1:2015. (INTERCERT EGYPT) shall, based on the information obtained, justify and record any adjustments to the existing audit programme and follow up the implementation of corrective actions concerning previous nonconformities.

**9.1.3.5** Where the client operates shifts, the activities that take place during shift working shall be considered when developing the audit programme and audit plans

Reference Document :- MSP -05 Procedure for planning & preparation of audit

#### **9.1.4 Determining Audit Time**

**9.1.4.1** (INTERCERT EGYPT) has documented procedures for determining audit time. For each client (INTERCERT EGYPT) shall determine the time needed to plan and accomplish a complete and effective audit of the client's management system.

**9.1.4.2** In determining the audit time, (INTERCERT EGYPT) considers, among other things, the following aspects:

- a) The requirements of the relevant management system standard;
- b) Complexity of the client and its management system;
- c) Technological and regulatory context;
- d) Any outsourcing of any activities included in the scope of the management system;
- e) The results of any prior audits;
- f) Size and number of sites, their geographical locations and multi-site considerations;
- g) The risks associated with the products, processes or activities of the organization;
- h) Whether audits are combined, joint or integrated.

**9.1.4.3** The duration of the management system audit and its justification shall be recorded.

**9.1.4.4** The time spent by any team member that is not assigned as an auditor (i.e. technical experts, translators, interpreters, observers and auditors-in-training) shall not count in the above established duration of the management system audit.

Reference Document :- MSP -04 Procedure for Determining Auditor Time

#### **9.1.5 Multi-site sampling**

Where multi-site sampling is used for the audit of a client's management system covering the same activity in various geographical locations, (INTERCERT EGYPT) shall develop a sampling programme to ensure proper audit of the management system. The rationale for the sampling plan



shall be documented for each client. Sampling is not allowed for some specific certification schemes, and where specific criteria have been established for a specific certification scheme, e.g. ISO/TS 22003, IAF MD 22, these shall be applied.

Reference Document :- MSP -21 Procedure for audit of multi-site organizations

### **9.1.6 Multiple Management Systems standards**

When certification to multiple management system standards is being provided by (INTERCERT EGYPT), the planning for the audit shall ensure adequate on-site auditing to provide confidence in the certification.

Reference Document MSP -03 Procedure for Application Review, Quotation and Agreement -IAF-MD 11

## **9.2 Planning Audits**

### **9.2.1 Determining audit objectives, scope and criteria**

#### **9.2.1 Determining audit objectives, scope and criteria**

**9.2.1.1** The audit objectives shall be determined by (INTERCERT EGYPT). The audit scope and criteria, including any changes, shall be established by (INTERCERT EGYPT) after discussion with the client.

**9.2.1.2** The audit objectives shall describe what is to be accomplished by the audit and shall include the following:

- a) determination of the conformity of the client's management system, or parts of it, with audit criteria
- b) determination of the ability of the management system to ensure the client meets applicable statutory,

regulatory and contractual requirements;

NOTE :- A management system certification audit is not a legal compliance audit.

- c) determination of the effectiveness of the management system to ensure the client can reasonably expect to

achieving its specified objectives;

- d) As applicable, identification of areas for potential improvement of the management system.

**9.2.1.3** The audit scope shall describe the extent and boundaries of the audit, such as sites, organizational units, activities and processes to be audited. Where the initial or re-certification process consists of more than one audit (e.g. covering different sites), the scope of an individual audit may not cover the full certification scope, but the totality of audits shall be consistent with the scope in the certification document.

**9.2.1.4** The audit criteria shall be used as a reference against which conformity is determined, and



shall include:

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- The requirements of a defined normative document on management systems;
- The defined processes and documentation of the management system developed by the client.

Reference Document:- MSP -05 Procedure for planning & preparation of Audits

## **9.2.2 Audit team selection and assignments**

### **9.2.2.1 General**

**9.2.2.1.1** (INTERCERT EGYPT) has a process for selecting and appointing the audit team, including the audit team leader and technical experts as necessary, taking into account the competence needed to achieve the objectives of the audit and requirements for impartiality. If there is only one auditor, the auditor shall have the competence to perform the duties of an audit team leader applicable for that audit. The audit team shall have the totality of the competences identified by (INTERCERT EGYPT) as set out in 9.1.2.3 for the audit.

**9.2.2.1.2** In deciding the size and composition of the audit team, consideration shall be given to the following:

- a) audit objectives, scope, criteria and estimated audit time;
- b) whether the audit is a combined, joint or integrated;
- c) the overall competence of the audit team needed to achieve the objectives of the audit
- d) certification requirements (including any applicable statutory, regulatory or contractual requirements);
- e) Language and culture.

**9.2.2.1.3** The necessary knowledge and skills of the audit team leader and auditors may be supplemented by technical experts, translators and interpreters who shall operate under the direction of an auditor. Where translators or interpreters are used, they shall be selected such that they do not unduly influence the audit.

NOTE the criteria for the selection of technical experts are determined on a case-by-case basis by the needs of the audit team and the scope of the audit.

**9.2.2.1.4** Auditors-in-training may participate in the audit, provided an auditor is appointed as an evaluator. The evaluator shall be competent to take over the duties and have final responsibility for the activities and findings of the auditor-in-training.

