Quality Manual

Written according ISO/IEC 17065:2012

Revision	Date	Written
#1	February 2019	Dr Alireza Masoudnia
#2	September 2019	Dr Alireza Masoudnia
#3	OCTOBER 2019	Dr Alireza Masoudnia
#4	JULY 2021	Dr Alireza Masoudnia

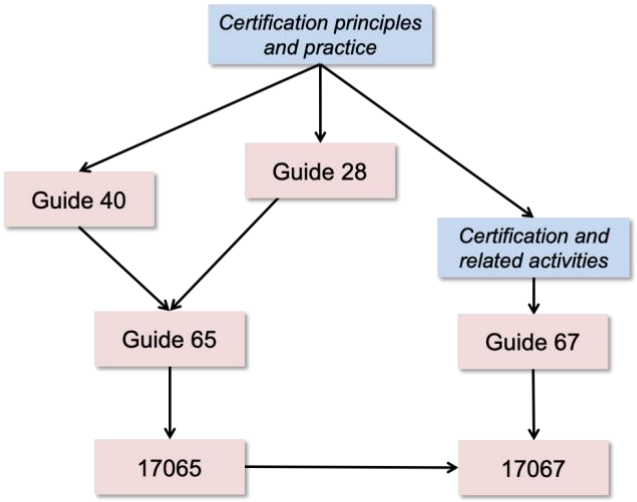
Document contents:

Level one: Quality Manual describes the quality management system

Level two: Quality management system procedure describes the interrelated process and activities required to implement the system

Level three: work instructions of scheme and other documents for quality managements systems consists work documents forms tables ….

PSA Quality Practice



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8.7 Corrective Actions

8.8 Preventive Actions

1.0 Scope

PSA is an Iranian CAB (conformity assessment body) that has decided for providing exemplary certification service and impartiality with respect to international Policies and standards in accordance with Iranian law. these services will provide design evaluation and test reports that PSA will use in making their final decision regarding certification of the Iranian and international applicants. It is the responsibility of PSA to produce unbiased and accurate design evaluations, test reports and certifications according to the certification scheme, procedures and instructions defined in this manual.

This Quality Manual is considered the master document governing the PSA Quality Management System. The Quality Manual outlines the general principles and policies of PSA in regards to the requirements set forth in ISO/IEC 17065 and the certification scheme PSA shall conform to the scheme owner's requirements in the case of a conflict with ISO 17065.

The specific details of certification activities and responsibilities are included in the Quality System Procedures. All quality system procedures (QSP) are referenced in this document and all quality forms (QF) are referenced in those quality system procedures. The entire quality system is linked as a network and all quality system documents can be found through this Quality Manual.

All certification functions are protected by various safeguards including computer passwords, locked filing cabinets, limited access to company areas.

2.0 References

PSA follow in full all normative annexes to Requirements and below references if they are used.

1	ISO 9001	
	IS/ISOITR 10013: 2001	GUIDELINES FOR QUALITY MANAGEMENT SYSTEM DOCUMENTATION
2		
3	ISO/IEC 17065 ISO/IEC 17067	Conformity assessment - Requirements for bodies certifying
4	ISO/IEC 17000	Conformity assessment - Vocabulary and general principles
5	ISO/IEC 17020	Conformity assessment - Requirements for the operation of various types of bodies performing inspection
6	ISO/IEC 17021	Conformity assessment - Requirements for bodies providing audit and certification of management systems
7.	ISO/IEC 17025	General requirements for the competence of testing and calibration laboratories
8	ISO/IEC 19011	guidance on auditing

		Food safety management systems —Requirements for bodies providing Requirements for bodies providing audit and certification of food safety audit and certification of food safety management system.
9	ISO/IEC 22003	
10	Normative Annexes	All normative Annexes certification scheme
11	Stakeholders' regulations	Stakeholder engagement
12	Iso 26000	Social responsibility
13	ISO 17024	
14	ISO/IECGuide65.	
15	UNIDO	OIML

3.0 Terms and Definitions

The following definitions apply for the purpose of this manual.

3.1 Applicant

The applicant is the entity requesting certification of conformity to a specific Standards and the certification scheme.

3.2 PSA(CAB)

The Certification Body (PSA)who is responsible for ensuring that products meet and continue to meet, the requirements on which certification is based according to ISO17065 and the certification scheme.

3.4 Certification Scheme

The certification scheme is the qualification criteria stipulated in Accreditation body and regulators policies and procedures, the certification contract, and the specific Standard under which the product is being evaluated It is based according to ISO17067.

3.5 Client

The producer who is responsible to the PSA for ensuring that certification requirements are fulfilled.

3.6 Conformity

Fulfilments by a product of specified requirements of the certification scheme.

3.7 Consultancy

Participation in the designing, manufacturing, installing, maintaining, or distributing of a certified product or a product to be certified.

3.8 Evaluation

Systematic examination of the extent to which the design fulfils specified requirements.

3.9 Exception

Approved limited non-compliance with applied Standards and/or procedures.

3.10 Impartiality

The presence of objectivity and the absence of conflicts of interest which may influence the certification activities.

3.11 Laboratory

Body that performs tests and analyses.

3.12 Non-Conformity

The absence of one or more specified requirements.

3.13 producer

The entity providing the product who is responsible for assuring conformity with all requirements, particular Standards or specifications and who desires to participate in the certification program and have its product(s) certified.

3.14 Qualified Personnel

Personnel that have demonstrated the capability of fulfilling specified requirements and are authorized to perform specified functions.

3.15 Quality Manual

A document stating the quality policy, quality system, and quality practices of an organization

3.16 Quality Assurance Officer

The Quality Assurance Officer assesses compliance with policies and procedures.

3.17 Quality Management System

The quality system is the organizational structure, responsibilities, procedures, processes, and resources for implementing quality management.

3.18 Scope of Certification

Identification of the product for which certification is granted and the Standard to which it is judged that the product complies with.

3.19 Test

A test is a technical operation that consists of the determination of one or more characteristic or performance of a given product, material, equipment, or physical and biological phenomenon according to a specified procedure.

3.20 SCHEME owner

The owner of the certification scheme which can be the company or their organizations that have a credit agreement.

3.21 Verification

Verification is confirmation by examination and provision of evidence that specified requirements have been met

4.0 General Requirements

4.1 Legal

4.1.1 Legal Responsibility

PSA is its own legal entity registered as a Limited Liability Company to do business in the Iran and international countries which can be held legally responsible for its certification activities.

4.1.2 Certification contract

PSA and its clients enter into a legally-enforceable contract for the provision of the assessment/audit and certification activities. The contract is legally binding and outlines the certification responsibilities of both the client and PSA and requires that both parties comply with all respective evaluation and certification responsibilities. The right to perform design evaluations and/or tests is granted by the client.

PSA requires that its' clients:

4.1.2.1 Comply with all certification program provisions, as stated by the Standard, the contract, and the certification. required to conform to the relevant scheme requirements.

4.1.2.2 PSA makes arrangements for the conducting of the product evaluation, which includes providing and installing the product, continuing compliance audits, and the resolution of customer complaints expedited audits, including unannounced audits.

4.1.2.3 In this contract client agrees to allow samples of products to be taken from their operation by the scheme, the accreditation body or when requested for the purposes of product authentication testing.
4.1.2.4 Provide information requested to assist in a trace back or supply chain reconciliation conducted by the scheme owner.
4.1.2.5 Applicant agree that certified products will be produce to conform with the scope of scheme certification and the scheme owner Standards and procedures. And shall provide to the scheme owner, upon request, purchase and/or sale records for certified products that will be shared with the PSA of their immediate supplier or customer, in the event that inconsistencies in records need to be verified
4.1.2.6 Applicant agree PSA has right to publish on website witness audit reports.
4.1.2.7 Applicant make claims regarding the certification only for the applicable scope and never use its product certification in misleading or unauthorized ways
4.1.2.8 Make claims has not had a scheme owner certificate withdrawn or has failed a scheme owner certification audit within the previous twelve (12) months.
4.1.2.9 Applicant discontinue use of certification upon suspension or withdrawal of certification, if finds reason for suspension or withdrawal. scheme owner has suspended or withdrawn a certificate holder's license or other agreement to use the trademarks and the certificate holder does not comply with scheme owner instruction within stated timeframes.
4.1.2.10 Conditions for granting, maintaining, suspending, withdrawing, and refusing certification and also extending or reducing the scope of certification.
Note: The contract shall be signed prior to the commence of the audit.

