PRODUCT & MANAGEMENT CERTIFICATION SCHEME MANAGEMENT SYSTEM MANUAL

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RECORD OF AMENDMENTS TO MANAGEMENT SYSTEM MANUAL

REV NO.	DATE	PREPARED BY	CHECKED BY	APPROVED BY	CHANGES
0	22 April 2016	C van Zyl	C van Zyl	F. Minnaar	Original Version
1	5 Dec 2016	C van Zyl	C van Zyl	F. Minnaar	Changed Section 18 to with the following - (DIRECTOR) and shall not be outsourced to an external party. The approvals board function will be conducted by and outsourced company identified by CMA CS and not the final approval. Forward all reviews and approvals of applications for permits to apply the CMA Certification mark to the identified outsourced company for the approvals board process.
2	9 Jan 2017	C van Zyl	C van Zyl	F. Minnaar	Added the record of amendment to QMS to indicate changes Section 4 – amended to demonstrate provisions for Finance and Liability 24.3 The Organization may provide copies of the Certification Documents to other parties provided that the documentation are reproduced in its intertie. Copies of Certification Documents may not cause incorrect impressions of the Organizations Certification scope Section 26 – Added the following - The amendments will be documented in the “record for amendments” section and all changes will be highlighted in torques. Section 10 – Removed the wording “Personnel and” as well as SAATCA Criteria (ISO/IEC 17021) and replaced it with SANS 19011 Section 11 – Removed the wording “each of the personnel involved” and replaced it with “auditors” Section 11 – Removed the wording “Monitored and maintained” and replaced it with “reviewed and update” Section 11 – Added in “Annual basis” Section 11 – Removed the wording “All Certification Personnel” as well as “all Personnel” and replaced with auditor/s Section 24 – Added “Any Person or Permit holder can raise a complaint relevant to the product or service provided by CMA Certification or against the permit holders certified by CMA Certification Services.” “The contact detail for raising a complaint will be available on the CMA Certification web site. Once the CMA Certification Service is contacted the required documentation will be forwarded to the complainant to be completed and to be send back to CMA Certification Services”
3	20 Feb 2017	C van Zyl	C van Zyl	F. Minnaar	Section 8 – DIRECTOR added to the Key activity block

					Section 18 – Sentence changed around. Section 19 – DIRECTOR and GM added. Section 23 – Suspension period changed from 9 months to 6 Months. Section 27 – Full rights added to control of records for the DIRECTOR. Section 28 – Minutes distribution and completion changed from a week to two weeks after meeting.
4	1 June 2017	C van Zyl	C van Zyl	F. Minnaar	Removed the wording that said that CMACS will outsource the approvals Board process in section 18
5	20 June 2017	C van Zyl	C van Zyl	F. Minnaar	Added decision makers (AB) to process. Please refer to SANAS NCR JN 03
6	1 Sept 2019	C van Zyl	C van Zyl	H Cockcroft	1a. Removed the following from section 2.3 - and guidance on the conditions of use is published on the CMA website 1b. The non-executive board of directors has been removed from the organogram. 1c. The “executive director” from the whole QMS has been replaced with “Director” only 2. Section 2.3 – Changed the “Quarterly” to “Annual” 3a. Removed from section 9 - To this end, members shall provide curriculum vitae to the committee secretariat, which includes but is not limited to years of experience, qualifications, and knowledge 3b. Section 11 - Changed from annual to bi – annual 3c – Changed from QMS (F) 3 to Web site. 3d. Section 12 – Removed “including confidentiality and conflict of interest clauses (QMS (F) 7.” 4. Inserted in section 15 - *Note 3 – A quotation on Sage accounting can be generated prior to an application since customers wants to know what the certification cost is prior to an application* *5. Replaced* PROC (C/P) 2 in section 16 with PROC (C/E) 5 – Data Pack 6. Replaced in Section 17 - (PROC (C/E) 1 with PROC (C/E) 5 – Data Pack 7. Removed in section 17 – “forwarded to the Applicant/Permit holder at least 10 working days prior to the on-site evaluation” and replaced with “The evaluation schedule will be part of the PROC (C/E) 5 – Data Pack. It will also outline the three (3) years ahead (The selected months of surveillance audits as determined in the CMA CS Planning and M – Report). The specific date can be confirmed in not less than four (4) days prior to the assessment. The PROC (C/E) 5 – Data Pack needs to be forwarded to the permit holder as the PROC (C/E) 5 – Data Pack contains all the relevant information WRT the evaluation process. • 8. Removed from section 17 - Evaluation schedule. • Attendance register. • Opening and closing meeting agenda. • Blank evaluation report.

					• Copy of previous evaluation report for existing Permit Holders. Copies of non-conformities recorded during the previous evaluation (if applicable), including clearance evidence submitted by the Permit Holder and replaced with PROC (C/E) 5 – Data Pack 9. Removed from section 18 – "identified outsourced company for the approvals board process" and replaced with "the approvals board of CMA CS" 10. Section 21 was changed from "Review of evaluation pack by General Manager to "Review of PROC (C/E) 5 – Data Pack by General Manager" 11. Removed from Section 22 - A technical change review resolution (QMS (F) 9 shall be completed in full and approved by the General Manager. 12. In section 24 the "Chief Executive Officer" was replaced with "Director." 13. Removed "monthly" from section 24 – Complaints and appeals 14. Replaced the following in section 27 – "The following (but not limited to) certification records shall be maintained in the Applicants/Permit Holders folder on the CMA server:" and was replaced with The following "(but not limited to) certification records shall be available for the Applicants/Permit Holders –" 15. Section 28 – the "3 months" was replaced with One (1) week 16. The provision of CV's for the impartiality committee was removed as it was not adding value because all I/M are from the industry. Removed on 27 Jan 2020 to clear NCR 33 The GM also informed the auditor that all the previous records of the clients will be superseded by the data pack, however at the time of the audit no NCR was recorded to formalize the process.
7	7 July 2020	C van Zyl	C van Zyl	H. Cockcroft	Added in section 1 - according to the companies act to establish a board of directors as and when required have its own board of Directors Added in section 2.1 (Annexure 1) Added in section 2.2 - If done digital, it will serve as a copy received and will include a digital trail. Added in section 2.3 - the Management of CMA CS or delegate certification administrator will review Permit Holder's Removed from Section 7 - Summary of means by which CMA Certification determine the pricing structure. Changed in section 9 - The General Manager will ensure that an agenda is forwarded to the members at least two weeks before the meeting, but not less than 1 week before the meeting. Added in section 11 - on an annual basis. Removed from section 11 - (Also refer to QMS (F) 14 & 15.