**9.2.2.1.5** The audit team leader, in consultation with the audit team, shall assign to each team member responsibility for auditing specific processes, functions, sites, areas or activities. Such assignments shall take into account the need for competence, and the effective and efficient use of the audit team, as well as different roles and responsibilities of auditors, auditors-in-training and technical experts. Changes to the work assignments may be made as the audit progresses to ensure achievement of the audit objectives.

Reference Document:- MSP -12 Determination of Competence



**9.2.2.2 Observers, technical experts and guides**

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**9.2.2.2 EGYPT Observers**

The presence and justification of observers during an audit activity shall be agreed to by (INTERCERT EGYPT) and client prior to the conduct of the audit. The audit team shall ensure that observers do not unduly influence or interfere in the audit process or outcome of the audit..

**9.2.2.2.2 Technical experts**

The role of technical experts during an audit activity shall be agreed to by (INTERCERT EGYPT) and client prior to the conduct of the audit. A technical expert shall not act as an auditor in the audit team. The technical experts shall be accompanied by an auditor.

**9.2.2.2.3 Guides**

Each auditor shall be accompanied by a guide, unless otherwise agreed to by the audit team leader and the client. Guide(s) are assigned to the audit team to facilitate the audit. The audit team shall ensure that guides do not influence or interfere in the audit process or outcome of the audit.

**9.2.3 Audit Plan**

**9.2.3.1 General**

(INTERCERT EGYPT) ensures that an audit plan is established prior to each audit identified in the audit programme to provide the basis for agreement regarding the conduct and scheduling of the audit activities.

**9.2.3.2 Preparing the audit plan**

The audit plan shall be appropriate to the objectives and the scope of the audit. The audit plan shall at least include or refer to the following:

- a) The audit objectives;
- b) The audit criteria;
- c) The audit scope, including identification of the organizational and functional units or processes to be audited;
- d) The dates and sites where the on-site audit activities will be conducted, including visits to temporary sites and remote auditing activities, where appropriate;
- e) The expected duration of on-site audit activities;
- f) The roles and responsibilities of the audit team members and accompanying persons, such as observers or interpreters.

Reference Document: - MSP -05 Procedure for planning & preparation of Audits

**9.2.3.3 Communication of audit team tasks**

The tasks given to the audit team shall be defined, and require the audit team to:

- a) Examine and verify the structure, policies, processes, procedures, records and related documents of the client relevant to the management system standard;
- b) Determine that these meet all the requirements relevant to the intended scope of certification;



- c) Determine that the processes and procedures are established, implemented and maintained effectively to provide a basis for confidence in the client's management system;
- d) Communicate to the client, for its action, any inconsistencies between the client's policy, objectives and targets.

#### **9.2.3.4 Communication of audit plan**

The audit plan shall be communicated and the dates of the audit shall be agreed upon, in advance, with the client.

#### **9.2.3.5 Communication concerning audit team members**

(INTERCERT EGYPT) shall provide the name of and, when requested, make available background information on each member of the audit team, with sufficient time for the client to object to the appointment of any particular audit team member team in response to any valid objection.

### **9.3 Initial Certification**

#### **9.3.1 Initial Certification Audit**

##### **9.3.1.1 General**

The initial certification audit of a management system shall be conducted in two stages: stage 1 and stage 2.

##### **9.3.1.2 Stage 1**

**9.3.1.2.1** Planning shall ensure that the objectives of stage 1 can be met and the client shall be informed of any "on site" activities during stage 1.

**9.3.1.2.2** The objectives of stage 1 are to:

- a) review the client's management system documented information;
- b) evaluate the client's site-specific conditions and to undertake discussions with the client's personnel to determine the preparedness for stage 2;
- c) review the client's status and understanding regarding requirements of the standard, in particular with respect to the identification of key performance or significant aspects, processes, objectives and operation of the management system;
- d) obtain necessary information regarding the scope of the management system, including:
  - the client's site(s);
  - processes and equipment used;
  - levels of controls established (particularly in case of multisite clients);
  - applicable statutory and regulatory requirements;
- e) review the allocation of resources for stage 2 and agree the details of stage 2 with the client;
- f) Provide a focus for planning stage 2 by gaining a sufficient understanding of the client's management system and site operations in the context of the management system standard or other normative document;



g) Evaluate if the internal audits and management reviews are being planned and performed, and that the level of implementation of the management system substantiates that the client is ready for stage 2.

**9.3.1.2.3** Documented conclusions with regard to fulfillment of the stage 1 objectives and the readiness for stage 2 shall be communicated to the client, including identification of any areas of concern that could be classified as nonconformity during stage 2.

**9.3.1.2.4** In determining the interval between stage 1 and stage 2, consideration shall be given to the needs of the client to resolve areas of concern identified during stage 1. (INTERCERT EGYPT) may also need to revise its arrangements for stage 2. If any significant changes which would impact the management system occur, (INTERCERT EGYPT) shall consider the need to repeat all or part of stage 1. The client shall be informed that the results of stage 1 may lead to postponement or cancellation of stage 2.