4.1.3 License, Certificates, and Conformity scheme owner logo license agreement.

4.1.3.1 Rapid and well-defined action is based on the options set forth in the contract and related policies for any misuse or unauthorized use of licenses, certificates and the logo of the Designer of the Compatibility Design Logo.
4.1.3.2 Appropriate legal action will be taken for any misuse of the logo not covered by the contract.
4.1.3.3 In addition, you will be provided with legal advice and we will inform you of government, regulatory and public agencies about logo abuse.
4.1.3.4 The PSA is fully capable of securing the legal protection of the logo of its certification program owner.
4.1.3.5 Appropriate legal action will be taken for any misuse of the logo not covered by the contract.
4.1.3.6 Upon authorization, the application will receive guidance on signing a contract by program Manager.
Drafts of contract:
1. Contract

2.User logo guide
The Company will contact its owners before using any trademark

4.2 Management of Impartiality

4.2.1 PSA is dedicated to undertaking certification activities impartially and also eliminating risks to impartiality which arise from its activities and the activities of its personnel. Conflicts of interest cast doubt on the accuracy and validity of product certifications and cannot be allowed to influence certification activities.
4.2.2 While PSA program goals include objectives for the impartiality policy, employee salaries and promotion are not dependent upon the commercial or technical success of any specific commercial activity.
4.2.3 PSA routinely identifies risks to impartiality that arise from its activities and relationships, and the activities and relationships of its personnel. Risks are identified and evaluated through the following means:
4.2.3.1 Personnel conflict of interest questionnaires at the time of hiring, before undertaking any product certification testing, and before any job reassignment. (Conflict of Interest Questionnaire)

4.2.3.2 Written assessments of the impartiality of personnel which is reviewed by the CEO.
4.2.3.3Annual impartiality reviews.
4.2.3.4 Annual management reviews.
4.2.4 When risks to impartiality are identified, PSA takes steps to eliminate or minimize those risks. Possible actions are included in **scheme owner** standards. Evidence of those actions are provided to the Mechanism for Safeguarding Impartiality (See section 5.2).
4.2.5 PSA ensures its senior executives and staff are free from any commercial, financial and other pressures which might influence the results of the certification process. The Board of Directors and the Certification Committee are composed of respectable area business people free from any commercial, financial or other pressures that might influence decisions and sign Conflict of Interest agreements stating as such. (Confidentiality and Disclosure Agreement)

4.2.6 The PSA Certification Body does not
4.2.6.1 Design, manufacture, install, distribute, or maintain products of the type it evaluates.
4.2.6.2 Provide any other products or services which are similar to the type which it certifies which could compromise the confidentiality, objectivity, or impartiality of its evaluation processes and decisions.
4.2.6.3 Advise or provide consultancy services to the applicant as to methods of dealing with barriers to the desired certification.
4.2.6.4 Advise or provide management system consultancy or internal auditing to its clients.
4.2.7 PSA is an independent entity and does not form a part of any other legal entities.
4.2.8 PSA cannot recommend any organization to a client for consultancy purposes. The activities of PSA will not be marketed or linked with any organization whose activities are those defined in section 4.2.6.
4.2.9 Personnel who have provided consultancy or have any other identified risks to impartiality shall be subject to restrictions on work assignments. Personnel that were involved in the product design will not be involved in the testing, evaluation, or inspection of that product. See QSP4.2 for personnel restrictions.
4.2.10 In order to safeguard the integrity and reputation of the Certification Body, PSA takes actions to respond to any identified risk to impartiality.
4.2.11 Participants in PSA inspection, testing, and evaluation activities must sign an agreement to commit to being free from any commercial, financial and other internal and external pressures that may adversely affect the quality, accuracy, or impartiality of their work. (agreement free financial pressures)

4.3 Liability and Financing

4.3.1 PSA is a privately-owned company that carries liability insurance.
4.3.2 PSA has been in existence since the year 2008 and intends to support the certification activities with funds received from its clients. These funds will be adequate for covering all required activities to meet the procedures defined in the PSA Quality Manual.

4.4 Non-discriminatory Conditions

4.4.1 All applicants that meet the criteria outlined in this Quality Manual are eligible for certification. PSA does not discriminate against applicants in any way other than what is outlined in ISO/IEC 17065 to ensure high quality results in certification. The success of PSA depends on the fair and equitable treatment of all applicants.
4.4.2 Access to certification and testing services is not conditional upon the size of the client or membership in any association or group, nor is certification conditional upon the number of certificates already issued. There are no undue financial conditions; specifically, .
4.4.3 PSA confines its requirements, evaluations, surveillance, review, and decisions concerning certification to the scope defined in ISO/IEC 17065 and the appropriate SCHEME OWNER Standards. These specific Standards outline the criteria used in certifying products, components and devices. See section 7.1

4.5 Confidentiality

4.5.1 PSA and its personnel are legally obligated to keep confidential all information supplied to it by the client as well as all data, records, and information obtained during performance evaluations, surveillance activities, and any other means except for information required or considered to be publicly available unless authorized by the client. PSA shall inform the client in advance of any information it intends to make publicly available, unless prohibited by law. All PSA personnel involved in inspection, testing, or evaluation activities sign a Confidentiality and Disclosure Agreement (QF4.5) that resides in them personnel files. Confidentiality is maintained by the use of computer passwords, locks on doors and fi ling cabinets, padlocked covers on equipment under test as well as observation by PSA personnel.

4.5.2 Where the law or contractual agreements require information to be made public or disclosed to any other party, the client shall be informed in advance of what information was provided unless the law prohibits such notification.

4.5.3 Any information about the client which was obtained from any outside source shall be treated as confidential.

4.6 Available Information

PSA maintains information about certification which is on its web site or is made available upon request including:

4.6.1 References to PSA's accredited scopes of certification, evaluation procedures, and certification requirements which are found in the PSA Quality Manual.

4.6.2 The rights, duties, requirements, and restrictions of clients for maintaining certification.

4.6.3 General information concerning the fees charged to clients.

4.6.4 The procedures for handling complaints and appeals which are found in the PSA Quality Manual.

4.6.5 A directory of all products certified by PSA which are authorized to bear the scheme owner logo.

4.6.6 we full Support for the aims and objectives of the scheme owner and in our database, everybody can find all information about our policies:

Quality policy
Impartiality Policy
PSA Privacy Policy

5.0 Structure of the Certification Body

5.1 Organizational Structure and Top Management

5.1.1 Overall structural impartiality is insured through the PSA Quality System and the Certification Committee that issues the final approval of evaluation reports. No single person within PSA has the authority to grant certification. Multiple signatures are required for authorization and issue of test and design evaluation reports. The PSA Quality System assures that a person different from the one who performed an evaluation, inspection, or test review each decision on evaluations, inspections, and tests.

5.1.2 Surveillance is conducted by the Certification Compliance and Field Auditor and reviewed by the Program Manager.

5.1.3 The Program Manager coordinates and oversees the evaluation process and transfers all evaluation data and results to the Certification Committee.

5.1.4 The Certification Committee has the final decision on all certification issues including granting, extending, suspending, or withdrawing certification.

5.1.5 The organizational structure is defined in the company organizational chart.(PSA Org Chart QF5.1)

According duty of CEO he maintains job descriptions for all personnel which define the responsibilities and authority of each position within the Certification Body. In general, the following activities have a person or committee responsible for them:

The CEO delegates the authority to these persons:

A. Program Manager
B. Training Manager
C. Human Resources Manager
D. IT manager
E. PSA has designated a separate technical managers for each department with relevant expertise. They perform the task under CEO
F. Executive Managers: The CEO appoints an executive manager for each project
G. The company have auditors to inspect and audit its projects.
H. marketing management.
I. financial manager.

5.1.6. The CEO delegates authority to committees or individuals as required to undertake activities on behalf of PSA:

5.1.6.1. The Certification Committee reviews the evaluation results and has the final decision on certification issues including granting, suspending, withdrawing, and refusing certification and also extending or reducing the scope of certification. The Program Manager is then authorized to sign certification documents upon approval of certification by the Certification Committee. (Decision maker team) section 7.6

5.1.6.2. Committee of impartiality

5.1.6.3.steering committee

5.2 Safeguarding Impartiality

(Conduct of the Mechanism to Safeguard Impartiality QSP5.2)

5.2.1 PSA utilizes a "mechanism" which is designed to safeguard impartiality in the certification process. Individuals invited to participate in the mechanism provide input concerning the PSA policies, tendencies to be biased, and matters which may affect confidence in certification.
information relating to how many internal and external representatives involved in this "mechanism" and how to meet the requirement can find in this page of website (Committee of impartiality)

5.2.2 Individuals involved in the impartiality review have the right to take independent action if concerns regarding impartiality are not satisfy ed. Any input which is in conflict with the necessary operating procedures of PSA or any other mandatory requirements shall not be followed. If independent action is taken, the confidentiality requirements of section 4.5 shall be respected.

5.2.3 Significantly interested parties are identified in section 5.2.2. Any additional significantly interested parties which are identified by any individuals involved in the in the impartiality review may also be invited to participate in the mechanism.

5.2.4 After two consecutive absences, the necessary steps will be taken to replace the invited organization
quorum: the minimum acceptable level of individuals in company in all committees is 50%
voting: the minimum acceptable vote in all committee is more than 50 %.

list of members that sign declarations of confidentiality.
list of members that sign annual declarations of the absence of conflicts of interest.