					Added in section 11 - The CMA Executive will review the General Manager's competency against the required QMS documentation as well as 19011 Section 11 changed to - Administrative personnel can be monitored at management discretion through normal performance appraisals. Changed section 13 to - All evaluation personnel shall have received training on the principles of ISO/IEC 17025 as all testing activities will be witnessed or results obtained during electronic (off Site) audits. Added to section 17 - (Also see Annexure 15) Changed section 18 to - The final certification decision will only be made by internal personnel of CMA Certification's executive management and shall not be outsourced to an external party. Added to section 21 - If done electronically, test reports to be submitted by organization Changed section 30 to - An NCR database is updated monthly by the management of CMA CS Section 30 was changed to - Management will forward the NCR database to all relevant personnel monthly. All forms changed to new document numbers.
8	1 April 2021	C van Zyl	C van Zyl	H. Cockcroft	Point 1. Added in "Management systems and consistency through ISO 9001:2015 Point 2.2 – Added in – "and management system permits" as well as "Copies" Added in – "If, in the case of a multi-site certification all the sites applicable detail will be added to the certification agreement to ensure that the service level agreement is legally enforceable on all sites Point 3 – Added in "and management schemes" Point 5 – Added in "as well as management systems scheme" i. Point 7 – Added in "The types of management systems it operates in ii. Impartiality" Point 8 – Added in " Assuring Impartiality Supervision of Finances As well as Certification decision" Point 9 – Added "and their appointments will be binding till such time that they are no longer servicing on the committee or a change to the appointment documentation was made." Point 10 – Added "SANS 17021," Point 14 – Added "and Option A (Off SANS 17021 – 1:2016)" Point 15 – Added "or management system certification" as well as "Please note that the application forms for both schemes are separate and the correct application for both product and management needs to be completed" Point 16 – Added "PROC (C/E) 5a and 5b – Data Pack" Point 17 – Added – "(PROC (C/E) 5a and 5b – Data Pack)" and "and management" Point 18 – Added "Please note that for product certification the Director as indicated in the structure will approve all data packs for product

					certification and that the GM as outlined in the structure will approve all data packs for the management system." Point 19 – Added "for product and management certification will" Point 21 – Added "Option A of SANS ISO 17021-1:2016" as well as "PROC (C/E) 5a and 5b – Data Pack" Point 22 Added " The following changes made by certified clients should immediately be reported to CMA CS a) the legal, commercial, organizational status or ownership. b) organization and management (e.g., key managerial, decision-making or technical staff); c) contact address and sites. d) scope of operations under the certified management system. e) major changes to the management system and processes." Point 23 – Added "will reduce the scope of certification to exclude the parts not meeting the requirements, or if the certified client has persistently or seriously failed to meet the certification requirements for those parts of the scope of certification. Any such reduction shall be in line with the requirements of the standard and CM CS procedures and requirements." As well as "or management system" Point 24 – Added "(Not the auditor that conducted the audit nor the decision makers)" Point 25 – Added "option A as described in section 8 of the ISO/IEC 17065 standard"
9	9 July 2021	C van Zyl	C van Zyl	H Cockcroft	Introduction – Added - A CMA Certification mark and management systems serves as a guarantee of quality and consistency through the SANS 9001:2015, Section 2.2 -Changed and added - All product and management system permits holders are required to sign a certification agreement (PROC (CP) 4a Rev 3 18 Jan 2018 - PRODUCT CERRTIFICATION AGREEMENT and PROC CP 4b Rev 0 1 April 2021 – MS Certification Agreement) Section 2.3 Added - (PROC (CP) 4a Rev 3 18 Jan 2018 - PRODUCT CERRTIFICATION AGREEMENT as well as PROC CP 4b Rev 0 1 April 2021 – MS Certification Agreement Section 2.3 Added and corrected - CMACS Mark holder Register & Web Review (Annexure 18) Section 3 – Added - CMACS Mark holder Register & Web Review (Annexure 18) Section 3 – Added and corrected - (Annexure 20 – Impartiality Review and analysis form) Section 5 – Added - as well as management systems scheme Section 14 – Added and corrected - and Option A (Off SANS 17021 – 1:2016) Section 15 – added - management system certification Section 19 - (MS ANNEXURE 6a and 6b – CMACS certificate SAMPLE) Section 21 – Added - Option A of SANS ISO 17021-1:2016

					Section 26 – Added - Director of CMA CS Section 29 – Added the following - Required IAF MD documents as well as ANNEXURE 15 - CMA CS Planning & M Report
10	25 Aug 2022	C van Zyl	C van Zyl	H Cockcroft	The following changes were made Section 9 – Added once a calendar year. The General Manager shall ensure that an impartiality meeting are scheduled annually on a calendar basis for all Certification Schemes. This meaning that an impartiality meeting will be conducted once annually but it can be done earlier or later than the last impartiality meeting and it does not have to be within a year from the previous impartiality meeting. Only one (1) impartiality meeting a year is required at any time during the year. Section 9 – Changed - within 2 working days Section 9 – Added and changed to - The current NCR system that is operated by CMA CS will be sufficient and shall be maintained with issues which require follow up actions. i. Section 9 – Added in - All impartiality committee members appointments will be valid until a document change was made or when they decide to terminate their involvement with the impartiality committee (no expiry date from last signed appointment. Section 28 – Changed to - The General Manager shall ensure that a management review are scheduled annually on a calendar basis for all Certification Schemes. This meaning that a management review will be conducted once annually but it can be done earlier or later than the last audit and it does not have to be within a year from the previous management review. Only one (1) management review a year is required at any time during the year and will be scheduled by the General Manager and the date/s shall be distributed at the earliest convenience or as decided by management due to the flat structure of CMA CS management. Section 28 – Added - annual (Calendar) review. Section 29 – Changed to - The General Manager shall ensure that independent and impartial audits are scheduled annually on a calendar basis for all Certification Schemes. This meaning that internal audit will be conducted once annually but it can be done earlier or later than the last audit and it does not have to be within a year from the previous audit. Only one (1) audit a year is required at any time during the year.
11	28 Aug 2022	C van Zyl	C van Zyl	H Cockcroft	1. Section 2.2 – Changed to prior to the commencement of the printing of certificates. 2. Section 3.- inserted - (Initial confidentiality and conflict of interest signed will be valid until any changes made to document or termination of services or employment) 3. Section 3 – Inserted - and residual risks 4. Section11 - Change wording - All Auditor/s / Decision makers (AB) competency registrations will be valid form the first review and Auditor/s / Decision makers (AB) will undergo at least one peer review during a three (3) year period. 5. Section 30 – Changed and added in - Date raised as per NCR, as recorded in NCR, *Note 2: Progress of all non – conformances will be monitored on a*

					monthly basis – and removed NOTE 2: All NCR's INT and EXT, where possible, must be closed at least 2 weeks prior to a SANAS assessment.
12	11 Oct 2024	C van Zyl	C van Zyl	H. Cockcroft	Section 27 changed to Duration of the current cycle plus one full certification cycle. Section 21 changed to and in the case of cement or other regulatory requirements the minimum will be twice a year or as prescribed by the standard The evaluation

1. Introduction to CMA

The Concrete Manufacturers Association NPC (CMA) is the primary representative of the precast concrete industry. For over 40 years, it has initiated standards in close cooperation with StanSA and collaborated with its members in developing new products and services.

Precast concrete is a building material which slots very comfortably into the modern world of fast track and modular construction, in many instances leading the way with innovative technologies and applications. The CMA's promotional activities target architects, engineers, developers, contractors and property owners and the pooled knowledge and expertise of its members fosters an environment which encourages the development of innovative, environmentally, and community-friendly products which conform to national standards.