#### **9.3.1.2.5 Stage 2**

The purpose of stage 2 is to evaluate the implementation, including effectiveness, of the client's management system. The stage 2 shall take place at the site(s) of the client. It shall include the auditing of at least the following:

**9.3.1.2.5** information and evidence about conformity to all requirements of the applicable management system standard or other normative documents;

**9.3.1.2.5** performance monitoring, measuring, reporting and reviewing against key performance objectives and targets (consistent with the expectations in the applicable management system standard or other normative document);

**9.3.1.2.5** the client's management system ability and its performance regarding meeting of applicable statutory, regulatory and contractual requirements;

**9.3.1.2.5** operational control of the client's processes;

**9.3.1.2.5** internal auditing and management review;

**9.3.1.2.5** Management responsibility for the client's policies.

#### **9.3.1.2.6 Initial certification audit conclusions**

The audit team shall analyse all information and audit evidence gathered during stage 1 and stage 2 to review the audit findings and agree on the audit conclusions.

Reference Document :- MSP -06 Procedure for Initial Audit

## **9.4 Conducting Audits**

### **9.4.1 General**

(INTERCERT EGYPT) has a process for conducting on-site audits. This process shall include an opening meeting at the start of the audit and a closing meeting at the conclusion of the audit.

Where any part of the audit is made by electronic means or where the site to be audited is virtual, (INTERCERT EGYPT) shall ensure that such activities are conducted by personnel with appropriate competence. The evidence obtained during such an audit shall be sufficient to enable the auditor to take an informed decision on the conformity of the requirement in question.



#### **9.4.2 Conducting the opening meeting**

A formal opening meeting, shall be held with the client's management and, where appropriate, those responsible for the functions or processes to be audited. The purpose of the opening meeting, usually conducted by the audit team leader, is to provide a short explanation of how the audit activities will be undertaken. The degree of detail shall be consistent with the familiarity of the client with the audit process and shall consider the following:

- a) introduction of the participants, including an outline of their roles;
- b) confirmation of the scope of certification;
- c) confirmation of the audit plan (including type and scope of audit, objectives and criteria), any changes, and other relevant arrangements with the client, such as the date and time for the closing meeting, interim meetings between the audit team and the client's management;
- d) confirmation of formal communication channels between the audit team and the client;
- e) confirmation that the resources and facilities needed by the audit team are available;
- f) confirmation of matters relating to confidentiality;
- g) confirmation of relevant work safety, emergency and security procedures for the audit team;
- h) confirmation of the availability, roles and identities of any guides and observers;
- i) the method of reporting, including any grading of audit findings;
- j) Information about the conditions under which the audit may be prematurely terminated;
- k) confirmation that the audit team leader and audit team representing (INTERCERT EGYPT) is responsible for the audit and shall be in control of executing the audit plan including audit activities and audit trails;
- l) Confirmation of the status of findings of the previous review or audit, if applicable;
- m) Methods and procedures to be used to conduct the audit based on sampling;
- n) Confirmation of the language to be used during the audit;
- o) Confirmation that, during the audit, the client will be kept informed of audit progress and any concerns;
- p) Opportunity for the client to ask questions.

#### **9.4.3 Communication during the audit**

**9.4.3.1** During the audit, the audit team shall periodically assess audit progress and exchange information. The audit team leader shall reassign work as needed between the audit team members and periodically communicate the progress of the audit and any concerns to the client.

**9.4.3.2** Where the available audit evidence indicates that the audit objectives are unattainable or suggests the presence of an immediate and significant risk (e.g. safety), the audit team leader shall report this to the client and, if pINTERCERT EGYPTible, to (INTERCERT EGYPT) to determine appropriate action. Such action may include reconfirmation or modification of the audit plan, changes to the audit objectives or audit scope, or termination of the audit. The audit team leader shall report the outcome of the action taken to (INTERCERT EGYPT) .

**9.4.3.3** The audit team leader shall review with the client any need for changes to the audit scope which becomes apparent as on-site auditing activities progress and report this to (INTERCERT EGYPT)



#### **9.4.4 Obtaining and verifying information**

**INTERCERT** During the audit, information relevant to the audit objectives, scope and criteria (including information relating to interfaces between functions, activities and processes) shall be obtained by appropriate sampling and verified to become audit evidence.

**9.4.4.2** Methods to obtain information shall include, but are not limited to:

- a) Interviews;
- b) observation of processes and activities;
- c) Review of documentation and records.

#### **9.4.5 Identifying and recording audit findings**

**9.4.5.1** Audit findings summarizing conformity and detailing nonconformity shall be identified, classified and recorded to enable an informed certification decision to be made or the certification to be maintained.

**9.4.5.2** Opportunities for improvement may be identified and recorded, unless prohibited by the requirements of a management system certification scheme. Audit findings, however, which are nonconformities, shall not be recorded as opportunities for improvement.

**9.4.5.3** A finding of nonconformity shall be recorded against a specific requirement, and shall contain a clear statement of the nonconformity, identifying in detail the objective evidence on which the nonconformity is based. Nonconformities shall be discussed with the client to ensure that the evidence is accurate and that the nonconformities are understood. The auditor however shall refrain from suggesting the cause of nonconformities or their solution.

