



POLICY FOR AUDITING & CERTIFICATION TO ISO 9001

In addition to the General Policy which applies to all Standards, this policy describes interpretations of the requirements for auditing and certification of quality management systems to ISO 9001 made by TQCSI's Certification Approval Panel. It complements TQCSI Work Instruction 32 (ISO 9001) which should also be referred to by auditors when auditing clients' quality management systems.

A **minor nonconformance** is to be raised where:

- a discrepancy which has the potential to have a significant impact on the effectiveness of the quality management system has not been addressed since being raised at a previous audit
- a serious discrepancy or a number of like discrepancies indicate there is a breakdown in part of the quality management system or the quality of end product is jeopardised
- the objectives of the quality management system are not established and monitored
- there is a significant breach of legislation or a regulatory requirement.

A **major nonconformance** is to be raised where:

- the agreed action plan to address a minor nonconformance has not been implemented
- a serious discrepancy or a number of like discrepancies indicate there is a total breakdown in the quality management system
- there is a very significant breach of legislation or a regulatory requirement.

General Policies:

- Quality (business) related objectives must be identified, documented and reviewed in a plan.

Approved: *original signed*

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