Down the years the CMA has published numerous manuals, brochures, and audio visuals on the practical application of precast concrete and this material is available at a nominal charge. It also runs refresher courses and holds seminars to introduce new technology and methodology, often featuring overseas experts

To ensure impartiality the CMA has structured the Association into Two distinctive areas of operation. The first area is the CMA NPC as indicated below. In turn the CMA NPC is also divided into two pillars. The management of the CMA NPC is in its totality impartial from the CMA Certification services as it is evident that it has its own board of Directors. (Refer to Diagram)

The second area is the newly registered CMA Certification services. As indicated with the CMA NPC, this company is totally separate from the CMA NPC and is entitled according to the companies act to establish a board of directors as and when required have its own board of Directors that is not part of the CMA NPC, thus meaning that impartiality is guaranteed.

The CMA Certification Services prime focus is on ensuring that products are manufactured and utilized correctly.
A CMA Certification mark and management systems serves as a guarantee of quality and consistency through the SANS 9001:2015, and the CMA will take responsibility for any investigations should a problem arise related to a product which has been certified by the Certification.

The CMA Certification Services (PTY) Ltd was registered on 10/03/2016 with registration number 2016/103170/07 with the intention to be impartial to the CMA NPC that was described above. The CMA Certification Service structure is outlined below.

2. Legal and contractual matters

2.1 Legal responsibility

The CMA Certification Services is registered as a legal entity by the Companies and Intellectual Property Commission (CIPC) through a Memorandum of Incorporation (Annexure 1) for a (PTY) LTD. The registration number allocated by CIPC is 2016/103170/07. This MOI was adopted by Special Resolution passed on 7 March 2016, a copy of which was filed together with the notice of amendment in substitution for the memorandum of association and the articles of association of the Company (which were the constitutional documents of the Company in terms of the Companies Act No. 61 of 1973). This MOI takes effect (in terms of section 16(9)(b)(i) of the Companies Act) on the date of filing hereof.

2.2 Certification agreement

All product and management system permits holders are required to sign a certification agreement (PROC (CP) 4a Rev 4 18 Aug 2022 - PRODUCT CERRTIFICATION AGREEMENT and PROC CP 4b Rev 0 1 April 2021 – MS Certification Agreement) prior to the commencement of the printing of certificates. A copy of the certification agreement will be forwarded to the potential permit holder on completion of the application review process together with the quotation for certification. Copies of the certification agreement shall be signed by the relevant responsible persons for the potential permit holder and CMA Certification. If done digital, it will serve as a copy received and will include a digital trail. If, in the case of a multi-site certification all the sites applicable detail will be added to the certification agreement to ensure that the service level agreement is legally enforceable on all sites

If any changes that affect the certification procedures/processes or status of either party occur during the validity terms of the permit, an amended certification agreement will be compiled (if required) and signed by both parties.

If no changes that affect the certification procedures/processes or status of either party occur the certification agreement will remain enforce until termination of the permit.

2.3 Use of license, certificates and mark of conformity

The utilization of the certification permit, and marks is outlined in the certification agreement (PROC (CP) 4a Rev 4 18 Aug 2022 - PRODUCT CERRTIFICATION AGREEMENT as well as PROC CP 4b Rev 0 1 April 2021 – MS Certification Agreement

The utilization of CMA Certification permits and mark of conformity by Permit Holders will be verified during each audit and the verification results recorded in the audit report. Any deviation from the terms of utilization, outlined in the certification agreement, must be recorded as a “Major” non-conformity prior to closing the audit. Depending on the severity of the infringement the auditor may recommend suspension of the permit.

Furthermore, the Management of CMA CS or delegate certification administrator will review Permit Holder’s websites on an annual basis to ensure that the information contained in the Permit Holder’s website complies with the terms of utilization indicated in the certification agreement. The results of the website

review will be recorded on the CMACS Mark holder Register & Web Review (Annexure 18). Any deviations form the terms of utilization will be report to the CMA General Manager for follow-up with the Permit Holder. A “Major” non-conformity will be recorded against the Permit Holder and depending on the severity of the infringement the General Manager may recommend suspension of the permit.

3) Management of impartiality

To ensure the impartiality of CMA Certification the Association has been structured to separate the certification activities from the advisory and industry support activities of the Association. Persons involved in the advisory and industry support activities are not utilized in the certification processes in any decision-making activities. They may however be approached for technical expertise if required.

Although the CMA is an Association with participating members, any manufacturer of products and management schemes within the scope of certification can apply for CMA Certification and will not be placed under any obligation to become a full member of the Association. All CMA Certification personnel (internal and external) are required to sign a confidentiality and conflict of interest declaration (See web Site – Client feedback) prior to commencing any certification activities.(Initial confidentiality and conflict of interest signed will be valid until any changes made to document or termination of services or employment) An Impartiality Committee will be appointed by Top Management to ensure that independent reviews of CMA Certification’s certification activities are conducted in an impartial manner.

An annual impartiality risk analysis will be conducted by the CMA Certification Management to assess in risks to impartiality. The risk analysis will be recorded in an impartiality risk register (Annexure 20 – Impartiality Review and analysis form) and where potential risks and residual risks are identified actions will be implemented to mitigate or eliminate the risk. Actions taken will be recorded in the risk register and monitored during scheduled internal audits. The impartiality risk register will be made available to the Impartiality Committee during the annual impartiality review or at any time that members of the Impartiality Committee request such access. The management of CMA Certification will investigate and include potential risks and residual risks in the risk analysis register as and when they become aware of any issues (e.g., during meetings, at industry events, or during routine certification activities).

To demonstrate the management commitment of CMA Certification to impartiality an Impartiality statement has been compiled and signed. The Impartiality Statement will be published on the Associations website (www.CMA.org.za). The statement will be reviewed and reconfirmed annually by management. Should there be a change in management the statement will be updated to reflect the change.

4) Liability and financing

The CMACS has legal liability cover for any liabilities arising from its certification activities.
The CMA Certification Services is registered as a legal entity by the Companies and Intellectual Property Commission (CIPC) in accordance with the Companies Act of 2008 as a PTY Ltd company.
CMACS is an independent organization and is not dependent on any income from CMA NPC clients. This scheme is totally voluntary as outlined in section 5 and will generate financial income from the certification of organizations.

CMA Certification has access to sufficient certification personnel (internal and external) to ensure that the certification activities are conducted efficiently and effectively (Annexure 19 – Personnel Register Contract, Comp and Training)

5) Non-discriminatory conditions

The CMA Certification product certification as well as management systems scheme is open to all manufactures of products within the declared scope of certification (WEB SITE). The same certification process is followed for all applicants and all applications received are subjected to the same review. The same certification pricing structure is applicable to all applicants irrespective of size and brand strength. A policy of first come, first serve has been implemented to ensure that no applicant is advantaged over another.

All procedures and processes will be subject to review by the Impartiality Committee to ensure that no discriminatory conditions exist within the management system.

Although the CMA NPC is an Association with participating members, any manufacturer of products within the scope of certification can apply for CMA Certification and will not be placed under any obligation to become a full member of the Association.

6) Confidentiality

CMA Certification maintains confidentiality at all levels of its organisation concerning information obtained during its activities. No information will be disclosed to any third party unless in response to legal process or required by an accreditation body as part of the accreditation process, or on request by the permit holder. The client's name, location, scope of certification and contact numbers may be entered into relevant directories. CMA Certification maintains its own directory of certified clients which is publicly available via the CMA web site. This directory will show the status of all permits.