**9.4.5.4** The audit team leader shall attempt to resolve any diverging opinions between the audit team and the client concerning audit evidence or findings, and unresolved points shall be recorded.

#### **9.4.6 Preparing Audit conclusions**

Under the responsibility of the audit team leader and prior to the closing meeting, the audit team shall:

- a) review the audit findings, and any other appropriate information obtained during the audit, against the audit objectives and audit criteria and classify the nonconformities;
- b) agree upon the audit conclusions, taking into account the uncertainty inherent in the audit process;
- c) agree any necessary follow-up actions;
- d) Confirm the appropriateness of the audit programme or identify any modification required for future audits (e.g. scope of certification, audit time or dates, surveillance frequency, audit team competence).

#### **9.4.7 Conducting the closing meeting**

**9.4.7.1** A formal closing meeting, where attendance shall be recorded, shall be held with the



client's management and, where appropriate, those responsible for the functions or processes audited. The purpose of the closing meeting, usually conducted by the audit team leader, is to present the audit conclusions, including the recommendation regarding certification. Any nonconformity shall be presented in such a manner that they are understood, and the timeframe for responding shall be agreed.

**9.4.7.2** The closing meeting shall also include the following elements where the degree of detail shall be consistent with the familiarity of the client with the audit process:

- a) advising the client that the audit evidence obtained was based on a sample of the information; thereby introducing an element of uncertainty;
- b) the method and timeframe of reporting, including any grading of audit findings;
- c) (INTERCERT EGYPT) 's process for handling nonconformities including any consequences relating to the status of the client's certification;
- d) the timeframe for the client to present a plan for correction and corrective action for any nonconformities identified during the audit;
- e) (INTERCERT EGYPT) 's post audit activities;
- f) Information about the complaint and appeal handling processes.

**9.4.7.3** The client shall be given opportunity for questions. Any diverging opinions regarding the audit findings or conclusions between the audit team and the client shall be discussed and resolved where possible. Any diverging opinions that are not resolved shall be recorded and referred to (INTERCERT EGYPT)

## **9.4.8 Audit Report**

**9.4.8.1** (INTERCERT EGYPT) shall provide a written report for each audit to the client. The audit team may identify opportunities for improvement but shall not recommend specific solutions. Ownership of the audit report shall be maintained by (INTERCERT EGYPT).

**9.4.8.2** The audit team leader shall ensure that the audit report is prepared and shall be responsible for its content. The audit report shall provide an accurate, concise and clear record of the audit to enable an informed certification decision to be made and shall include or refer to the following:

- a) identification of (INTERCERT EGYPT);
- b) the name and address of the client and the client's representative;
- c) the type of audit (e.g. initial, surveillance or recertification audit or special audits);
- d) the audit criteria;
- e) the audit objectives;
- f) the audit scope, particularly identification of the organizational or functional units or processes audited and the time of the audit;
- g) any deviation from the audit plan and their reasons;
- h) any significant issues impacting on the audit programme;
- i) identification of the audit team leader, audit team members and any accompanying persons;
- j) The dates and places where the audit activities (on site or offsite, permanent or temporary)



sites) were conducted;

**INTERCERT** Audit findings (see 9.4.5), reference to evidence and conclusions, consistent with the requirements of

the type of audit;

- l) significant changes, if any, that affect the management system of the client since the last audit took place;
- m) any unresolved issues, if identified;
- n) Where applicable, whether the audit is combined, joint or integrated;
- o) A disclaimer statement indicating that auditing is based on a sampling process of the available information;
- p) Recommendation from the audit team
- q) The audited client is effectively controlling the use of the certification documents and marks, if applicable;
- r) Verification of effectiveness of taken corrective actions regarding previously identified Nonconformities, if applicable.

**9.4.8.3** The report shall also contain:

- a) a statement on the conformity and the effectiveness of the management system together with a Summary of the evidence relating to:
  - the capability of the management system to meet applicable requirements and expected outcomes;
  - the internal audit and management review process;
- b) a conclusion on the appropriateness of the certification scope;
- c) Confirmation that the audit objectives have been fulfilled.

**Reference Document:-** MSP -10 Procedure for assessment of audit report

#### **9.4.9 Cause analysis of non-conformities**

(INTERCERT EGYPT) requires the client to analyze the cause and describe the specific correction and corrective actions taken, or planned to be taken, to eliminate detected nonconformities, within a defined time.

#### **9.4.10 Effectiveness of corrections and corrective actions**

(INTERCERT EGYPT) shall review the corrections, identified causes and corrective actions submitted by the client to determine if these are acceptable. (INTERCERT EGYPT) shall verify the effectiveness of any correction and corrective actions taken. The evidence obtained to support the resolution of nonconformities shall be recorded. The client shall be informed of the result of the review and verification. The client shall be informed if an additional full audit, an additional limited audit, or documented evidence (to be confirmed during future audits) will be needed to verify effective correction and corrective actions.

