

**CERTIFICATION PROCESS**

 **STANDARD**

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**Title**: Food Safety Standard (FSS)

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**ABOUT US**

The Food Safety System (FSS) certification program developed by our organization is a system for the inspection and evaluation of food safety and quality according to accepted standards. The certification program in question not only ensures food safety, but also undertakes responsibilities such as public health and environmental protection. This certification program is recognized as the most important initiative of recent years for a more effective and quality food management.

While developing the Food Safety System (FSS) certification program, our organization followed a global food safety strategy and adopted a safer food policy to be healthier. According to this strategy, preventing foodborne diseases and ensuring food safety require holistic, risk-based and timely food safety policies and strategies.

Our organization continuously improves its effectiveness by participating in the efforts for the development and implementation of the food management system in enterprises. It supports businesses in the food industry to meet legal and regulatory requirements, tries to establish a quality policy in businesses, supports businesses in establishing food safety targets, directs management reviews and tries to ensure the correct and effective availability of resources. In all these works, our organization approaches businesses in an impartial and independent manner and does not enter into any conflict of interest.

Our organization acts with a sense of responsibility in order to be with people who care about their nutrition and to help them make safe food choices. In this context, it provides Food Safety System (FSS) certification services to support companies that produce, store, distribute and prepare food in order to prove their efforts in this direction.

1. **SCOPE**

This part specifies the requirements for the certification process performed by the accredited certification body.

1. **CONTRACT**

**B.1 Application - Scope**

The CB shall collect and record information from the applicant organization in the application form, which details the minimum information required in ISO/IEC 17021-1 and ISO/TS 22003 as well as other program requirements.

The CB shall evaluate the scope proposed by the organization on the application form and review it against the requirements in the application form FSS-STD-002.

**B.2 Audit Time**

The CB shall calculate the audit duration based on the information collected from the organization’s application and in accordance with the requirements of ISO 17021-1, ISO 22003 and FSS, as follows:

- The duration of the audit day is usually nine (9) hours; valid audit time includes lunch break;

- The duration of the audit shall be stated in the auditor's working hours, indicating the effective audit time based on the audit plan. Deviations from the audit duration and audit plan should be recorded;

- The audit duration does not include plans, reports or travel activities, only the actual audit time;

- The audit time is only applicable to fully qualified registered FSS auditors;

- a) The audit duration calculation of FSSC 22000 shall be recorded by CB, including the reason for the decrease or increase of the minimum audit duration ;

- If the FSS audit is combined with other food safety audits or integrated as a combined audit, the audit duration stated in the report should be the total combined audit and be consistent with the audit plan. The total audit duration is longer than that of FSS alone. This is considered an increase in the duration of the audit and the reason should be explained.

**B.3 Man Day Calculator ( Certicifation Audits, Surveillance Audits )**

|  |  |  |  |
| --- | --- | --- | --- |
| Effective Number of Employees | Audit PeriodStage 1 + Stage 2 (day) | Effective Number of Employees | Audit PeriodStage 1 + Stage 2 (day) |
| 1-5  | 1.5  | 626-875  | 12  |
| 6-10  | 2  | 876-1175  | 13  |
| 11-15  | 2.5  | 1176-1550  | 14  |
| 16-25  | 3  | 1551-2025  | 15  |
| 26-45  | 4  | 2026-2675  | 16  |
| 46-65  | 5  | 2676-3450  | 17  |
| 66-85  | 6  | 3451-4350  | 18  |
| 86-125  | 7  | 4351-5450  | 19  |
| 126-175  | 8  | 5451-6800  | 20  |
| 176-275  | 9  | 6801-8500  | 21  |
| 276-425  | 10  | 8501-10700  | 22  |
| 426-625  | 11  |   |   |

**B.4 Contract**

A certification contract shall be in place between the CB and the organization applying for certification, detailing the scope of the certificate, and referring to all relevant Scheme requirements.