All CMA Certification personnel are required to sign a Confidentiality and Conflict of Interest declaration (See web Site – Client feedback) prior to commencing with any certification activities.

7) Publicly available information

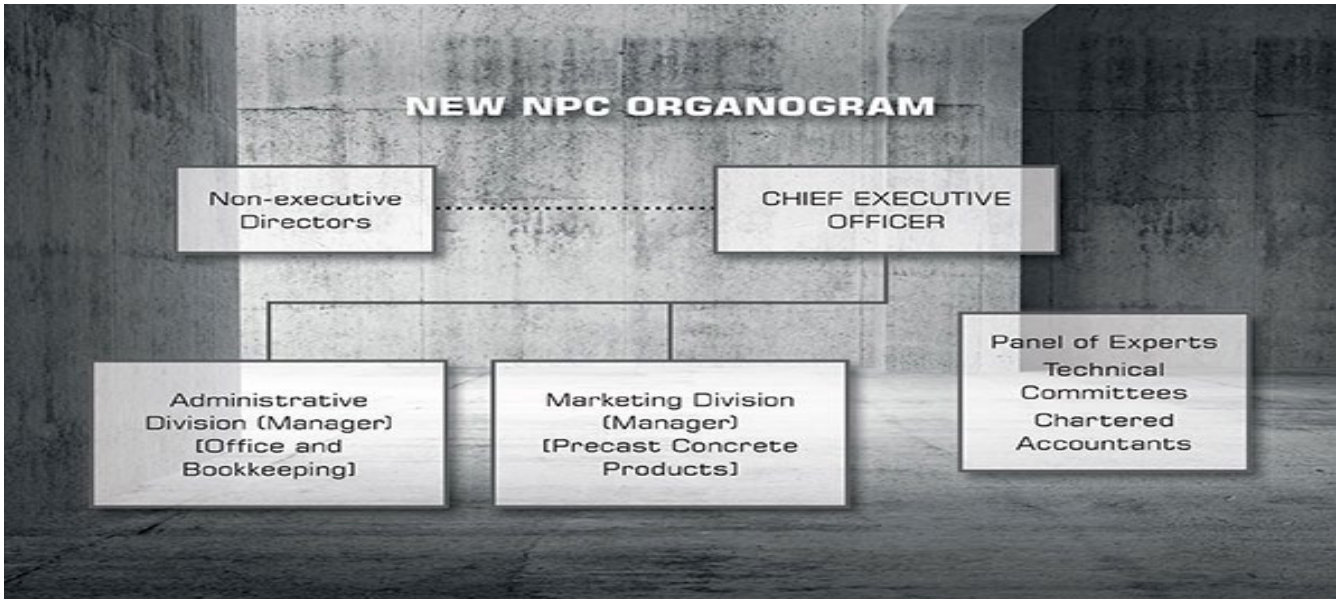
The following information and process descriptions are available on the CMA website and/or made available (email, hard copy, etc) on request:

iii. General information regarding the product certification scheme.
iv. Description of the certification process.
v. Summary of the “rules” regarding the granting, maintaining, suspension, withdrawal, reducing scope, extending scope and refusal of certification.
vi. Rules regarding the utilization of CMA Certification’s name, permit, and certification mark.
vii. Complaints and Appeals process.
viii. The types of management systems it operates in
ix. Impartiality

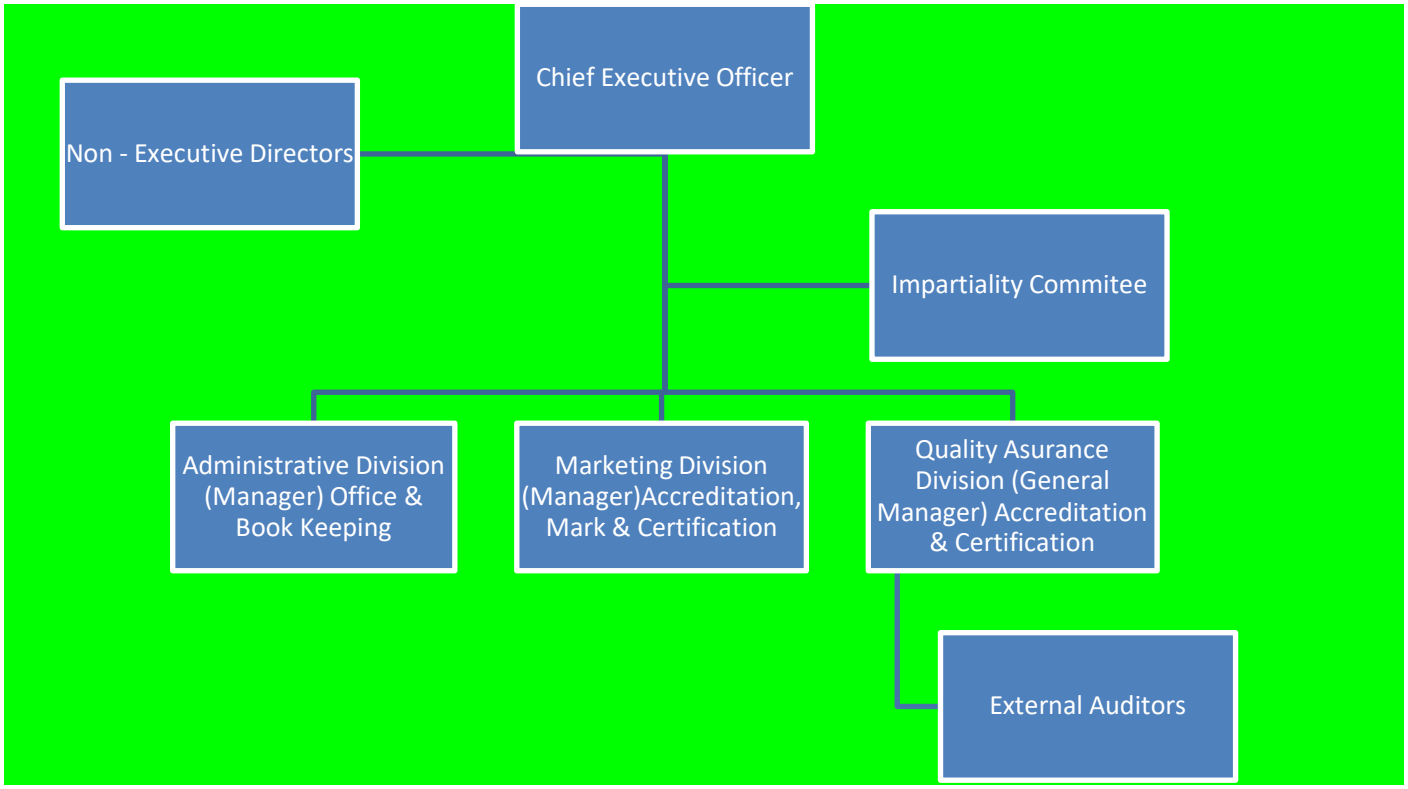
8) Organizational structure and top management

To ensure impartiality the CMA is structured into two distinctive areas of operation as indicated below which ensures that the activities of CMA Certification Services are separated from the advisory and research & development activities of the CMA NPC. As depicted below:

1. **THE CMA NPC Structure**



2. **The CMA Certification (PTY) LTD Structure**



The Top Management of CMA Certification Services have allocated the overall authority and responsibly of key management system activities as depicted in the table below:

Key activity	Position/Person
Development of policies relating to the operation of the certification body	DIRECTOR, GM
Supervision of the implementation of the policies and procedures/processes	DIRECTOR, GM
Assuring Impartiality	DIRECTOR, GM
Supervision of Finances	DIRECTOR, GM
Supervision of the finances of the certification body	DIRECTOR, GM
Development of certification activities	DIRECTOR, GM
Development of certification requirements	DIRECTOR, GM
Evaluation process	DIRECTOR, GM, and External Auditors
Review processes	DIRECTOR, GM
Certification decision	DIRECTOR, GM
Delegation of authority to committees or personnel, as required, to undertake defined activities on behalf of the certification body	DIRECTOR and GM
Contractual agreements	DIRECTOR
Provision of adequate resources for certification activities	DIRECTOR
Facilitation of the handling of complaints and appeals	DIRECTOR & GM
Personnel competency requirements	DIRECTOR & GM
Management system of the certification body (Management Representative)	GM

9) Mechanism for safeguarding impartiality

In terms of ISO/IEC 17065 and ISO/ IEC 17021 an Impartiality Committee has been established to ensure impartiality, independence, and the elimination of conflict of interest within the certification body related to its certification schemes. Although this committee cannot represent every interest, CMA Certification shall identify and invite key interests to participate in this committee. Such interests may include certified clients, customers of certified clients, industry trade organisations and consumer organisations.

The following thread to impartiality needs to be looked at,

a) Self-interest: threats that arise from a person or body acting in their own interest. A concern related to certification, as a threat to impartiality, is financial self-interest.
b) Self-review: threats that arise from a person or body reviewing the work done by themselves. Auditing the management systems of a client to whom the certification body provided management systems consultancy would be a self-review threat.
c) Familiarity (or trust): threats that arise from a person or body being too familiar with or trusting of another person instead of seeking audit evidence.
d) Intimidation: threats that arise from a person or body having a perception of being coerced openly or secretively, such as a threat to be replaced or reported to a supervisor.

This section of the MS manual defines the process, terms of reference, composition, and duties of the Impartiality Committee for the certification schemes operated by CMA Certification. In terms of the CMA

Certification Policy, the Impartiality Committee represented by the Chairman, in conjunction with CMA Certification, has the authority to invite and appoint members to the Impartiality Committee who are mandated to fulfil the requirements related to impartiality related to the operation of the accredited certification schemes operated by CMA Certification. The provisions of this section apply to all Impartiality Committee members and all CMA Certification staff concerned with the relevant certification schemes.

The members of the Impartiality Committee shall elect the Chairman from the current members of the committee. The Chairman shall serve for a period of at least two years. In the absence of the Chairman, the attending members may nominate a chairman for that specific meeting.

The CMA Certification Impartiality Committee should ideally include, but is not limited to:

i. Certificated clients of CMA Certification.
ii. Customers of CMA Certification certificated clients.
iii. Industry trade associations including retail associations for the sectors covered by CMA Certification.
iv. Governmental regulatory bodies.
v. NGOs.
vi. Consumer organisations; and
vii. Academics.

To avoid compromising their impartiality function and role, the Impartiality Committee members shall not be involved in the management or the day-to-day operational activities of the certification schemes of CMA Certification. Membership of the Impartiality Committee shall be such that no single interested party predominates. The committee shall strive to increase its representation and may invite additional members to join the committee. Invitations shall be formal and in writing.

The Impartiality Committee members shall be formally appointed, and their appointments will be binding till such time that they are no longer servicing on the committee or a change to the appointment documentation was made. Impartiality Committee members are required to attend committee meetings. If an Impartiality Committee member cannot regularly attend the annual (Calendar) meeting, they may withdraw after nominating potential successors from their participation group. The Impartiality Committee may put forward names of potential candidates for consideration by the CMA Certification Management. If an Impartiality Committee member is absent for two consecutive meetings without apologies, the Impartiality Committee may terminate their membership.

CMA Certification Management may nominate two representatives from CMA Certification to attend the Impartiality Committee meetings. These representatives shall be available to attend the Impartiality Committee meetings for the provision of technical information and the provision of secretarial arrangements to the Impartiality Committee members.

The Impartiality Committee members shall:

ii. Be knowledgeable in management systems and their application and/ or be able to contribute effectively to the purpose of the committee.
iii. Declare any conflict of interest, such as: Self-interest, self-review, familiarity (or trust) and intimidation which may have an influence on their impartiality.
iv. All impartiality committee members appointments will be valid until a document change was made or when they decide to terminate their involvement with the impartiality committee (no expiry date from last signed appointment.

The duties of the Impartiality Committee include (but not limited to) the following:

i. To assist in developing the management system by means of reviewing documents, related to impartiality of its certification activities,
ii. To counteract any tendency on the part of a certification body to allow commercial or other considerations to prevent the consistent objective provision of certification activities, by reviewing (but not limited to) the following:
Note - Verify a sample of persons involved in the CMA Certification activities to establish that complete records are available:
    a. CMA Certification Declaration of Confidentiality and Conflict of Interest (See web Site – Client feedback)
    b. Gift Register (See Web Site – Client Feedback)
    c. Certification Financial income statements
iii. To furnish advice to CMA Certification on matters that could affect the confidence of external parties regarding certification decisions, including openness and public perception regarding impartiality, by sampling the following, but not limited to:
    a. Verify accessibility of CMA Certification intranet information: (HTTP://www.CMA.org.za).
    b. The CMA Certification Public statement on impartiality.
    c. The CMA Certification process for Complaints, Appeals and Disputes.
iv. Select permit holder records form the database of certified companies to verify compliance with the certification decision process.
v. To conduct a review, at least once annually, of the impartiality of the audit, certification and decision-making processes of CMA Certification by reviewing the formal processes of CMA Certification for the principles of impartiality that govern the certification schemes, e.g., ethical behaviour, conflict of interest, discriminating practices and any form of bias.

The annual review will include, but is not limited to:

i. Review impartiality statements and mechanisms how the statement is made publicly accessible.
ii. Review the risk analysis done by the CMA Certification, where it must identify or analyse and document all the possibilities for conflict of interests.
iii. Verify CMA Certification client list against accredited Certification Bodies available from SANAS to determine whether CMA Certification certifies other Certification Bodies.
iv. Verify if CMA Certification certifies other subsidiaries or division arising from provision of certification activities.
v. Verify if an Internal Audit was done on CMA Certification certify management system within two years by verifying the income statements.
vi. Verify if CMA Certification markets or link its activities with an organization that offers management consultancy including auditors, by sampling files or website.
vii. Verify if CMA Certification outsources audits to consultancy organization – verify statements for clients/individuals paid.
viii. Verify if CMA Certification has mechanism of dealing with threats to Impartiality.
ix. Verify if the impartiality review report was tabled in the Management Review.
x. Verify if CMA Certification does have a procedure covering the illegal use of the CMA Certification logos.
xi. Verify if corrective actions identified during the previous review had been effectively addressed.
xii. Provide an impartiality report to CMA Certification Accreditation Manager, dealing with detailed findings and objective evidence, after the completion of the audit.