### **9.5 Certification Decision**

#### **9.5.1 General**

**9.5.1.1** (INTERCERT EGYPT) shall ensure that the persons or committees that make the



decisions for granting or refusing certification, expanding or reducing the scope of certification, suspending or restoring certification, withdrawing certification or renewing certification are different from those who carried out the audits. The individual(s) appointed to conduct the certification decision shall have appropriate competence.

**9.5.1.2** The person(s) [excluding members of committees (see 6.1.4)] assigned by (INTERCERT EGYPT) to make a certification decision shall be employed by, or shall be under legally enforceable arrangement with either (INTERCERT EGYPT) or an entity under the organizational control of (INTERCERT EGYPT). (INTERCERT EGYPT) 's organizational control shall be one of the following:

- a) whole or majority ownership of another entity by (INTERCERT EGYPT);
- b) majority participation by (INTERCERT EGYPT) on the board of directors of another entity;
- c) a documented authority by (INTERCERT EGYPT) over another entity in a network of legal entities (in which (INTERCERT EGYPT) resides), linked by ownership or board of director control.

**9.5.1.3** The persons employed by, or under contract with, entities under organizational control shall fulfill the same requirements of this part of ISO/IEC 17021-1:2015 as persons employed by, or under contract with, (INTERCERT EGYPT).

**9.5.1.4** (INTERCERT EGYPT) shall record each certification decision including any additional information or clarification sought from the audit team or other sources.

## **9.5.2 Actions prior to making a decision**

(INTERCERT EGYPT) has a process to conduct an effective review prior to making a decision for granting certification, expanding or reducing the scope of certification, renewing, suspending or restoring, or withdrawing of certification, including, that

- a) the information provided by the audit team is sufficient with respect to the certification requirements and the scope for certification;
- b) for any major nonconformities, it has reviewed, accepted and verified the correction and corrective actions;
- c) for any minor nonconformities it has reviewed and accepted the client's plan for correction and corrective action.

## **9.5.3 Information for granting Initial Certification**

**9.5.3.1** The information provided by the audit team to (INTERCERT EGYPT) for the certification decision shall include, as a minimum:

- a) the audit report;
- b) comments on the nonconformities and, where applicable, the correction and corrective actions taken by the client;
- c) confirmation of the information provided to (INTERCERT EGYPT) used in the application



review (see 9.1.2);



d) confirmation that the audit objectives have been achieved;

e) a recommendation whether or not to grant certification, together with any conditions or observations.

**9.5.3.2** If (INTERCERT EGYPT) is not able to verify the implementation of corrections and corrective actions of any major nonconformity within 6 months after the last day of stage 2, (INTERCERT EGYPT) shall conduct another stage 2 prior to recommending certification.

**9.5.3.3** When a transfer of certification is envisaged from one (INTERCERT EGYPT) to another, the accepting (INTERCERT EGYPT) shall have a process for obtaining sufficient information in order to take a decision on certification.

### **Reference Document**

MSP -11 Procedure for Granting, maintaining, renewing, extending, reducing, suspending and

withdrawing of certification

MSP – 19 Transfer of Certification

### **9.5.4 Information for granting Re-Certification**

(INTERCERT EGYPT) shall make decisions on renewing certification based on the results of the recertification audit, as well as the results of the review of the system over the period of certification and complaints received from users of certification

### **9.6 Maintaining Certification**

#### **9.6.1 General**

(INTERCERT EGYPT) shall maintain certification based on demonstration that the client continues to satisfy the requirements of the management system standard. It may maintain a client's certification based on a positive conclusion by the audit team leader without further independent review and decision, provided that:

for any major nonconformity or other situation that may lead to suspension or withdrawal of certification, (INTERCERT EGYPT) has a system that requires the audit team leader to report to (INTERCERT EGYPT) the need to initiate a review by competent personnel (see 7.2.8), different from those who carried out the audit, to determine whether certification can be maintained; competent personnel of (INTERCERT EGYPT) monitor its surveillance activities, including monitoring the reporting by its auditors, to confirm that the certification activity is operating effectively

**Reference Document:** - MSP -09 Procedure for Recertification Audit

#### **9.6.2 Surveillance activities**



**9.6.2.1 General**

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**9.6.2.1.1** (INTERCERT EGYPT) shall develop its surveillance activities so that representative areas and functions covered by the scope of the management system are monitored on a regular basis, and take into account changes to its certified client and its management system.

**9.6.2.1.2** Surveillance activities shall include on-site auditing of the certified client's management system's fulfillment of specified requirements with respect to the standard to which the certification is granted. Other surveillance activities may include:

- a) enquiries from (INTERCERT EGYPT) to the certified client on aspects of certification;
- b) reviewing any certified client's statements with respect to its operations (e.g. promotional material, website);
- c) requests to the certified client to provide documented information (on paper or electronic media);
- d) Other means of monitoring the certified client's performance.

**9.6.2.2 Surveillance audit**

Surveillance audits are on-site audits, but are not necessarily full system audits, and shall be planned together with the other surveillance activities so that (INTERCERT EGYPT) can maintain confidence that the client's certified management system continues to fulfill requirements between recertification audits. Each surveillance for the relevant management system standard shall include:

- a) internal audits and management review;
- b) a review of actions taken on nonconformities identified during the previous audit;
- c) complaints handling;
- d) effectiveness of the management system with regard to achieving the certified client's objectives and the intended results of the respective management system (s);
- e) progress of planned activities aimed at continual improvement;
- f) continuing operational control;
- g) review of any changes;
- h) Use of marks and/or any other reference to certification.