5.2.5 The principle that impartiality shall be established at three levels:
a) Strategies and policies;
b) Decisions on certification
c) Auditing.
5.2.6. The adequacy of the process for identifying and involving the relevant interested parties and the impartiality structure itself to demonstrate the adequacy of their participation.
5.2.7 Providing all the information required for the impartiality structure to perform their job, including, but not limited to, the reasons for:
a) all significant decisions and actions, and
b) the selection of persons responsible for particular activities in respect to certification

6.Personnel

6.1 General

6.1.1 The Human resource manager ensures that PSA has enough qualified personnel available to evaluate products and meet the requirements defined in this manual.
Personnel employed by PSA shall have qualifications for their positions. Such qualifications shall be consistent with the duties of the positions as described in the Job Descriptions which are available to all personnel respective of their position. Product certification personnel are formally authorized to perform work on projects after successful completion of training requirements according to the Program Manager judgment of their qualifications, demonstration of capability, and experience in the scheme owner. PSA clearly documents job descriptions, duties and the minimum qualifications for each position. (Job Descriptions QF6.1.1.2)
HR controls attendance. and confidentiality requirements of PSA personnel. (See section 4.5.1)

6.1.2 Management of Competence
6.1.2.1 PSA has a procedure which defines the requirements for the competencies, training scheme owner's goals, formal authorization, demonstration of capability, and monitoring of personnel.
6.1.2 .2PSA will write procedure to confirm annually that every auditor and all PSA personnel involved with conformity assessment services are qualified and competent registered with the scheme owner as required. ISO 19011(Employee Training Procedure QSP6.1.2)
6.1.2.3 PSA have a Q M according 17024 to confirm that every auditor and all personnel involved with conformity assessment services are qualified and competent as described in scheme owner's requirement. (list of Qualified auditor)
Certification body resources
Personnel records are maintained for each employee which contain their resume, training record, authorizations, performance reviews, and all other required documents.

6.1.3 Obligations of Personnel

Obligations of Employees QF6.1.3)
PSA requires that all personnel commit themselves to compliance with the rules and procedures defined in the PSA Quality Management System as follow:
A. Register all auditors working with the scheme owner and the appointed accreditation body in our site.
B. All PSA personnel shall not participate in scheme owner conformity assessment services until they have the required experience, completed the required training and demonstrated the required competencies for their role as described in scheme owner regulation

C. Conform to the competency and qualification, as appropriate for Group scheme owner audits.
D. Personnel appointed as reviewers or decision makers by the PSA shall be sufficiently experienced and qualified to evaluate the verification processes, working papers and associated evidence and recommendations made by the assessment / audit team.
E. For scheme owner audits against the Default scheme owner Standard or the Consumer-Facing Organization scheme owner Standard, the reviewer shall be a qualified scheme owner auditor
F. There shall be documented procedures and criteria for monitoring and measurement of the performance of all persons involved, based on the frequency of their usage and the level of risk linked to their activities.
G. PSA will document procedures for reviewing and determining timely and appropriate responses to any declarations of potential conflict of interest made
H.PSA requires that all personnel declare any situations which may cause a conflict of interest to exist. This information is provided to the mechanism for safeguarding impartiality. See section 5.2.
control employees for Competency
conflict of interest

6.2 Resources for Evaluation

6.2.1 Internal Resources

PSA follows the requirements of ISO/IEC 17065 and 17067 SCHEME OWNER requirements(**Conformity Assessment Schemes**)for all of its certification activities.
PSA follows the product evaluation requirements defined in the Standards within the scope of certification. See section 7.1.

6.2.2 External Resources (Subcontractor Competence Procedure QSP6.2.2.)

6.2.2.1 Whenever possible, PSA uses internal resources and personnel to perform all product testing and certification functions. When certification activities are beyond the capability of PSA, subcontractors shall be chosen which meet the requirements of the following Standards:
lab Testing - ISO/IEC 17025
Inspection and surveillance - ISO/IEC 17020/17065
Auditing of quality systems - ISO/IEC 17021
6.2.2.2 Subcontractors shall be independent entities with no relationship with the client. Outsourced activities are managed by the Program Manager also, collects records which provide evidence for confidence in the subcontractors' work. Records may include proficiency testing reports, inter-laboratory comparisons, certificates, and quality system audit reports.
6.2.2.3 All subcontractors are required to sign legally binding confidentiality agreements and declare any situations within their organization which may cause conflicts of interest. (Confidentiality Agreement
6.2.2.4 PSA takes full responsibility for the activities of its subcontractors as they relate to certification. PSA follows a procedure to ensure that sub-contractors are qualified to perform their work assignments and that their activities are monitored. PSA also:

Maintains a list of qualified subcontractors.
(Qualified Subcontractors)QF6.2.2.4.1)

Follows the required procedures in section 8.7 for any non-conformances with the requirements of the certification activities stipulated by the Standards referenced in section 6.2.2.1.
Asks its clients to provide their consent before any certification work is allowed to be subcontracted. (Subcontractor Authorization Request QF6.2.2.4.2)
May require subcontractors to read any quality system documents applicable to their work activities.

7.0 Certification Process

7.1 General

PSA has documented procedures for evaluating products and implementing the process of certification. PSA confines its requirements, evaluations, surveillance, review, and decisions concerning product certification to the scope defined in ISO/IEC 17065 and the appropriate scheme owners Standards.

These specific Standards, which are developed and published by technical managers and designated as its Standards, outline the criteria used in certifying products. All PSA certification schemes are based on the current version of the published Standards. The scope of the certification is described in the applicable Standard which are publicly available to the applicant.

unit of certification limited to a single scheme owner species standard.

7.2 Application for Certification Services

(Application for Product Certification QF7.2)

7.2.1 PSA provides potential clients with a copy of Quality Manual, a Contract for Certification Services with rate Schedule and issued current versions of all scheme owner Standards and other requirements relevant to their scope of certification for their review. An official Application is required to begin the certification process, signed by client which includes:

A, Identification of the product to be certified.

B The scope of the product certification requested.

C. Corporate entity, name, legal status, address of its physical location(s) including laboratories and inspection facilities

D. Any other information relevant to the scope of certification for which is necessary for initial evaluationn and surveillance.

E. Number and type of sites to be audits (every site will be audited according scheme owner regulations)

After this step, the required information is sent to the applicant:

Information for Applicants

7.2.2. PSA inform the technical managers of planned audit dates no less than thirty (30) days prior to the audit

7.2.3 PSA will publish the information contained on its website within three (3) days of submitting it to technical managers.

7.2.4. technical managers will provide updates within 5 days of any changes to the information.

7.2.5. If the changes are to occur before a planned audit, the changes are not less than 10 days before the audit is scheduled to begin.

7.2.6. All changes will be clearly identified on the revised scheme owner forms.

7.2.7. PSA will notify potential stakeholders and interested parties of the planned audit and invite their participation. PSA maintain an up-to-date list of all stakeholders that are relevant to be contacted for their input per species

List of stakeholders

7.2.8. The notice to stakeholders or interested parties shall be in the local language(s) and English.

7.2.9. PSA acknowledge receipt of all written submissions.

Prior to the publication of the draft audit report, PSA respond in writing to each stakeholder and interested party to explain how their comments were addressed by the audit team.

7.2.10. PSA have a mechanism that allows comments to be submitted at any time during the validity of the certificate, and that specifies how those comments are to be taken into consideration for the next coming audit.

7.2.11 PSA make sure that the mechanism is known to the public

7.3 Application Review (Application Review Procedure QSP7.3)

Before formally accepting to conduct a product evaluation, PSA ensures that it has gathered all required information necessary to determine that it has the capabilities to undertake the product evaluation. The Program Manager will review the application prior to entering into contract to ensure that:

A. Sufficient information has been gathered to begin the evaluation process.

(Collecting Applicant Information from Identity, legal and official documents)

B. Any differences in understanding are resolved.

C. The desired scope of certification is clearly defined.

D. competence and capability to perform all of the evaluation and certification activities.

E. Have had their certificate withdrawn within the last 2 years.

F. Have had their certificate suspended within the last 6 months

G. Prior to accepting an application for group certification, the PSA's documented procedures for conducting group certification have been assessed during a desk review or an on-site audit.

H. PSA procedures for reviewing and determining a timely and appropriate response to any declaration of potential conflict of interest made under Audit Personnel Code of Conduct'

Procedure for dealing with declared Conflict of Interest

7.4 Evaluation

7.4.1 PSA do not inform the client of the sample of sites selected until as close to the audit date as practicable, and in all cases, not more than 20 days prior to the proposed audit date.

Note1: The scope of PSA's services with respect to product certification includes certification of new products, verification of continuing compliance of certified units, and engineering evaluations of scale-ups alternate materials, and modifications of certified products. PSA decline to undertake the product evaluation and certification if there is a lack of competence or capability for any of the required certification activities.

