



## Certification of management system

### Objectives

The objectives of this audit are:

- a. to determine whether your management system continues to comply with the applicable standards;
- b. to determine whether use of the management system ensures compliance with the applicable contractual requirements and with legislation and regulations;
- c. to determine whether use of the management system ensures that the specified objectives are achieved;
- d. where applicable, to identify opportunities for improvement.

### Audit criteria

The audit criteria are the standard(s) according to which the certificate was issued and the processes that are documented in your own management system. If there is a new edition of the standard, the audit may, in consultation with the auditor, be carried out in accordance with the new edition. This may entail additional costs.

### Scope

The scope of the audit is determined by the process matrix (which includes all business units, locations and processes). This process matrix was drawn up by DEKRA during the certification audit (Phase 1) and will be updated during each audit. For certification and recertification audits, all processes are audited; follow-up audits are limited to a portion of these processes.

### Changes

As specified in the agreed terms and conditions, please notify us immediately of any changes in your organisation. This obligation is derived from the standards with which we are obliged to comply. Changes may have an effect on the audit programme or on the composition of the audit team. Examples of changes include:

- changes in the legal, commercial or organisational status of the organisation;
- changes in (the size of) the organisation or its management;
- the area of application of the certified management system;
- major changes in the management system and/or processes.

If it becomes apparent during the audit that changes of which we have not been notified will have an effect on the audit programme or on the audit team, this may have consequences for the progress of the audit, the scope of the investigation and the certification. You will be invoiced for any costs associated with this.

## Division of tasks

You will be informed in advance if technical experts, observers or trainee auditors will be involved in the audit.

We would like to bring to your notice that, in accordance with our General Terms (article 6.4), it is possible that a third party observer from an accreditation body could attend the audit. In such cases, you will also be informed prior to the audit.

The division of tasks is as follows:

Audit team leader	If the audit is to be carried out by several auditors, the team will be led by the audit team leader.
Auditor	Performs the audit by conducting interviews in the context of the aforementioned objectives.
Technical expert	A technical expert is a member of the audit team and supports the auditor with his/her technical knowledge. A technical expert may conduct interviews under the auspices of the auditor.
Trainee auditor	A trainee auditor is a member of the audit team and may conduct interviews under the auspices of the auditor.
Witness auditor (in- or external)	Will review if the (lead) auditor conforms to the auditor requirements. External witness auditors are from an accreditation body (e.g. RvA). They have no role in the audit.

In case your organization is inviting a consultant, this consultant is welcome to attend the audit, but only in the role of observer.

## Scheduling of Audits

The scheduling of audits is subject to strict rules in accordance with ISO 17021.

<i>First surveillance audit</i>	The first surveillance audit will take place nine months after issuing the certificate.
<i>Recertification audit</i>	The recertification audit must be carried out at least 4 months before the expiry date of the certificate. This leaves enough time for the certificate holder to implement corrective action and for this corrective action to be assessed by DEKRA.

## Process explanation management system and process certification

See: [Management system certification | DEKRA Audit](#)