**Reference Document:** - MSP -08 Procedure for Surveillance Audit

**9.6.3 Re-certification**

**9.6.3.1 Recertification audit planning**

**9.6.3.1.1** The purpose of the recertification audit is to confirm the continued conformity and effectiveness of the management system as a whole, and its continued relevance and applicability for the scope of certification. A recertification audit shall be planned and conducted to evaluate the continued fulfillment of all of the requirements of the relevant management system standard or other normative document. This shall be planned and conducted in due time to enable for timely renewal before the certificate expiry date.

**9.6.3.1.2** The recertification activity shall include the review of previous surveillance audit



reports and consider the performance of the management system over the most recent certification cycle.



**9.6.3.1.3** Recertification audit activities may need to have a stage 1 in situations where there have been significant changes to the management system, the organization, or the context in which the management system is operating (e.g. changes to legislation).

#### **9.6.3.2 Recertification audit**

**9.6.3.2.1** The recertification audit shall include an on-site audit that addresses the following:

- a) the effectiveness of the management system in its entirety in the light of internal and external changes and its continued relevance and applicability to the scope of certification;
- b) demonstrated commitment to maintain the effectiveness and improvement of the management system in order to enhance overall performance;
- c) The effectiveness of the management system with regard to achieving the certified client's objectives and the intended results of the respective management system (s).

**9.6.3.2.2** For any major nonconformity, (INTERCERT EGYPT) shall define time limits for correction and corrective actions. These actions shall be implemented and verified prior to the expiration of certification.

**9.6.3.2.3** When recertification activities are successfully completed prior to the expiry date of the existing certification, the expiry date of the new certification can be based on the expiry date of the existing certification. The issue date on a new certificate shall be on or after the recertification decision.

**9.6.3.2.4** If (INTERCERT EGYPT) has not completed the recertification audit or (INTERCERT EGYPT) is unable to verify the implementation of corrections and corrective actions for any major nonconformity (see 9.5.2.1) prior to the expiry date of the certification, then recertification shall not be recommended and the validity of the certification shall not be extended. The client shall be informed and the consequences shall be explained.

**9.6.3.2.5** Following expiration of certification, (INTERCERT EGYPT) can restore certification within 6 months provided that the outstanding recertification activities are completed, otherwise at least a stage 2 shall be conducted. The effective date on the certificate shall be on or after the recertification decision and the expiry date shall be based on prior certification cycle.

**Reference Document:** - MSP -09 Procedure for Recertification Audit

### **9.6.4 Special Audits**

#### **9.6.4.1 Expanding scope**

(INTERCERT EGYPT), in response to an application for expanding the scope of a certification already granted, undertakes a review of the application and determine any audit activities necessary to decide whether or not the extension may be granted. This may be conducted in conjunction with a surveillance audit.



**Reference Document:** - MSP -07 Procedure for Special Audit

### **9.6.4.2 Short-notice audits**

It may be necessary for (INTERCERT EGYPT) to conduct audits of certified clients at short notice or unannounced to investigate complaints, or in response to changes, or as follow up on suspended clients. In such cases:

- a) (INTERCERT EGYPT) shall describe and make known in advance to the certified clients (e.g. in documents as described in 8.5.1) the conditions under which such audits will be conducted;
- b) (INTERCERT EGYPT) shall exercise additional care in the assignment of the audit team because of the lack of opportunity for the client to object to audit team members.

### **9.6.5 Suspending, Withdrawing or reducing the scope of certification**

**9.6.5.1** (INTERCERT EGYPT) has a policy and documented procedure(s) for suspension, withdrawal or reduction of the scope of certification, and shall specify the subsequent actions by (INTERCERT EGYPT).

**9.6.5.2** (INTERCERT EGYPT) shall suspend certification in cases when, for example:

- the client's certified management system has persistently or seriously failed to meet certification requirements, including requirements for the effectiveness of the management system;
- the certified client does not allow surveillance or recertification audits to be conducted at the required frequencies;
- the certified client has voluntarily requested a suspension.

**9.6.5.3** Under suspension, the client's management system certification is temporarily invalid.

**9.6.5.4** (INTERCERT EGYPT) shall restore the suspended certification if the issue that has resulted in the suspension has been resolved. Failure to resolve the issues that have resulted in the suspension in a time established by (INTERCERT EGYPT) shall result in withdrawal or reduction of the scope of certification.

**9.6.5.5** (INTERCERT EGYPT) shall reduce the scope of certification to exclude the parts not meeting the requirements, when the certified client has persistently or seriously failed to meet the certification requirements for those parts of the scope of certification. Any such reduction shall be in line with the requirements of the standard used for certification.

