

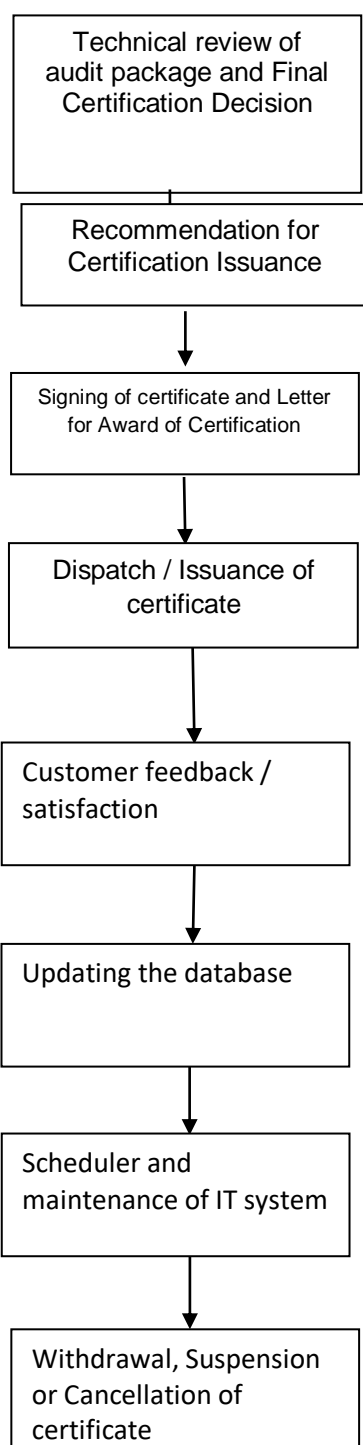


Document Code	Process Flow Diagram of certification				
ACTS-IMS/02/06					
	Rev#:	00	Issue Date:	01-09-2022	

Process	Process Description
Inquiry from client and application filled	New client shall be registered through an application form with client details, product and process details.
Technical review of contract and approval	Technical review of application & Man Days calculation shall be conducted.
Signing of proposal & Agreement	After acceptance of financial proposal with terms and conditions accepted by the client, agreement shall be signed by both parties.
Preparation of Commercial invoice	Commercial Invoice shall be generated for payment as mention in financial proposal.
Dispatch of Commercial invoice	Commercial invoice shall be sent to the client for payment.
Selecting audit team	After contract & proposal signing by client, Audit Team select and tentative Date shall be fixed as per estimated time given by the client.
Confirmation of audit Plan to the client for Stage I and II	Auditors shall conduct the audit off or on site. As per Audit Plan, Audit Team shall visit the plant and conduct the audit. Audit notes can be filled/updated accordingly.
Conducting Audit and Preparation of Audit Report	Assigned auditor will conduct the audit and on the basis of audit findings, an audit report shall be prepared and submitted for review.
CAPAR closing upon receive of Evidences (If any Nonconformance)	On basis of audit finding raised in main certification / Surveillance audit objective evidences will be received by Lead auditor

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After technical review of audit package it is subjected to the decision made by Decision person and issuance / Refusing of the certificate.

Subject to the issuance of recommendation letter, certificate is signed with clearly stated scope and issued & expiry date to the client.

After signing the certificate shall be dispatch to client and one photocopy filed in client file.

Customer feedback shall be obtained to evaluate the client satisfaction.

Records are maintained and database updated by GM Certification

Regular schedule and maintenance done and where necessary, data is uploaded on website

An independent review of the case by Technical Manager then further Subject to the recommendation from GM Certification and the final decision taken by CEO regarding withdrawal, suspension or cancellation shall be reserved and communicated to the client



Prepared and reviewed by:  
GM Certification (MR)



Approved by:  
CEO