Note 2: Additional models of the certified product may be authorized for certification without testing if the client provides scientific evidence to the satisfaction of PSA that the testing and evaluation of the certified model verifies that the additional models will comply with all of the requirements of the certification scheme.

7.4.2 PSA select the sample of sites to be audited following the hierarchy Program manager determine the unit of certification as either:

A. single site operation that has all of the following elements:

I. The applicant is capable of signing a binding contract that is legally enforceable

II. The certification unit is a single site.

B. multi-site organization that has all of the following elements:

I. The applicant is a legal entity
II. All of the sites have a common management structure at a central office that has management responsibility over all sites and for which all technical managers requirements are binding for each site, facility or operation.
III. All of the operations are subject to the same standard. The unit of certification determination shall include the geographic.
C. program manager ensure that an applicant has sufficient information to reach a common understanding with PSA prior to commencing the evaluation, (ISO 17065 7.3.1 b), he ensures that before the end of the planning phase the applicant receives the following written information:

I. Expected scope of evaluation;
II. Draft work schedule;
III. Nature of any stakeholder consultation,
IIII. Names and affiliations of proposed team members and auditors.

D. Sufficient information about the evaluation process for the applicant to make proper preparations for the assessment (summary list of objectives evidenced required)
7.4.3 The Program Manager prepares a calendar testing for the PSA evaluation activities. and he appoints an executive manager for evaluation activities and determine all personnel involved in an assessment or audit prior to commencing work.
(Calendar of Testing QF7.4.1)
executive manager develops a TOR to implement the evaluation plan considering the availability of personnel and facilities. The time schedule includes a calendar which is a schedule of all testing events for the entire product evaluation. he informs the customer of any delay from planned activities.
The evaluation plan is documented and forwarded to the client.
if the applicant is concerned that the program manager's auditors will implement the following method of troubleshooting,
procedure for dealing with an applicant's concerns about a member
7.4.3.1 During the audit, determine Eligibility Date from which product from the operation is eligible to be sold as scheme owner - certified or with the scheme owner logo.
Record this Eligibility Date clearly in the audit report
7.4.3.2 This audit planning duration at least 1.5 days on-site for single and multi-site clients that:

A. Include carefully processing or contract processing in their scope are located in a country with a score below 41 in Transparency International's latest Corruption Perception Index (http://cpi.transparency.org); and
B. Handle both certified and non-certified products quantitative factor

7.4.3.3 executive manager audit the central office and a sample of sites, and perform the initial audit following the initial audit-sampling plan within the sample requirements.
7.4.4. executive manager assigns the evaluation activities to appropriately qualified personnel based on their qualifications, authorizations, and experience. The confidentiality and impartiality requirements follow.
7.4.5. To ensure that a comprehensive and complete evaluation is carried out, the executive manager provides the appropriate quality system documents and client information to PSA personnel involve.
7.4.6 he determines the minimum planned duration of the audit, taking into account, when applicable, evaluation of traceability risks and eligibility to enter further chain of custody.
7.4.7 He records this determination and the justification for it in the audit report.
7.4.8. PSA makes decisions on certification based on the information gathered during the evaluation process. If PSA decides to rely on any evidence of conformance which was completed prior to the current evaluation or by other certification bodies, PSA must be able to take responsibility for those activities and results.

7.4.9 The requirements for subcontractors shall be satisfied before any previous evaluation
7.4.10 If the Eligibility Date is set before the certification date, PSA will inform the applicant that:
A. All under-assessment product harvested/produced after the Eligibility Date must be fully traceable back to the unit of certification and harvest/produced date.
B. All under-assessment product(s) must be clearly identified and segregated from certified and non-certified product.
7.4.11 The certificate holder shall not sell or apply the logo to under-assessment product as certified or with scheme owner trademarks until the site has been certified and the certificate issued by the PSA, and There is a signed logo license agreement between the client and PSA if the scheme owner logo is to be used.
7.4.12. All audits begin with an opening meeting, at which auditors confirm with the client for each of the activities listed. auditors collect and review evidence that the client's management system and procedures, as recorded and implemented, meet the requirements of the relevant version of the scheme owner standards. An initial audit includes finish products activities of the principal product to be audited.
7.4.12.1 If the client is carrying out contract processing activities for certified products, the auditor shall review the relevant procedures to ensure that contract processing is undertaken in conformity with scheme owner requirements.
7.4.12. 2 Auditors interview responsible personnel to verify their competency in understanding and applying the relevant Traceability tests on a batch or batches of product sold or ready for sale.
7.4.12. 3.Cross-checks of a sample of purchase records with delivery records and where possible, against the actual product received.
7.4.12.4. Input-output reconciliation based on a time-period and/or batch of product.
7.4.12. .5. For records requested in above the auditor set a time limit for receipt during the audit and raise a non-conformity if this is not met
7.4.12. 6.PSA determines that it is not possible to conduct the initial audit including Finish products activities, the PSA:
I. Record this determination in the audit report.
II. Provide a justification for the alternative timing
7.4.12.7 An audit conducted during the finish product of the principal product included for certification shall occur at least once during the validity of each certificate
7.4.12.8 Auditors establish that appropriate measures are taken by the client to segregate, identify and prevent mixing
7.4.13 Auditors shall classify non-conformities as minor or major as follows:
7.4.13.1. Minor non-conformity: where the client does not comply with the scheme owner Standard, but those issues do not jeopardize the integrity of the scheme owner certify.
For initial certification, PSA recommend the applicant for certification once an action plan to address minor nonconformity has been agreed to by both the client and the PSA the action plan shall include a brief description of:
1. The root cause of the nonconformity
2. The corrective actions to be taken is intended to satisfactorily address the non-conformity has been implemented.
Within (3) three months the PSA will:
A. Confirm receipt of objective evidence that demonstrates that a satisfactory corrective action plan has been finalized
B. Confirm receipt of objective evidence that demonstrates that the corrective action plan has been implemented.

C. Close the minor non-conformity once it can confirm receipt of objective evidence that demonstrates conformity.

7.4.13.2. Major non-conformity: where the integrity of SCHEME OWNER certify is jeopardized and certification cannot be granted or maintained, these non -conformities may be extended once for a maximum period of one (1) year if on-site verification is necessary to confirm conformity.

If an extension is granted, PSA shall have confirmed receipt of sufficient objective evidence that demonstrates conformity such that it is satisfied that all efforts have been made or are being made by the client to demonstrate conformity.

7.4.13.2.1 If an extension is approved by the PSA, it shall be justified in the next audit report.

7.4.13.2.2 PSA raise a major non-conformity where minor non- conformities are repeatedly raised against a particular requirement.

7.4.13.2.3.PSA raise the minor non-conformity to a major non-conformity if any of the above deadlines are not met.

7.4.13.2.4 PSA require that major non-conformities shall be satisfactorily addressed by an applicant:

I. Prior to certification being granted.

II. Within three months of the date of the audit or a full re -audit shall be required.

III. That the root cause of the non-conformity is identified and addressed.

7.4.13.2.5 PSA will determine whether or not an on-site visit is needed to close the major non-conformity. The decision, justification and conclusion shall be made clear in the final audit report.

7.4.13.2.6 In the case of a major non-conformity raised during the period of validity of a certificate, PSA will require:

A, That the certificate holder satisfactorily addresses the non- conformity within a maximum of three (3) months

B. Major non-conformities may be extended once for a maximum period of three months if the PSA has confirmed receipt of sufficient objective evidence that demonstrates conformity was not possible due to circumstances beyond the control of the client.

C. Extensions of major non-conformities shall be clearly documented along with a clear justification in the audit report.

7.4.13.2.7 That objective evidence is confirmed by PSA that:

A. The root cause of the non-conformity is identified, an action plan is agreed with the PSA,

B. That the action plan is implemented and that conformity can be demonstrated.

C. PSA will decide if an on-site audit is required to close out the major non-conformities.

D. PSA will suspend the certificate if a major non -conformity remains open after six (6) months and follow requirement in Section 7.6 of this document.

7.4.13.2.8 Major non-conformities do not be downgraded to minor non-conformities

7.4.13.2.9PSA raise any non-conformities found at a non-certified subcontractor with the client.

7.4.13.2.10. For minor non-conformities raised during initial certification, PSA do not grant certification until the applicant has submitted an effective action plan to address all minor non-conformities.

7.4.13.2.11PSA require that major non-conformities are closed according to the timeframes below:

A. Major non-conformities raised during initial certification shall be closed before PSA can grant certification.

B. Major non-conformities raised during surveillance audits (or any other time after initial certification) shall be closed within 30 days of detection.

If the major non-conformity is not addressed within the 30-day maximum timeframe, suspension or withdrawal of the certificate and a full re-audit may be initiated.