**Reference Document:** - MSP -11 Procedure for Granting, maintaining, renewing, extending, reducing,

suspending and withdrawing of certification

## **9.7 Appeals**

**9.7.1** (INTERCERT EGYPT) shall have a documented process to receive, evaluate and make decisions on appeals.



**9.7.2** (INTERCERT EGYPT) shall be responsible for all decisions at all levels of the appeals-handling process. (INTERCERT EGYPT) shall ensure that the persons engaged in the appeals-handling process are different from those who carried out the audits and made the certification decisions.

**9.7.3** Submission, investigation and decision on appeals shall not result in any discriminatory actions against the appellant.

**9.7.4** The appeals-handling process shall include at least the following elements and methods:

- a) an outline of the process for receiving, validating and investigating the appeal, and for deciding what actions need to be taken in response to it, taking into account the results of previous similar appeals;
- b) tracking and recording appeals, including actions undertaken to resolve them;
- c) ensuring that any appropriate correction and corrective action are taken.

**9.7.5** (INTERCERT EGYPT) receiving the appeal shall be responsible for gathering and verifying all necessary information to validate the appeal.

**9.7.6** (INTERCERT EGYPT) shall acknowledge receipt of the appeal and shall provide the appellant with progress reports and the result of the appeal.

**9.7.7** The decision to be communicated to the appellant shall be made by, or reviewed and approved by, individual(s) not previously involved in the subject of the appeal.

**9.7.8** (INTERCERT EGYPT) shall give formal notice to the appellant of the end of the appeals-handling process.

**Reference Document:** - MSP -13 Procedure for Appeals and Complaints

**9.8 Complaints**

**9.8.1** (INTERCERT EGYPT) shall be responsible for all decisions at all levels of the complaints-handling process.

**9.8.2** Submission, investigation and decision on complaints shall not result in any discriminatory actions against the complainant.

**9.8.3** Upon receipt of a complaint, (INTERCERT EGYPT) shall confirm whether the complaint relates to certification activities that it is responsible for and, if so, shall deal with it. If the complaint relates to a certified client, then examination of the complaint shall consider the effectiveness of the certified management system.

**9.8.4** Any valid complaint about a certified client shall also be referred by (INTERCERT EGYPT) to the certified client in question at an appropriate time.

**9.8.5** (INTERCERT EGYPT) has a documented process to receive, evaluate and make decisions on complaints. This process shall be subject to requirements for confidentiality, as it relates to the



complainant and to the subject of the complaint.

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**9.8.6** The complaints-handling process shall include at least the following elements and methods:

- a) an outline of the process for receiving, validating, investigating the complaint, and for deciding what actions need to be taken in response to it;
- b) tracking and recording complaints, including actions undertaken in response to them;
- c) Ensuring any priority

**9.8.7** (INTERCERT EGYPT) receiving the complaint shall be responsible for gathering and verifying all necessary information to validate the complaint.

**9.8.8** Whenever pINTERCERT EGYPTible, (INTERCERT EGYPT) shall acknowledge receipt of the complaint, and shall provide the complainant with progress reports and the result of the complaint.

**9.8.9** The decision to be communicated to the complainant shall be made by, or reviewed and approved by, individual(s) not previously involved in the subject of the complaint.

**9.8.10** Whenever pINTERCERT EGYPTible, (INTERCERT EGYPT) shall give formal notice of the end of the complaints-handling process to the complainant.

**9.8.11** (INTERCERT EGYPT) shall determine, together with the certified client and the complainant, whether and, if so to what extent, the subject of the complaint and its resolution shall be made public.

### **Reference Document: - MSP -13 Procedure for Appeals and Complaints**

## **9.9 Client Records**

**9.9.1** (INTERCERT EGYPT) has maintained records on the audit and other certification activities for all clients, including all organizations that submitted applications, and all organizations audited, certified, or with certification suspended or withdrawn.

**9.9.2** Records on certified clients shall include the following:

- a) application information and initial, surveillance and recertification audit reports;
- b) certification agreement;
- c) justification of the methodology used for sampling of sites, as appropriate;  
NOTE Methodology of sampling includes the sampling employed to audit the specific management system and/or to select sites in the context of multi-site audit.
- d) justification for auditor time determination (see 9.1.4);
- e) verification of correction and corrective actions;
- f) records of complaints and appeals, and any subsequent correction or corrective actions;
- g) committee deliberations and decisions, if applicable;
- h) documentation of the certification decisions;
- i) certification documents, including the scope of certification with respect to product, process or service, as applicable;



- j) Related records necessary to establish the credibility of the certification, such as evidence of the competence of auditors and technical experts;
- k) Audit programmes.

Reference Document :- F- 47 Client Records Register

**9.9.3** (INTERCERT EGYPT) shall keep the records on applicants and clients secure to ensure that the information is kept confidential. Records shall be transported, transmitted or transferred in a way that ensures that confidentiality is maintained.

**9.9.4** (INTERCERT EGYPT) has a documented policy and documented procedures on the retention of records. Records of certified clients and previously certified clients shall be retained for the duration of the current cycle plus one full certification cycle.

Reference: MSP 01 and MSP 02

## **10.0 Management System Requirements for Certification Bodies**

### **10.2 Option: A (opted) (YES)**

#### **10.2.1 General**

(INTERCERT EGYPT) has established, documented, implemented and maintained a management system that is capable of supporting and demonstrating the consistent achievement of the requirements of ISO/IEC 17021-1:2015.

