



## Process Flow Diagram of certification

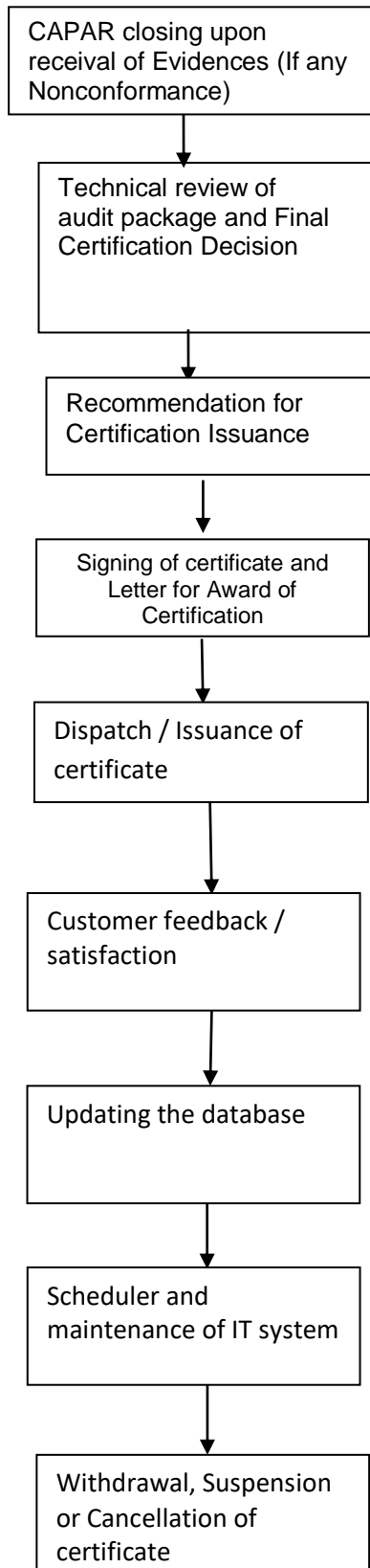
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Process	Process Description	Responsibility	Related Records / Documents
<div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;">Inquiry from client and application filled</div> <div style="text-align: center;">↓</div>	New client shall be registered through an application form with client details, product and process details.	Executive Officer	Application Form (ACTS/03/36)
<div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;">Technical review of contract and approval</div> <div style="text-align: center;">↓</div>	Technical review of application & Man Days calculation shall be conducted.	Technical Manager	Application Form (ACTS/03/36)
<div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;">Signing of proposal &amp; Agreement</div> <div style="text-align: center;">↓</div>	After acceptance of financial proposal with terms and conditions accepted by the client, agreement shall be signed by both parties.	Executive Officer	Financial Proposal and Agreement (ACTS/02/19)
<div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;">Preparation of Commercial invoice</div> <div style="text-align: center;">↓</div>	Commercial Invoice shall be generated for payment as mention in financial proposal.	Executive Officer	Commercial Invoice (ACTS/03/43)
<div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;">Dispatch of Commercial invoice</div> <div style="text-align: center;">↓</div>	Commercial invoice shall be sent to the client for payment.	Executive Officer	Commercial Invoice (ACTS/03/43)
<div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;">Selecting audit team</div> <div style="text-align: center;">↓</div>	After contract & proposal signing by client, Audit Team select and tentative Date shall be fixed as per estimated time given by the client.	Technical Manager	Application Form (ACTS/03/36)
<div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;">Confirmation of audit Plan to the client for Stage I and II</div> <div style="text-align: center;">↓</div>	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.	Executive Officer	Audit Plan (Stage 1 and II) (ACTS/03/23)
<div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;">Conducting Audit and Preparation of Audit Report</div> <div style="text-align: center;">↓</div>	Assigned auditor will conduct the audit and on the basis of audit findings, an audit report shall be prepared and submitted for review.	Lead Auditor / Auditor	Audit Report QHSE Stage 01 (ACTS/03/24 a) Audit Report QHSE Stage 02 (ACTS/03/24 b) Audit Report FSMS Stage 01 (ACTS/03/32 a) Audit Report FSMS Stage 02 (ACTS/03/32 b)



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On basis of audit finding raised in main certification / Surveillance audit objective evidences will be received by Lead auditor	Lead Auditor	NC and CPA Form (ACTS/03/20)
After technical review of audit package it is subjected to the decision made by Decision person and issuance / Refusing of the certificate.	Certification Manager	Checklist for Decision Making Authority (ACTS/03/13) Certificate Decision (ACTS/03/28)
Subject to the issuance of recommendation letter, certificate is signed with clearly stated scope and issued & expiry date to the client.	CEO	Certificate
After signing the certificate shall be dispatch to client and one photocopy filed in client file.	Executive Officer	Certificate
Customer feedback shall be obtained to evaluate the client satisfaction.	Certification Manager (MR)	Customer feedback form (ACTS/03/37)
Records are maintained and database updated by Certification Manager	Certification Manager (MR)	Client list / Clients Files. (ACTS/03/19)
Regular schedule and maintenance done and where necessary, data is uploaded on website	Networking Administrator	Available on website
An independent review of the case by Technical Manager then further Subject to the recommendation from Certification Manager and the final decision taken by CEO regarding withdrawal, suspension or cancellation shall be reserved and communicated to the client	Certification Manager / Decision Board / CEO	Record of the decision shall be kept in client's file



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Prepared and reviewed by:  
Certification Manager (MR)

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Approved by:  
CEO