PSA handle audit findings at Group scheme owner audits as specified in this section.

7.4.14 PSA inform the client that an effective action plan is required in order to close or downgrade major non-conformities.
7.4.15 PSA handle audit findings at scheme owner audits as specified in this section.
7.4.16 For each applicable risk:
Clearly document the risk and Describe any traceability, segregation, or other systems in place to manage the risk
7.4.17 PSA require the applicant to declare any association to entities that have been successfully prosecuted for a forced labour violation.
7.4.18 PSA may recommend an applicant for certification:
-If no non-conformities are observed at an audit; or
-When an action plan satisfactorily addresses all minor and major non-conformities
7.4.19 PSA will update the scheme owner audit checklist with details of activities undertaken by the client to accept the action plan and/or close out or downgrade major non-conformities.
7.4.20 Remote audits assess applicants against the same criteria and requirements as an on-site audit
7.4.21 PSA will assess the effectiveness of the corrective and/or preventive actions in addressing the root cause of the non-conformity taken before closing out a major or minor non-conformity.
7.4.22 Auditors shall conduct a closing meeting at the conclusion of each audit with the client's representative(s) to verify that the client understands all items as specified in scheme owner documents.
7.4.23 PSA require the client to provide details of how the client will retain full control of each subcontractor
7.4.24 Non-certified contract processors shall be visited on-site prior to being used by the client for certified product, and thereafter at least annually
7.4.25 PSA manages that:
A. At least one of auditors is designated as lead auditor
B. All auditor has the qualifications and competencies
C. All auditors comply with schemes
D. auditors audit an individual client for a maximum of 6 consecutive years and appoint an alternative auditor in the three year.
E. Group auditors who audit the central office's operations shall, comply with SCHEME OWNER standards Where there is more than one auditor conducting a group central office audit, at least one auditor shall meet each of the requirements.
7.4.26 results are considered in the certification decision. The PSA Certification Committee has the final decision on certification
7.4.27 All non-conformities discovered by PSA during evaluation activities shall be reported to the client as soon as apparent.
7.4.28 Upon notification of non-conformities, the client shall also be informed of which additional evaluation tasks need to be satisfactorily completed to pass the evaluation. PSA may require that the client to repeat only the necessary parts of the evaluation procedure.
7.4.29 If the client chooses to proceed with completion of the additional evaluation tasks, the Program Manager shall revise the evaluation plan, re-assign personnel, distribute additional documents and information, and repeat any other applicable requirements of the evaluation procedures set forth in section 7.4.
7.4.30 The results of all required evaluation activities shall be documented before a formal review of the results, data and information can begin. A document checklist is used as a guide to ensure all required documents
7.4.31 PSA evaluate each applicant to determine the need for scheme owner certification using the criteria specified in scheme owner checklists.
7.4.32 PSA evaluate each applicant to determine which certification option(s) the applicant is eligible for and which option will be best suited to their needs.

PSA will plan on-site and off-site audit activities and duration taking account of:

A. The proposed or actual scope;

B. The management system used by the client;

C. SCHEME OWNER Standard the client will be audited against;

D The need to allow sufficient time to verify the effectiveness of the client's management system for the proposed scope;

E Visits to non-certified subcontractors as required in section 8.4;

F Any other certifications held;

G Opportunities to synchronize and combine scheme owner audits with other audits where possible and appropriate

7.4.33 PSA require the client to provide details of how the client will retain full control of each subcontractor. Non-certified contract processors or replacers shall be visited on-site prior to being used by the client for certified product, and thereafter at least annually

7.4.34 PSA perform a complete recertification audit at the end of each certificate's period of validity and follow all relevant sections of the scheme owner as for an applicant

For group scheme owner clients, the site sample plan is determined as for initial audits

7.4.35 PSA complete a risk assessment prior to each audit against the scheme owner Standard, to determine the audit activities to be carried out.

7.4.36. Audits are not conducted until sufficient records/evidence are available for all applicable standard requirements as the minimum.

7.4.37 The planning manager proposes to the CEO from the technical managers or auditors of an executive manager for start procedure of evaluation.

(Evaluation Procedure QSP7.4)

7.5 Evaluation Review

(Evaluation Review Procedure QSP7.5)

7.5.1 The Certification conducts an official review of the evaluation results immediately prior and in conjunction with their decision. Audits do not conduct until sufficient records/evidence are available for all applicable standard requirements as the minimum.

7.5.2. Clients are eligible to become certified through a remote certification audit, provided they meet both the following criteria:

Do not carry out any activities with respect to certified products other than trading (buying and selling) as defined and Do not use any subcontractors to handle certified products, except for transport and/or storage subcontractors, as defined in scheme owner standards

7.6 Certification Decision

PSA has a Decision maker team

PSA recommend an applicant for certification:

A If no non-conformities are observed at an audit; or

B When an action plan satisfactorily addresses all minor and major non-conformities

7.6.1 PSA is responsible for its decisions to grant, maintain, extend, suspend, or withdraw certifications. PSA do not delegate authority for granting, maintaining, extending, suspending, or withdrawing certification.

7.6.2 The PSA Certification Committee officially reviews the results of the product evaluation and testing included in the interim evaluation report against the requirements of the certification scheme and Standard. The committee has the final decision concerning certification issues including:

A. Granting initial product certification

B. Extending or reducing the scope of certification

C. Suspension or withdrawal of certification

D. Reinstatement of certification

PSA consider all audit evidence when taking certification decisions. This includes audit evidence gathered prior to, during and after an on-site audit. and result of information submitted by stakeholders and interested parties.

7.6.3 Based on the results found, PSA determine whether:

A. The traceability and segregation systems in the operation are sufficient to ensure all products identified and sold as certified by the operation originate from the unit of certification, or

B. The traceability and segregation systems are not sufficient and a separate chain of custody certification is required for the operation before products can be sold as scheme owner -certified or can be eligible to carry the scheme owner logo.

This determination remains in force until revised by the PSA in a subsequent audit or until a valid scheme owner certification is in place.

PSA determine if the applicant is seeking interim certification against any of the certification options.

Where PSA decision making, entity disagrees with auditor classification of non-conformities PSA record the rationale for those changes in the checklist.

7.6.4 The PSA Board of Directors exercises organizational control over the activities and decisions of PSA.

7.6.5 All members of the Board of Directors are required to abide by the confidentiality, impartiality, and quality management system requirements set forth in this quality manual.

7.6.6 If the Certification Committee or its member(s) deny approval for certification, they shall identify the reason for disapproval. The Program Manger shall immediately notify the client and follow the steps.

7.6.7 PSA decision-making entity:

A. Review and confirm the grading of any non-conformity found during the audit

B. Make a decision on whether the scope of the certificate should include all categories listed in the potential scope, based on the confidence the PSA has in the client's system; and

C. Make a decision on certification and communicate this decision to the client within 30 days of the audit date, unless further evidence has been requested.

D. close out or downgrade non-conformities found during the audit Where disagree with auditor classification of non-conformities PSA record the rationale for those changes in the checklist

Decision on Certification

7.6.7 For all clients, the PSA, within 10 days of the certification decision take the steps

7.7 SCHEME OWNER Certification Documents

7.7.1 Upon approval of certification, the product is certified and PSA provides formal certification documents to the client achieving certification which includes:
A.Formal listing of the product on PSA Directory of Certified Products (QF7.8)
B. Licensing Agreement and Authority to Use the Certification SCHEME OWNER LOGO (QF7.7.1.1)
C.Product Testing and Evaluation Certification Report (QF7.7.1.2)
D. Certificate of Conformity (QF7.7.1.3)
E. Audit evidence not no more than six (6) months old.
F. Document Report Checklist QF7.4.9)
7.7.2 Program Manger register all certificates in PSA database before it is issued or re-issued and all activities covered by the scope of the certificate shall be covered in the scope of the PSA site audits.

He updates the scheme database within 10 days of a reported change to:
A Scope;
B Subcontractors;
C Suppliers;
D New contact person;
E Sites.