The (INTERCERT EGYPT) 's top management has established and documented policies and objectives for its activities. The top management provides evidence of its commitment to the development and implementation of the management system in accordance with the requirements of ISO/IEC 17021-1:2015. The top management ensures that the policies are understood, implemented and maintained at all levels of the (INTERCERT EGYPT) 's organization.

The (INTERCERT EGYPT)'s top management has assigned responsibility and authority for:

- a) ensuring that processes and procedures needed for the management system are established, implemented and maintained;
- b) Reporting to top management on the performance of the management system and any need for improvement.

#### **10.2.2 Management system manual**

All applicable requirements of ISO/IEC 17021-1:2015 are addressed in associated documents (INTERCERT EGYPT) ensures that the manual and relevant associated documents are accessible to all relevant personnel.

#### **10.2.3 Control of documents**

The (INTERCERT EGYPT) has established procedures to control the documents (internal and external) that relate to the fulfillment of ISO/IEC 17021-1:2015. The procedures define the controls needed to:

- a) approve documents for adequacy prior to issue;
- b) review and update where necessary and re-approve documents;



- c) ensure that changes and the current revision status of documents are identified;
- d) ensure that relevant versions of applicable documents are available at points of use;
- e) ensure that documents remain legible and readily identifiable;
- f) ensure that documents of external origin are identified and their distribution controlled;
- g) Prevent the unintended use of obsolete documents, and to apply suitable identification to them if they are retained for any purpose.

*NOTE Documentation can be in any form or type of medium*

**Reference Document:-MSP- 01 Procedure for Control of documents**

#### 10.2.4 Control of records

(INTERCERT EGYPT) has established procedures to define the controls needed for the identification, storage, protection, retrieval, retention time and disposition of its records related to the fulfillment of this part of ISO/IEC 17021-1:2015.

(INTERCERT EGYPT) has established procedures for retaining records for a period consistent with its contractual and legal obligations. Access to these records shall be consistent with the confidentiality arrangements.

**Reference Document :- MSP - 02 Procedure for Control of records**

#### 10.2.5 Management review

##### 10.2.5.1 General

The (INTERCERT EGYPT)'s top management has established procedures to review its management system at planned intervals to ensure its continuing suitability, adequacy and effectiveness, including the stated policies and objectives related to the fulfillment of ISO/IEC 17021-1:2015. These reviews shall be conducted at least once a year.

##### 10.2.5.2 Review inputs

The input to the management review shall include information related to:

- a) results of internal and external audits;
- b) feedback from clients and interested parties;
- c) safeguarding impartiality;
- d) the status of corrective actions;
- e) the status of actions to address risks;
- f) follow-up actions from previous management reviews;
- g) the fulfillment of objectives;
- h) changes that could affect the management system;
- i) Appeals and complaints.

##### 10.2.5.3 Review outputs

The outputs from the management review include decisions and actions related to

- a) improvement of the effectiveness of the management system and its processes;
- b) improvement of the certification services related to the fulfillment of this part of ISO/IEC 17021-1:2015;
- c) resource needs;

**Reference Document: - MSP - 16 Procedure for Management Review**



**10.2.6 Internal audits**

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**10.2.6.1** The (INTERCERT EGYPT) has established procedures for internal audits to verify that it fulfill the requirements of ISO/IEC 17021 and that the management system is effectively implemented and maintained.

*NOTE ISO 19011 provides guidelines for conducting internal audits.*

**10.2.6.2** An audit programme is planned, taking into consideration the importance of the processes and areas to be audited, as well as the results of previous audits.

**10.2.6.3** Internal audits are performed at least once every 12 months. The frequency of internal audits may be reduced if the (INTERCERT EGYPT) can demonstrate that its management system continues to be effectively implemented according to ISO/IEC 17021-1:2015 and has proven stability.

**10.2.6.4** (INTERCERT EGYPT) ensures that:

- a) internal audits are conducted by competent personnel knowledgeable in certification, auditing and the requirements of ISO/IEC 17021-1:2015
- b) auditors do not audit their own work;
- c) personnel responsible for the area audited are informed of the outcome of the audit;
- d) any actions resulting from internal audits are taken in a timely and appropriate manner;
- e) Any opportunities for improvement are identified.

**Reference Document :- MSP - 15 Procedure for Internal Audit**

**10.2.7 Corrective actions**

The (INTERCERT EGYPT) has established procedures for identification and management of nonconformities in its operations. The (INTERCERT EGYPT) shall also, where necessary, take actions to eliminate the causes of nonconformities in order to prevent recurrence. Corrective actions shall be appropriate to the impact of the problems encountered. The procedures define requirements for:

- a) identifying nonconformities (e.g. from valid complaints and internal audits);
- b) determining the causes of nonconformity;
- c) correcting nonconformities;
- d) evaluating the need for actions to ensure that nonconformities do not recur;
- e) determining and implementing in a timely manner, the actions needed;
- f) recording the results of actions taken;
- g) Reviewing the effectiveness of corrective actions.

**Reference Document :- MSP - 17 Procedure for Corrective Actions**