This contract shall detail or have reference to the agreements between the CB and the organization which shall include but are not limited to:

- The ownership of the certificate and the content of the audit report are held by CB;

- The conditions for terminating the certification contract;

- The conditions under which the certified organization can use the certificate;

- Confidentiality clauses related to the information collected by the certification body during the certification process;

- Non-conformity management procedures;

- Complaints and appeal procedures;

- Cooperate as required and allow AB and/or the foundation to conduct witness assessments;

- Include information about the certification status of the organization on the FSS website and portal;

**C. PLAN AND AUDITS**

- An annual audit should be conducted to ensure the validity of the certificate or to grant recertification before the expiry date of the certificate.

- The audit should be conducted in a language agreed upon by both parties. CB may add an interpreter to the team to support members of the review team.

- CB shall conduct phase 1 and phase 2 audits stage for initial certification according to the requirements of ISO/IEC 17021-1.

- The interval between the first stage and the second stage audit shall not exceed 4 months. If a longer time interval is required, stage 1 should be repeated.

- The 3-year certification cycle shall be followed.

**D. UNNANOUNCED AUDITS**

**-** CB shall ensure that each certified organization conducts at least two unannounced surveillance audit after the initial certification audit and every three (3) years thereafter.

- Certified organizations can voluntarily choose to replace all surveillance audits with unannounced annual surveillance audits. At the request of the certified organization, the recertification audit can be carried out without notice.

- As part of the audit plan, the CB determines the date of the unannounced audit.

- Unannounced audits are conducted during normal working hours, including night shifts when needed.

- The certification body and the certified organization can pre-arrange the non-applicable date.

- The audit will start to inspect the production facilities within 2 hour after the auditor arrives on site. If there are multiple buildings on site, the auditor should decide which buildings/facilities to inspect in which order based on the risks.

- All program requirements should be evaluated, including production or service processes in operation. If part of the audit plan cannot be audited, a follow-up audit should be arranged (notified) within 2 weeks.

- If the certified organization refuses to participate in the unannounced audit, its certificate shall be suspended immediately. If the unannounced audit is not conducted within 3 months from the date of rejection, the certification body shall revoke its certificate.

**E. TRANSITION AUDIT**

Transition audit should be done within 1 year.

**F. AUDIT TEAM**

The audit team should have comprehensive capabilities to support the audit scope and comply with the food chain sub-categories required by ISO/IEC 17021-1.The lead auditor should always be an FSS qualified auditor. The auditor shall not perform more than two 3-year certification cycles at the same certification site as the lead auditor or joint auditor. If the auditor starts the audit during the certification cycle, he/she will rotate for at least one year after seven (9) years.

**G. AUDIT REPORT - NONCONFORMITIES**

CB shall provide a written report for each audit.

**G.1** The audit report will be treated confidentially by CB, but it should be provided to the food safety authority after the organization has approved it.

**G.2** The audit report shall confirm that all program requirements have been evaluated, reported and provided with a (non-)compliance statement. In addition, it should meet all relevant requirements of ISO/IEC 17021-1.

**G.3** The procedures and operating conditions of the food safety management system shall be verified to assess the effectiveness of the food safety management system that meets the requirements of the plan and is reported.

**G.4** In special circumstances, a requirement may be regarded as not applicable. If a requirement is deemed inapplicable, the appropriate reason should be recorded in the relevant part of the audit report.

**G.5** Exclusions within the scope should be evaluated and justified in the audit report.

**G.6** Deviations from the audit plan should be stated in the report.

**G.7** The auditor shall report all nonconformities (NC) in all audits. For each nonconformity (NC), a clear and concise statement of requirements, nonconformities, nonconformity levels, and objective evidence should be written.

**G.8** A complete audit report that meets the minimum requirements specified in the plan shall be sent to the (certified) organization within one weeks after all audited certification decisions.

**G.9** According to the definition in the plan and the following definitions, the CB needs to apply these standards as a reference to determine the level of nonconformity found. There are three levels of unqualified:Minor non-conformity;Serious non-conformity;Severely unqualified.

**G.10** It is assumed that the non-conformities raised in the headquarters audit will have an impact on the equivalent procedures applicable to all sites. Therefore, corrective actions should address communication issues between certified sites and appropriate measures for affected sites. Such non-conformities and corrective actions should be clearly identified in the relevant part of the site audit report, and should be eliminated in accordance with the CB procedure before the site certificate is issued.