7.7.3 PSA keep a list of all stakeholders and interested parties that indicate an interest in making a submission to the audit team.
7.7.4. PSA acknowledge electronic receipt of all written submissions
7.7.5. Prior to the publication of the draft audit reports respond in writing to each stakeholder and interested party to explain how their comments were addressed by the audit team.
7.7.6 The Board of Directors authorizes the Program Manager to sign the certification documents upon approval of certification by the Certification Committee.
7.7.7 Formal certification documents are issued only after approval of certification by the Certification Committee. The client must agree to the terms and sign the licensing agreement prior to receiving the formal certification documents and approval to place the certification logo on the certified products.
7.7.8 Document are review in detail, the flow of certified product within the operation and the associated traceability system which allows product to be traced from final sale back to the unit of certification. This shall include the traceability documentation at each stage of handling certified product and how product can be linked from each document (e.g., through batch codes, lot codes, etc.). This shall also include a detailed description of the systems used to segregate and identify certified product at each stage of handling.
7.7.9 If PSA has determined that any risk factors are, a separate chain of custody certification is required

A separate chain of custody may be determined to be unnecessary if the PSA determines that the traceability and segregations systems in place are sufficient to address the risks, and the reason for a determination that a separate chain of custody certification is unnecessary is clearly documented in the audit report.
7.7.10 The PSA clearly document in the Audit Report the determination, including a statement confirming whether products are eligible to enter further chains of custody.
7.7.11 The PSA has determined that the traceability systems are sufficient to allow products to enter chain of custody, PSA will document:
The intended point of first sale.
The point from which chain of custody is required to begin.
7.7.12 PSA will issue certificates with a maximum validity period of three (3) years from the date of issue. PSA will issue an English language certificate, which contain all information as specified

7.7.13 PSA may issue certificates in other languages as well as the English version providing, they bear a disclaimer in at least 10-point font that the certificate is an unverified translation of the English certificate, and in case of differences the English version take precedence.

Where there is an amendment to scheme owner scheme documents, PSA communicate this to all certificate holders within 60 days of the amended version being issued.

7.7.14 PSA certificates include:

A. a statement confirming that the organization conforms to the requirements of the relevant scheme owner Standard with the version number specified;

B. a statement to the effect that the buyer of the products sold as certified may, after gaining approval to do so from scheme owner, apply the trademarks to certified products within their scope of certification

C. a statement referencing the certification scheme's website as the authoritative source of information on the validity of the certificate as well as its scope.

D. the date of expiry.

7.7.15 when PSA issues a certificate covering Group scheme owner certification:

A. the central office shall be issued a certificate under the name of the group.

B. list of the sites or a website link to the current list of sites are included on the group certificate or on a schedule attached to it.

7.7.16 Having established the recommended option for certification and confirmed the applicant's eligibility to proceed with certification, PSA request information from the applicant to determine:

A. The proposed scope of certification;

B. The names of certified suppliers, if known;

C. Names of subcontractors that would handle certified product;

D. the proposed list of sites to be covered by the certificate, if relevant.

7.7.17 PSA propose scope of the certification with the applicant by identifying:

A. the certified species that are to be purchased or handled;

B. the activities to be undertaken with respect to certified products, as per the definition found

Whether the applicant intends to handle products certified under other recognized certification schemes that share the scheme owner's Chain of Custody program.

7.7.18 PSA will document the names of any proposed subcontractors (excluding transportation) that would be handling certified product and whether each subcontractor is certified.

7.7.19. If the applicant intends to use certified subcontractors, PSA shall check that the proposed subcontractor's scope includes the relevant activities.

7.7.20 For all certificates that are to cover more than one site, PSA shall ask the applicant for a current site list that provides both physical and postal addresses

7.7.21 Once entered as an applicant on the database, PSA inform the client that it can use the label, logo, or other trademarks:

7.7.22.PSA will direct the client to scheme owner for all enquiries regarding use of the label or trademarks.

7.7.23 PSA will have a documented procedure to determine when it should do any of the following:

Conduct expedited audits; and/or Request and examine documentation related to a client's operations.

The PSA perform a complete recertification audit at the end of each certificate's period of validity. (after 3 years)

The PSA follow all relevant sections of the scheme owner as for an applicant.

For Group scheme owner clients, the site sample plan is determined as for initial audits.

For scheme owner clients with multiple sites, the site sample plan is the same as for surveillance audits.

7.7.24 That on withdrawal or termination of the Certificate, the Client shall promptly return the original and all copies of the Certificate to the issuing PSA or destroy the original, and commit to destroy any electronic copies and hardcopies in its possession or control.

7.7.25 PSA check continued eligibility against labour violation where a change to the certificate adds a new entity, inform the client that for any changes to scope, suppliers, subcontractors, product certified to another certification scheme or contact details the client should notify the PSA as detailed in the relevant scheme owner Standard.

In the event of the client adding a new subcontractor, scheme owner visits the subcontractor if required.

7.7.26 PSA will, within 10 days of receiving a signed contract for certification, record the applicant on the scheme database.

7.8 Directory of Certified Products (QF7.8)

7.8.1 PSA maintains a current directory of every product certified by PSA and authorized to bear the logo. The directory scheme owner identifies the client's name and address, the product, the date of certification, and the Standard under which the product is certified. These documents are part of the publicly available information (section 4.6) and are available upon request.

7.8.2 If the PSA has determined that any risk factors in are applicable, a separate chain of custody certification shall be required

7.8.3 PSA start the recertification audit before the expiry of the existing certificate.

7.8.4 The PSA, when conducting an audit of a certified operation, shall:

A. Apply all of the steps of the PSA Certification Requirements in force at the time of the audit.

B. Apply interpretations of the relevant standard that are current at the time of the audit.

Take into account all surveillance reports, outcomes, progress on non- conformities, and inputs from stakeholders and interested parties.

7.8.4.PSA will verify that corrective and preventive actions taken allows for the closure of open major non-conformities.

7,8,5 If progress has not been adequate to close the open major non- conformities the PSA shall not re-issue the certificate.

7.8.6 PSA define the proposed scope of the certification with the applicant by identifying:

A. The certified species that are to be purchased or handled;

B. The activities to be undertaken with respect to certified products, as per the definitions found

Whether the applicant intends to handle products certified under other recognized certification schemes that share the scheme owner's Chain of Custody program.

7.8.7 PSA extend the validity of a certificate by up to three (3) months in cases where:

The certificate holder has applied to the PSA for recertification and the application has been accepted by the PSA at or before the end of the period of validity of the certificate.

There is no product present at the time when the recertification audit is due.

PSA issued the previous certificate.

PSA extends the certificate validity in the scheme owner database before the expiry of the existing certificate.

7.9 Surveillance (Surveillance Procedure QSP7.9)

7.9.1 PSA is required by the certification scheme to conduct annual surveillance audits of its certified clients. Surveillance audits ensure that the certified products and the producers remain in compliance with the scheme owner certification program and the published Standard(s) under which the product is certified. Certified products are required to be manufactured to the same specifications under which they are certified and retention of a product's certification is maintained by passing the annual compliance audit which verifies that there have been no changes.

7.9.2 The client is required to conduct its own surveillance on a percentage of its authorized representatives.
7.9.3These records shall be available to the PSA inspector during surveillance audits.
clients with multiple sites, the site sample plan are the same as for surveillance audits
7.9.4 Surveillance is a function of continued product evaluation. Annual surveillance activities shall follow the requirements for evaluation (7.4), specifically:
((Certification reviews and decisions are not employed during the surveillance activities))
7.9.5 The Program Manager schedules surveillance dates and coordinates visits to the clients' producers' facility. The Certification and Compliance Field Auditor completes a surveillance plan which is used as a guide for the surveillance visit.
He determines the surveillance frequency for certificate holders after each certification, surveillance and recertification audit according to the criteria specified carry out unannounced, on-site surveillance audits a minimum of 1 or 1%, whichever is greater, of all their clients each year.

7.9.6 The Program Manager assigns the surveillance activity to the Field Auditor and ensures that the person is qualified, authorized, and has completed the confidentiality and impartiality requirements to conduct surveillance of the client.
7.9.7 The document report file for the client and for its certified products are made available to the Site Auditor. The client is required to provide access to all records, product literature, on-site products, personnel, and all other areas of the facility, except those where safety does not permit.
7.9.8 The Site auditor evaluates the product of the client against the requirements of the current Standard as defined in its document report and ensures that the client is abiding by all requirements of the certification scheme and licensing agreement.
7.9.9 Any non-conformances are clearly identified in the surveillance report and a copy of the report is provided to the Program Manager and the client. Procedures to address client non-conformances are outlined in section

7.9.10 Surveillance activities also include the evaluation of marked products including any related packaging or information which bears the mark to con firm that the product and the producer continue to conform to the certification scheme and the PSA licensing agreement.
Public notice of surveillance audits shall use scheme owner forms.
7.9.11 Surveillance reports conform to scheme owner policy.
7.9.12 During the three-year term of the certificate the PSA will plan and conduct surveillance audits in such a way that all aspects of the production cycle are audited.
7.9.13 PSA conduct no fewer than 2 surveillance audits for any valid certificate.
7.9.14 PSA appoint an audit team with expertise that is comparable to the original audit team when conducting surveillance audits.
7.9.15 If team members are different to the original team, the selection of individuals to conduct audits shall be justified in writing in the surveillance audit report and their relevant skills and/or expertise documented.
7.9.16 PSA document and implement clear procedures for the conduct of surveillance audits that conforms to these requirements
7.9.17 PSA will assess:
Progress and performance against outstanding non -conformities.
PSA document conformity with, and progress and performance against, outstanding non-conformities using the form of the original non - conformity.

In the event that an outstanding non-conformity is changed, PSA will provide written justification for the change in the surveillance report.
Any changes affecting the operation's traceability, chain of custody, or the ability to trace certified products back to the unit of certification.