The duties of the Chairman include (but not limited to) the following:

i. Assist the CMA General Manager with the identification of potential members with suitable technical expertise.
ii. Identify relevant items for discussion at meetings.
iii. Preparation of agendas.
iv. Assist the secretariat with the minutes of the proceedings of meetings.
v. Edit and approve minutes and compile a report of the annual review.
vi. Ensure that members, as agreed in meetings, carry out all actions.
vii. Evaluate comments received by members.
viii. Provide support to the General Manager to close actions reported on the NCR (Non – Conformance reports).
ix. Attend annual accreditation body assessments as the Representative of the Impartiality Committee for short interviews.

The General Manager responsibilities include (but not limited to) the following:

i. The General Manager is accountable for the Impartiality Committee and may delegate the responsibility internally.
ii. The General Manager shall nominate the Impartiality Committee secretariat, which shall provide secretarial services to the Impartiality Committee.
iii. All secretarial and support functions of the Impartiality Committee will be managed by the General Manager. These include but are not limited to Meeting notifications, preparation of appropriate documentation, venue selection and associated organisational arrangements, production of minutes and associated documents and their distribution and the maintenance of membership details.
iv. The General Manager will ensure that an agenda is forwarded to the members at least two weeks before the meeting, but not less than 1 week before the meeting.
v. The Impartiality Committee will receive pertinent documents and policies to be reviewed during the meeting at least two weeks before the meeting.
vi. An NCR Register shall include any decisions and actions related to continual improvement to the system.
vii. Conduct an Annual Impartiality Review Analysis. Identification of potential threats to impartiality shall include all areas listed in form (Annexure 20 – Impartiality Review and analysis form) but is not limited to the areas listed.

Recommendations for the various items agreed on under deliberation are recorded (Impartiality report). If no progress is possible on an agenda item, the meeting might agree that further work is required. It is important that the scope and depth of such further work is discussed and agreed to and then a suitable plan of action, with appropriate deadlines, is agreed upon with those accepting responsibility for the activity using a NCR Register Once appropriate additional information has been obtained, a decision may be made by the CMA Certification General Manager. The General Manager in consultation with the Chief Executive Officer will implement the decisions. Such decisions are, where required, documented, and communicated to CMA certified clients.

The Impartiality Committee shall meet at least once a calendar year. The General Manager shall ensure that an impartiality meeting is scheduled annually on a calendar basis for all Certification Schemes. This meaning that an impartiality meeting will be conducted once annually but it can be done earlier or later than the last impartiality meeting and it does not have to be within a year from the previous impartiality meeting. Only one (1) impartiality meeting a year is required at any time during the year.

A quorum of at least 50 % of the members shall be available for the meetings. Decisions and resolutions shall be ratified by simple majority (50 % plus one) of the voting members of the committee that includes the Chairman. CMA Certification personnel attending the meeting are not included in forming a quorum and will not participate in voting. In the case of a split vote the Chairman shall have an additional decisive vote.

A formal attendance register, and minutes of meetings shall be maintained by the Impartiality Committee secretariat. The minutes of meetings shall be forwarded to the members within 2 working days of the meeting.

CMA Certification shall, on request, submit relevant documentation relating to impartiality of its certification activities to the Impartiality Committee for their review.

The current NCR system that is operated by CMA CS will be sufficient and shall be maintained with issues which require follow up actions.

Information discussed at an Impartiality Committee meeting would include information not available to the public domain, and members shall maintain and sign the necessary confidentiality agreements of CMA Certification. Only the generic principles and the agreed outcome of discussions would be made available for general information consumption.

Impartiality Committee members may claim travel (economy class air travel and kilometres), and accommodation expenses incurred for the attendance of meetings with the provision that all aspects outlined under the section above dealing with the “Duties of the Impartiality Committee” of this document were addressed.

Records shall be maintained by the Impartiality Committee secretariat in such a way as to ensure that they are readily retrievable in a suitable facility to prevent damage, loss or deterioration. Records include, but are not limited to:

i. Archiving – CMA Certification is obliged to demonstrate to SANAS the full 3-year accreditation cycle.
ii. Minutes of meetings.
iii. Annual impartiality review reports.
iv. Invitation letters.
v. Member’s acceptance letters.
vi. Confidentiality and Conflict of Interest letters.
vii. Analysis of impartiality review.
viii. Any other communication relevant to the Impartiality Committee.

10) Certification body personnel

CMA Certification Services’ Top Management are committed to providing an efficient and effective certification scheme and have ensured that enough personnel are available (technical and administrative) for the certification activities within the defined scope of certification services offered (WEB SITE).

Certification body auditors shall have the necessary education and competencies as per CMA Certifications’ MS competency evaluation, which are based on SANS 19011 and SANS 17021, and any other applicable requirements of individual standards. Personnel will be subject to peer evaluation to ensure continued competency.

In-house and on-the-job training are provided to improve the skills, knowledge, proficiency, competency, and awareness of auditing and administrative personnel in the requirements of standards and guidance documents relevant to the certification Schemes.

All personnel involved in the certification activities (including committee members) shall sign the declaration of confidentiality and conflict of interest prior to commencing with duties.

11) Management of competence for personnel involved in the certification process

CMA Certification has established processes outlined in this section of the MS manual for the selection, training, registration, and monitoring of certification personnel.

The competence criteria for certification personnel have been determined and published for each product family (Annexure 19 – Personnel Register Contract, Comp and Training) as indicated in the scope of certification register, (Web Site).

A training needs matrix has been established for each of the auditors involved in the certification activities and will be reviewed as well as updated by the General Manager on an annual basis.

All Auditor/s shall compile a portfolio of evidence (electronic) for submission to the General Manager who will review the evidence against the competence criteria of the certification activity and declare the individual competent. Once declared competent the individual's details will be updated on the competency register (Annexure 19 – Personnel Register Contract, Comp and Training). The CMA Executive will review the General Manager's competency against the required QMS documentation as well as 19011.

All Auditor/s / Decision makers (AB) competency registrations will be valid form the first review and Auditor/s / Decision makers (AB) will undergo at least one peer review during a three (3) year period. Peer reviews of auditors / Decision makers (AB) will be conducted on-site during a scheduled audit, but monitoring can also be conducted through review of submissions for approval, auditee feedback and interviews. Administrative personnel can be monitored at management discretion through normal performance appraisals. If any deviations are noted during reviews the General Manager shall take relevant action and maintain records of such actions (e.g., additional training).

12) Contract with the personnel

All CMA Certification personnel (internal and external) shall sign an employment contract which includes clauses of commitment to comply with the rules defined by CMA Certification.

All CMA Certification personnel will be required to maintain a declaration of conflict-of-interest register (See web Site – Client feedback) which will be reviewed by the General Manager when allocating activities to personnel. The personnel are required to declare any situation which may be perceived as a risk to the impartiality of their activities (e.g., have provided consulting (1Year) services to specific companies have family working at companies scheduled for evaluation, etc.). This information will assist the General Manager to ensure that those personnel are not involved in any of the certification activities linked to that specific company.

