Certification (Process Flow)

Inquiry	Certification audit (stage 1 & 2)	Surveillance audit (6 monthly or yearly)	At the end of 3 years, make a new contract for re-certification
Application FORM sent to client	Audit preparation	Recertification (after completion of 3 years' cycle)	Surveillance visit at the end of 1st & 2nd year (minimum once in a calneder year)
Client to return it with complete and accurate information	Pre-audit gap assesment, if required	Special audits (if needed)	'Certification Manager' to grant certificate
Proposal to the client	Contract signed	Report submitted to client (after each audit)	Final report submitted to 'Review Manger'
Negotiation (on price and T & C), if any	Proposal accepted by the client	The Client to close out Non-conformances	L/Auditor to verify the action(s) taken and make recommendation e.g. certification