7.9.18 PSA conduct additional surveillance audits of certificate holders for one or more of the following reason Scheme owners:
The number and nature of non-conformities.
The number and nature of complaints from the scheme owner, , a stakeholder or an interested party.
The number and nature of other issues that the PSA determines must be investigated
The PSA shall specify criteria and conditions for unannounced surveillance audits in their documented procedures.

7.10 Changes Affecting Certification
(Certification Changes Procedure QSP7.10)

7.10.1 The certification requirements are established through the appropriate published Standards and the certification scheme. When the requirements of the Standards or interpretations of the requirements thereof change, PSA's clients will be informed through the PSA web site and in writing.

7.10.2 All changes affecting certified products shall be addressed and evaluated to ensure continued compliance with the certification scheme. Types of changes include:

A. Addition of a new standard

B. Change to impacts on receiving any source

C. Any other change to the certified operation determined by the PSA as requiring an onsite audit.

7.10.3 Revision to the certification scheme or Standards. The PSA technical Managers will evaluate the changes to the published Standards to determine the time period for the Client to meet the additional requirement if applicable.

7.10.4. Requests for approval of changes to certified products. The Client shall make a written request and provide documentation and/or proposed drawings showing these changes.

7.10.5. Requests for approval of scale-up systems within the approved series. The Client shall provide documentation and scale-up drawings which prove that the proposed product is directly proportional for the intended use.

7.10.6. Unapproved changes to certified products. Unapproved changes discovered during surveillance are treated as non-conformances and shall follow the procedures outlined in section 7.11.

7.10.7. Scope extensions. Requests for a scope extension under additional certification schemes shall follow the procedures for initial application for product certification (section 7.2).

7.10.8. If no on-site audit is required, the updated certificate shall be accompanied with an annex explaining the scope changes and justification for not conducting an on-site audit.

7.10.9. If no on-site audit is required, the updated certificate shall be accompanied with an annex explaining the scope changes and justification for not conducting an on-site audit.

7.10.10. If no on-site audit is required, the updated certificate shall be accompanied with an annex explaining the scope changes and justification for not conducting an on-site audit.

7.10.11PSA will post all certification decisions, including changes in scope, suspensions, cancellation and withdrawals on the SCHEME OWNER database.

7.10.12 The technical mangers will review change requests in accordance with the appropriate procedures and Standards. A Professional technical manager with the appropriate technical expertise will evaluate all applicable documents detailing the changes and make a recommendation to the executive Manager for additional testing (if required) and approval. Documented rationale shall be provided for approval of changes and entered into the product document report. For scope extensions, official certification review and decision is required by the Certification Committee.

7.10.13 The client shall not release the modified product displaying the logo until a letter from PSA approving the change is received. This letter will document the rationale for allowing the change and a copy will be kept in the clients file.

7.10.14 Upon approval of scale-up systems and scope extensions, revised certification documents are issued when applicable and the products listed in the directory of certified products. See section 7.7.1.

7.10.15 Certification Change procedure, could applies as decision to transfer a certificate shall be voluntary by the certificate holder

Transfer of Certificates procedure

7.11 Reduction, Suspension, or Withdrawal of Certification

7.11.1 During surveillance, if PSA discovers a non-conformance of a certified product or non-compliance by the client with the certification requirements, the Program Manager shall determine, based on the severity of the non-compliance, the appropriate actions to be taken by PSA. Actions may include:

A. Require the client to provide a reason for the non-conformance and a plan for corrective action taken within 30 days.
B. Require the client to immediately ensure that any continuing production and finished inventory is in compliance.
C. Increased surveillance intervals.
D. Issue a recall or public notice regarding the affected products.
E. Administrative hearing.
F. Reduce the scope of certification.
G. Suspend certification.
H. As a last resort, withdrawal certification.

Note1: If the action includes reduction in the scope, suspension, or withdrawal of certification, the Certification Committee shall provide their approval before the action is carried out.

Note 2: To advise existing or potential customers in writing of the suspension/withdrawal/cancellation within four (4) calendar days of the suspension or withdrawal or cancellation date.

Note 3: PSA will suspend or withdraw certification if the PSA finds reason for suspension or withdrawal as established in scheme owner Documents.

Note 4: PSA will highlight that one of the causes for suspension or withdrawal is where the scheme owner has suspended or withdrawn a certificate holder's license or other agreement to use the trademarks and the certificate holder does not comply with scheme owner instruction within stated timeframes

suspensions or withdrawals of certificates

7.11.2 If the non-conformance is a change in which the client would like to be approved in the certification, PSA shall follow the procedure for change requests outlined in section 7.10.

7.11.3 Upon suspension, withdrawal, or a reduction in the scope of a certification, PSA immediately notifies the client of the decision in writing and modifies all formal certification documents to indicate as such. See section 7.7.1. Any revised certification documents are provided to the client. The client shall be required to make the necessary changes to their production process regarding marked product as stipulated in the licensing agreement.

7.11.4 It is the responsibility of the Program Manager to assemble a plan for reinstatement which will allow the client to reconcile their certification status and communicate this plan to the client. The client is to be involved in the planning process. Documented rationale shall be provided in the plan and shall be in accordance with the certification scheme and Standard.

7.11.5 If the plan for reinstatement involves complete re-testing of the product, all applicable processes in section 7.0 for product certification shall be followed.

7.11.6 Upon reinstatement of the certification status or a change in the scope of certification, the procedure for notifications and document modification and reissue shall be followed. The client shall be allowed to resume marking the certified products.

7.11.7 That on withdrawal or termination of the Certificate, the Client shall promptly return the original and all copies of the Certificate to the issuing scheme owner or destroy the original, and commit to destroy any electronic copies and hardcopies in its possession or control.

7.11.8 The date of the suspension or withdrawal shall be the date the decision was taken by PSA, whereas the date of cancellation shall be the date that the certificate holder informs PSA of its decision on cancellation

7.12 Records (Record Control Procedure QSP8.4)

7.12.1 PSA maintain all records generated during the individual product certification process which provide evidence that all of the requirements of certification are fulfilled. PSA creates a project file on the server as well as a hard copy for each client. All data, correspondence, notes, and records related to the client are maintained in these files. The Program Manager is responsible for the proper archiving and tracking of the documents pertaining to the relevant testing and design evaluation.

7.12.2 The confidentiality requirements of section 4.5 apply to all records retained by PSA. Records are stored, transported, transmitted, and transferred using confidential methods.

7.12.3 All records directly related to individual product certification activities are retained for the previous and the current evaluation cycle. After this period, the materials are returned to the client or destroyed with written notice in advance thereof.

7.13 Complaints and Appeals

(Procedure to Address Complaints and Appeals QSP7.13)

7.13.1 PSA has a documented procedure for complaints and appeals directed at PSA which provides requirements for the recording and tracking of complaints and the actions to resolve them. The CEO is responsible for addressing complaints.

NOTE: Complaints raise doubt concerning PSA's compliance with its policies, procedures, the requirements of the PSA Quality System, or the quality of laboratory's tests and design evaluations. PSA is dedicated to the satisfactory resolution of complaints.

7.13.2 Upon receipt of a complaint or appeal, the Program Manager shall confirm whether PSA is responsible for its administration. PSA is responsible for complaints and appeals from applicants and clients regarding PSA certification activities. Complaints from end users of the certified products shall be directed to the manufacturer of the certified product. PSA reviews clients' complaint records during surveillance activities

7.13.3 PSA acknowledges receipt of formal complaints and appeals. Informal or verbal complaints shall be referred to the process for formal complaints. Formal complaints and appeals shall be documented. (Complaint Documentation Form QF7.13)

7.13.4 PSA is responsible for the investigation of complaints including administration, collection, and verification of information to the point of resolution.

7.13.5 Decisions regarding complaints, appeals, and disputes are made or approved by the CEO.

7.13.6 The impartiality requirements of section 4.2 shall be followed for personnel assigned to investigate and review complaints.

7.13.7 PSA provides complainants with a formal notice detailing the resolution of the complaint. The confidentiality requirements of section 4.5 shall be followed regarding notification of the resolution of complaints.

7.13.8 PSA provides appellants with a formal notice detailing the outcome of appeals.

7.13.9 PSA takes action in accordance with the decision of the complaint or appeal. The Program Manager is responsible for the supervision and implementation of those actions. Actions to resolve substantiated complaints which reveal a flaw in the PSA Quality Management System shall follow the non-conformance and corrective actions procedure. See section 8.7.

7.14 Complaints/Appeals Procedure:

7.14.1 Within 10 working days of receiving a complaint or an appeal, provide an initial response to the complainant/appellant, including an outline of the PSA's proposed course of action to follow up on the complaint or appeal.

7.14.2 Keep the complainant/appellant informed of progress in evaluating the complaint or appeal until the complaint or appeal is closed.