13) Resources for evaluation

Internal resources - All personnel utilized for evaluation activities shall be knowledgeable of the requirements of the accreditation standards applicable to the certification scheme i.e. ISO/IEC 17065, ISO/IEC 17021 and ISO/IEC 17025. All evaluation personnel shall have received training on the principles of ISO/IEC 17025 as all testing activities will be witnessed or results obtained during electronic (off Site) audits.
External resources – In terms of note 2 under section 6.2.2.1 of ISO/IEC 17065 CMA Certification does not utilize external resources (outsourcing) as all certification activities are conducted by personnel under contract to CMA Certification.

14) Process requirements – General

CMA Certification operates a Scheme Type 5 product certification scheme and Option A (Off SANS 17021 – 1:2016) based on the criteria indicted in table 1 of ISO/IEC 17067 for the SANS (South African National Standard) Product Specifications listed in the Scope of certification register (WEB SITE).

If any applicant requires additional explanation regarding the application of the certification standards a response will be compiled by the General Manager and forwarded to the applicant. The General Manager may approach technical experts for support if required (e.g., CMA Panel of Experts, SABS Standards and Technical Committees).

15) Application

Each applicant (new or for extension of scope) is required to fully complete the application to apply the CMA mark or management system certification See (Web Site – Application).

The application form is available on the CMA website and will be made available on request by email or hard copy. Please note that the application forms for both schemes are separate and the correct application for both product and management needs to be completed.

Note 1 – It is preferable that the applicant completes the application electronically as these assists with legibility and e-filing of records.

Note 2 – The applicant is required to sign the application form but in cases where the applicant submits the application electronically the email to which the application is attached shall be included in the record of application.

Note 3 – A quotation on Xero accounting can be generated prior to an application since customers wants to know what the certification cost is prior to an application.

16) Application review

The General Manager shall review all application to ensure that:

i. The information regarding the applicant and the product/s is enough to conduct the certification process
ii. Any known difference in understanding between CMA Certification and the applicant is resolved, including agreement regarding the relevant standards and normative references.
iii. The scope of certification is defined.
iv. The resources are available to perform the certification activities.
v. CMA Certification has the competence and capacity to perform the certification activity

If the applicant requests certification for a product not included in the CMA Scope of Certification the General Manager will review the SANS list of standards to determine if such a product specification exists. If no specification exists, the General Manager shall inform the applicant that the certification service cannot be provided. If a relevant SANS product specification exists, the General Manager must compile a technical review PROC (C/E) 5a and 5b – Data Pack to determine if CMA Certification will be able to provide the certification service.

Note – The General Manager may approach technical experts for support if required (e.g., CMA Panel of Experts, SABS Standards Technical Committees).

17) Evaluation

All certification activities shall be entered into an electronic calendar (Also see Annexure 15) which is accessible to all involved in the certification process. The plan shall include (but not limited to) the following:

i. Application review.
ii. Date of audit including identification of Auditors responsible
iii. Date of witness testing (if different from the audit date) including identification of Auditors responsible
iv. Issue of report
v. Clearance of non-conformities (if recorded) including identification of Auditors responsible.
vi. Evaluation review including identification of responsible personnel.
vii. Certification decision including identification of responsible person.

A data pack (PROC (C/E) 5a and 5b – Data Pack) shall be compiled for each Permit Holder which details the on-site activities during the evaluation. The evaluation schedule will be part of the PROC (C/E) 5a and 5b – Data Pack. It will also outline the three (3) years ahead (The selected months of surveillance audits as determined in the CMA CS Planning and M – Report Annexure 15). The specific date can be confirmed in not less than four (4) days prior to the assessment. The PROC (C/E) 5a and 5b – Data Pack needs to be forwarded to the permit holder as the PROC (C/E) 5a and 5b – Data Pack contains all the relevant information WRT the evaluation process.

Each Auditor is responsible to ensure that he/she is in possession of the documentation required for the on-site evaluation (PROC (C/E) 5a and 5b – Data Pack). All certification documentation required for evaluation activities will be maintained on the CMA Certification server. The following documentation (but not limited to) shall be available during each evaluation:

- PROC (C/E) 5a and 5b – Data Pack
- Evaluation trail form. (Additional if required)
- Relevant SANS Product and management Specification/s (including any normative reference standards).
- Copy of the certification agreement.

Each Auditor is responsible to ensure that he/she is in possession of the relevant safety attire/equipment.

The evaluation process is outlined in the evaluation process flow (M/S (P/F) 2 below, if some instances it may be necessary change the sequence of activities or to include additional steps depending on conditions encountered on-site, but as a minimum all the activities shall be Carried out during each evaluation. If on-site conditions (e.g., weather at open air sites) are such that certain evaluation activities cannot be carried out, the Auditor will include relevant data in the evaluation report and advise the General Manager so that he/she can make arrangements for a follow-up visit.

18) Review and Certification decision

The General Manager of CMA Certification will forward all reviews and approvals of applications for permits to apply the CMA Certification mark to the approvals board of the CMA CS.

The approvals board function will be conducted by our internal approvals board as well as the final certification decision. The certification decision process has been outlined in the Certification Decision process flow (M/S (P/F) 3. The final certification decision will only be made by internal personnel of CMA Certification's executive management and shall not be outsourced to an external party. Please note that for product certification the Director as indicated in the structure will approve all data packs for product certification and that the GM as outlined in the structure will approve all data packs for the management system.

19) Certification documentation

A permit (MS ANNEXURE 6a and 6b – CMACS certificate SAMPLE) to apply the CMA Certification Mark for product and management certification will be issued to certified Permit Holders, the permit will consist of cover page indicting Permit Holders identity, the scope of certification to SANS specification level and relevant validity dates. Subsequent pages shall contain the Permit Holder legal entity details, production site details and include a detailed list of the products that have been included in the certification. An amendment list shall be included indicating details of issue, re-issue, amendments (reduction/extension of scope) and any periods of suspension.

Note – The permit remains the property of CMA Certification as indicated in the certification agreement.

Permits shall be printed on CMA pre – printed paper which shall be stored in such a manner that access to the paper is limited to the General Manager and the Administrator. The master template of the permit shall be stored in electronic format with access limited to the Administrator GM or the DIRECTOR.

20) Directory of certified products

CMA Certification shall maintain a directory (Web Site – CMACS Mark Holders) ((Annexure 18) of certified Permit Holders and products which will be published on the CMA website. A copy of each permit issued to the Permit Holders shall be linked to the directory.

Members of public may also request information regarding the Permit Holder. Only information regarding the validity of the permit, Permit Holders manufacturing address, contact details, indication as to which SANS Specification is relevant and the list of certified products as per the permit. Any person requesting further information regarding the Permit Holder shall be referred to the Permit Holders Management Representative.

21) Surveillance

As the CMA Certification scheme will be operated as a “Scheme Type 5” as defined in ISO/IEC 17067, as well as Option A of SANS ISO 17021-1:2016 surveillance activities shall be conducted.