**G.11** When it is found that it does not affect the ability of the management system to achieve the expected results, minor nonconformities shall be issued:

- The organization shall provide CB with objective evidence of correction, investigation reasons, evidence of exposure risk, and proposed corrective action plan (CAP);

- CB should review the corrective action plan and corrective evidence, and approve it when acceptable. CB approval should be completed within 20 calendar days after the last day of the review. Exceeding this period will cause the certificate to be suspended;

- The organization shall implement corrective actions (CA) within the time frame agreed with the CB;

- The effectiveness of the implementation of the corrective action plan shall be reviewed at the next scheduled audit at the latest. Failure to resolve minor non-conformities in the previous audit may result in serious non-conformities being raised in the next scheduled audit.

**G.12** When the ability of the management system to achieve the expected results is found to be affected, a serious non-conformity shall be issued:

- The organization shall provide the certification body with objective evidence of investigation reasons, exposure risks, and evidence of effective implementation;

- The CB shall review the corrective action plan and conduct an on-site follow-up audit to verify the implementation of the CA to close serious non-conformities. If the documentary evidence is sufficient to eliminate the serious non-conformity, the certification body may decide to conduct a desk review. This follow-up should be completed within 20 calendar days after the last day of the review;

- The certification body shall close the serious non-conformities within 20 calendar days after the last day of the audit. If the profession cannot be closed within this period, the certificate will be suspended;

- If the corrective actions may take more time to complete, the CAP should include any necessary temporary measures or control measures to mitigate the risk until permanent corrective actions are implemented.

**G.13** If a direct food safety impact without the organization taking appropriate action is observed during the audit, or when legality and/or certification integrity are threatened, a serious non-conformity will be issued:

- When a certified organization raises a serious non-conformity, the certificate shall be suspended within 5 working days after issuance, with a maximum period of four (4) months;

- When a serious non-conformity is issued during the audit, the organization shall provide the CB with objective evidence of the investigation reason, exposure risk, and proposed CAP. This should be provided to the certification body within 14 calendar days after the audit;

- The certification body shall conduct an individual audit between four (4) weeks and four (4) months after the routine audit to verify the effective implementation of corrective actions. The audit should be a complete on-site audit (on-site lasts at least one day). After the subsequent audit is successful, the certificate and the current audit cycle will be restored, and the next audit will be carried out as originally planned;

- If the serious non-conformity is not effectively resolved within four (4) months, the certificate will be revoked;

- In the case of a certification audit (initial), a complete certification audit shall be repeated.

**H. CERTIFICATION PROCESS**

- CB shall conduct a technical review of all audits to agree on the content and results of the audit report, NC (Objective Evidence and Classification), and the effectiveness of the corrective and corrective action plan. After each technical review, the CB shall make a decision on the certification status of the organization.

- The CB shall retain the documented information determined by the considered certification status and by whom. This information should include: the name of the person who made each decision, and the date the decision was made.

- The maximum validity period of the certificate is 3 years from the date of the initial certification decision, followed by a period of 3 years.

- Suspension: When a serious non-conformity is issued and/or there is evidence that its customer is unable or unwilling to establish and maintain compliance with the program requirements, the CB shall immediately suspend the certification.

- Revocation: CB shall revoke the certificate under the following circumstances:

a) The suspension status cannot be lifted within four (4) months;

b) The organization ceases its FSS certification activities;

c) Any other situation where the integrity of the certificate or the audit process is

 seriously compromised.

- Scope reduction: When the CB has evidence that the scope of the certificate held by its client exceeds its ability or the ability to meet the requirements of the scheme, the CB shall reduce the scope of certification accordingly. When activities, processes, products or services may have an impact on the food safety of the final product defined in the scope of certification, CB shall not exclude these activities, processes, products or services from the scope of certification.

**I. DATA**

- The (certified) organization is the owner of the audit report and the CB is responsible for reporting the data.

- The (certified) organization is the certificate holder, not the owner. CB is the data owner of the certificate data.

- For all audit types, the required data and documents should be entered into the portal within 14 calendar days after the certification decision and at most one months after the last day of the audit. The required data in the portal should be entered in English.