7.14.3 Provide evidence to the complainant/appellant if resolution of the complaint requires the involvement of the scheme owner or other bodies.

7.14.4 The PSA should investigate the allegations and specify all proposed actions in response to the complainant/appellant within 3 months of receiving the complaint or appeal.

7.14.5 In cases where the subject of the complaint or appeal is also being considered through an objections process, this 3-month timeline may be deferred until completion of the objection process Complaints and Appeals

.8.0 Quality Management System

8.1 General

This document, plus other documents described herein, defines the quality system supporting the activities required for product certification under PSA's accredited product certification program. This quality system manages all product evaluations, certifications, surveillance, and testing work performed at PSA's facility as well as all field activities. It also governs activities that result in certification and certification-related reports and assures objectivity of the information contained in the reports.

8.2 Management System Documentation

8.2.1 PSA has defined and documented policies and objectives for quality in accordance with ISO/IEC 17065 and SCHEME OWNER policy and the accredited certification scheme by establishing this Quality Manual and every other document in the Quality Management System. The Program Manager ensures that these policies are acknowledged, implemented, and maintained at all levels of the operations. The Program Manager also ensures that all employees are made aware of the relevance and importance of their activities and how they contribute to the achievement of quality objectives. All employees shall read the Quality Manual and are required to acknowledge their strict adherence to following the procedures and instructions contained in the

Quality Manual. All employees are encouraged to report any improprieties by management to either the Certification Committee, the Board of Directors.

8.2.2 PSA is committed to the improvement and proper implementation of the entire Quality Management System. The Quality Management System is regularly reviewed for proper implementation and for areas of improvement during:

A. Management reviews (8.5)
B. Annual internal audits (8.6)
C. Corrective actions (8.7)
D. Monthly preventive actions meetings (8.8)

Records of these actions provide evidence that the quality system is being followed and improved upon. Internal audits shall cover all SCHEME OWNER requirements in a planned and systemic manner

8.2.3 The Program Manager reports to the CEO and is appointed to oversee the proper implementation of the quality system. The Program Manager is the task leader for certification activities, and therefore has authority to direct the activities of personnel on a day-to-day SCHEME OWNER and has significant influence in employment, assignment, disciplinary actions, and termination.

8.2.4 This Quality Manual is considered the master document governing the PSA Quality Management System. The Quality Manual outlines the general principles and policies of PSA in regards to the requirements set forth in ISO/IEC 17065 and the certification scheme. The specific details of certification activities and responsibilities are included in the Quality System Procedures. All quality system procedures (QSP) are referenced in this document and all quality forms (QF) are referenced in those quality system procedures. The entire quality system is linked as a network and all quality system documents can be found through this Quality Manual.

8.2.5 All personnel are provided access to the Quality Management System through this Quality Manual and are required to read the Quality Manual soon after hiring. The Program Manager identifies the documents which are distributed to the appropriate personnel for them to properly fulfil their duties and notifies all employees when any changes to the Quality Manual have been made.

8.3 Document Control

(Document Control Procedure QSP8.3)

8.3.1 PSA has a procedure for the control of documents which are generated internally and form a part of the PSA quality system. Original paper copies of approved versions of quality system documents are contained in the Quality Management System master binder. Electronic versions of quality system documents are contained in the Quality Management System folder on the PSA computer system. The Program Manager has responsibility for document control. No other employees are authorized to alter documents or the directory in which they are kept.

8.3.2 PSA document control ensures that:

A. Only current versions of approved documents are circulated for use.
B. All documents are reviewed at least annually and updated as needed.
C. All PSA quality system documents have a document control number and a revision number.
D. Personnel are assigned their own copy of documents for their use and document distribution is tracked.
E. Documents which have become degraded or illegible are replaced.
F. The distribution of external documents is also controlled.
G. Obsolete documents are retrieved, archived or destroyed, and replaced with approved versions.

8.4 Record Control

(Record Control Procedure QSP8.4)

8.4.1 PSA has a procedure for record control. All records are stored in a secure file cabinet, in case of paper copy, and/or on the PSA server, in case of electronic documents. Both the file cabinet and the area on the server have restricted access. A cyclic backup of electronic fi les is carried out weekly and the backup copies are maintained in a different building for increased data safety, e.g. to prevent damage by fire. Long-term archiving and retrieval are the responsibility of the Program Manager. Types of records include:

8.4.2 Records which are generated directly from individual product certification activities. These types of records shall be identified by the PSA project code or the product name and are retained for the previous and the current evaluation cycle.

8.4.3 Records which are generated internally by PSA for administrative reasons and fulfilment of the requirements of ISO/IEC 17065. These types of records are identified by the document control number and are retained for 7 years.

8.4.4 PSA shall follow all legal requirements regarding the control of documents. Records generated and stored at PSA are maintained so as to protect confidential information

8.5 Management Review

(Management Review Procedure QSP8.5)

8.5.1 The CEO conducts a complete review of the PSA Quality Management System and activities on an annual SCHEME OWNER. This review ensures that the quality system is adequate for the fulfilment of product certification under ISO/IEC 17065 and the SCHEME OWNER certification schemes. The review also ensures the effectiveness of the quality system for satisfying the requirements of PSA's stated quality policies and objectives.

8.5.2 The Program Manager provides the Board of Directors with a current copy of the Quality Manual and all necessary information related to the activities of PSA from the previous year, including:

A. The results of all audits.
B. Feedback from clients, including complaints and appeals.
C. Feedback from impartiality reviews.
D. Personnel issues and employee training.
E. The status of all preventive and corrective actions.
F. The status of objectives and actions from previous management meetings.
G. Any changes that could affect the quality management system.

Note1: This shall include manage and identify interested and affected parties throughout the supply chain.

Note2: These may include, but not limited to, the PSA itself, regulatory authorities, NGOs, consultants, academics, primary producers, processors, wholesalers, retailers, food service providers, restaurants and consumers

8.5.3 The CEO reviews the information and decides what changes should be made to improve both the Certification Body and the implementation of the Quality Management System or structure combined with management function.

8.6 Internal Audits

(Internal Audit Procedure QSP8.6)

8.6.1 PSA has a procedure for the conduct of internal audits every 12 month that cover all scheme owner requirements. The Program Manager is responsible for arranging or conducting internal audits annually. PSA can use external company or persons for internal audit.

8.6.2. Internal audits of the Certification Body follow the Checklist for the Accreditation Requirements in accordance with ISO/IEC 17065 and scheme owner requirements

8.6.3 Internal audits are performed annually within a 12-month time frame. The projected date for the next internal audit is scheduled during the current internal audit. If the Board of Directors determines that habitual and/or unsatisfactory compliance with the quality management system is occurring, the Board may increase the frequency of internal audits as a function of the management review.

8.6.4 The person(s) conducting the audit shall be knowledgeable and experienced concerning the certification scheme, Standards, and documents related to the PSA Quality Management System and cannot audit their own work.

Non-conformances and opportunities for improvement are identified and addressed through the nonconformance and corrective actions procedure. See section 8.7. All PSA personnel are informed of the results of internal audits.

8.7 Corrective Actions

(preventive and Non-Conformance and Corrective Actions Procedure QSP8.7)

8.7.1 PSA has a procedure to identify, document, and analyse quality system non-conformances and implement corrective actions.

8.7.2 Corrective actions are taken to eliminate or reduce the cause of the non-conformance which may include revising procedures and forms, additional personnel training, or any other effective action.

8.7.3 Corrective actions are implemented to address the reason for the non-conformity and shall be equal in magnitude to the effect the non-conformance has caused in the certification program. Management evaluates the significance of the non-conformity and may immediately stop the affected work

8.7.4 A non-conformity is any action which does not comply with the requirements of PSA's Quality Management System or the certification scheme. Client and/or product non-conformances are not PSA quality system issues and are handled separately in section 7.11.

8.7.5 All quality system non-conformances and corrective actions are tracked and documented. The causes of all quality system non-conformities are identified through a documented root cause analysis and the corrective action shall be designed to reform the reason for which the non-conformance occurred. Corrective actions shall be implemented in a timely manner and the projected dates of completion defined. All corrective actions are re-evaluated at a later date for effectiveness. Where appropriate, PSA will perform additional monitoring to ensure compliance with the quality system.

8.8 Preventive Actions

(preventive and Non-Conformance and Corrective Actions Procedure QSP8.7)

8.8.1 PSA has a procedure to identify and reduce or eliminate sources of potential non-conformances.

8.8.2 Preventive actions are implemented to address the reason for the potential non-conformance and shall be equal in magnitude to the effect the potential non-conformance may cause.

8.8.3 Suggestions for improvements to the quality system and sources of potential non-conformances are received and discussed during the monthly staff meeting. Once a potential source of non-conformances has been identified, preventive actions are taken which follow the same process used for non-conformances including identification, documentation, and re-evaluation for effectiveness.

End of document