Each Permit Holder shall be evaluated as per the evaluation process indicted in section 17 of this manual at least once per annum and in the case of cement or other regulatory requirements the minimum will be twice a year or as prescribed by the standard

The evaluation shall include (but not limited) to the following activities:

i. Full evaluation of the Permit Holder management system
ii. Full evaluation of the Permit Holders manufacturing facilities, equipment, and controls.
iii. Full evaluation (witness testing) against the relevant SANS Specification of at least one product per product family.
iv. Review of PROC (C/E) 5a and 5b – Data Pack by General Manager.
v. If done electronically, test reports to be submitted by organization

As per the certification agreement the Permit Holder is required to continually manufacture products which conform to the requirements of the certification scheme and the relevant SANS Specification. If CMA Certification becomes aware of non-conforming product being released by a Permit Holder a short notice evaluation shall be conducted and appropriate actions, depending on the significance of non-conformity, shall be implemented against the Permit Holder which may include suspension and or cancellation of the Permit. The short notice evaluation activities shall focus on the non-conforming product but may be extended to include the Permit Holders management system and full manufacturing evaluation.

22) Changes affecting certification

If CMA Certification introduces changes to the certification scheme that affect the Permit Holders, the Certification shall advise all relevant Permit holders of the changes and indicate a transition period after which the changes must have been implemented by the Permit Holders. (Refer to section 5.1 of the Certification agreement) The General Manager shall also advise the Auditors of the changes and include the new/amended requirements in the various evaluation documents, as required.

If the changes include technical requirements the General Manager shall consult with technically competent team relevant to the technical requirements if the General Manager does not possess the relevant competence.

A technically competent team under the chairmanship of the General Manager will evaluate any changes implemented by SANS Technical committees to SANS Specification. The conclusions/decisions of the technical review team shall be communicated to all relevant Permit Holders and Auditors and the necessary amendment made to the evaluation documentation. Depending on the significance of the changes the technical review team may recommend a transition period. A full evaluation, review, and re-issue of the permit indication conformance the amended version of the SANS Specification must be carried out. Depending on the extent of the technical changes to the requirements it may not be necessary to conduct a full evaluation but only evaluate the specific requirements.

If changes affecting the certification status of permits are made by a Permit Holder, the permit will be placed under voluntary suspension until such a time that a re-evaluation has been conducted and the permit re-instated unless the changes are related to reduction or extension of the Permit Holders scope of certification for a specific SANS Specification. Refer to section 23 of this manual for additional requirements.

The following changes made by certified clients should immediately be reported to CMA CS

a) the legal, commercial, organizational status or ownership.
b) organization and management (e.g., key managerial, decision-making or technical staff).
c) contact address and sites.
d) scope of operations under the certified management system.
e) major changes to the management system and processes.

23) Termination, reduction, extension, suspension or withdrawal of certification

I. Cancellation of permits

A Permit Holder may voluntarily give up its registration (in writing), in which case the certificate shall be cancelled. The certification status shall be updated on the directory of certified Permit Holders and remove the link to the permit from the directory. The General Manager shall notify the Permit Holder in writing that the cancellation process has been completed and advise the Permit Holder of the certification agreement's requirements related to the utilization of certification marks, etc.

In the event of a Permit Holder continuing non-compliance after suspension, evidence of such noncompliance shall be submitted to the General Manager who, after review of the submission, may order the cancellation of the Permit. The certification status shall be updated on the directory of certified Permit Holders and remove the link to the permit from the directory. The General Manager shall notify the Permit Holder in writing that the cancellation process has commenced and after cancellation notify the Permit Holder that the cancellation process has been completed and advise the Permit Holder of the certification agreement's requirements related to the utilization of certification marks, etc.

In cases of cancellation no reimbursement of assessment fees shall be given

II. **Reduction of scope**

A Permit Holder may request a reduction of certification scope in writing (e.g., certain products listed on the permit are no longer manufactured). The General Manager update the product list included with the relevant permit and directory and re-issue the permit with reduced product list. The amendment shall be recorded on the permit amendment list.

III. Extensions to scope

If a Permit Holder wishes to extend its scope of certification related to additional SANS Specifications (i.e., different (new) product line, the Permit Holder shall complete the application form and the full evaluation and review process will be followed to ensure that the Permit Holders management system, manufacturing facilities/equipment, and manufacturing controls for the new product line have been addressed effectively. This may be done through a short notice evaluation. (i.e., the Permit Holder shall be liable for additional fees related to the extension. Following the evaluation, the routine review, certification decision and permit issue processes shall be followed.

IV. Suspension of Permits

A Permit Holder may be suspended from the scheme under one or more of the following circumstances:

i. The client's certified management system has persistently failed to meet certification requirements.
ii. The certified client does not allow surveillance or recertification audits.
iii. Major system noncompliance; and/or
iv. Noncompliance with the conditions of certification.
v. Voluntary suspension

If the Permit Holder requests voluntary suspension, the Permit Holder shall inform CMA Certification of the reason for the request, the General Manager shall review the request and may declare the reason/s indicated by the Permit Holder as invalid (e.g., QA Manager is on leave). If the reasons for suspension are valid, the General Manager will approve the suspension and carry out the necessary amendments to the directory of certification Permit Holders. The General Manager will notify the Permit Holder in writing that the voluntary suspension has been approved and remind the Permit Holder of the conditions for use of certification claims/logos.

When any nonconformity or other situation that may lead to suspension or withdrawal of certification is identified, the Auditor shall submit documentation to the General Manager who, shall review and approve or reject the request for suspension of the Permit Holder's permit. The General Manager will notify the Permit Holder in writing that a suspension of its permit has been approved and remind the Permit Holder of the conditions for use of certification mark/logos.

CMA Certification shall manage the suspension until a logical conclusion can be reached, e.g.
To conduct a re-evaluation, perform a clearance of findings or initiate the withdrawal / cancellation of the permit. The suspension period shall not exceed 6 months from the date of the last evaluation. With regards to management system certification CMA CS will reduce the scope of certification to exclude the parts not meeting the requirements, or if the certified client has persistently or seriously failed to meet the certification

requirements for those parts of the scope of certification. Any such reduction shall be in line with the requirements of the standard and CM CS procedures and requirements.

V. Withdrawal of Permits

CMA Certification shall withdraw permits should the SANS Specification for the specific product or management system be withdrawn by SABS Standards or if CMA Certification can no longer provide the service due to competency or capacity issues. All Permit Holders shall be notified in writing by the General Manager of the intent to withdraw the permits and again once the withdrawal process has been completed. The certification status shall be updated on the directory of certified Permit Holders and remove the link to the permits from the directory and update the scope of certification register accordingly.

24) Complaints and appeals

CMA Certification has defined complaints and appeals into four separate sections as follows:

i. A complaint is defined as an expression of dissatisfaction, with the service received by a person or applicant or Permit Holder of CMA Certification, which relates to the operational activities or service delivery from CMA Certification.
ii. An appeal is defined as a request by a Permit Holder, for the reconsideration of a certification-based decision that was made by CMA Certification (e.g., non-conformities, etc).
iii. A dispute is defined as a disagreement that arises out of the contractual agreement or the interpretation thereof between CMA Certification and the Permit Holder that entered into an agreement with CMA Certification.
iv. A Consumer complaint/concern is defined as an expression of dissatisfaction with products or services received by a person or organisation from CMA Certification's Permit Holders.

Any person other than the General Manager who receives a complaint or appeal is responsible for drawing the attention of the General Manager to the complaint/appeal. Any complaint that is of such a serious nature as to have wider implications for the CMA Certification Services (e.g., legal issues) shall be brought to the attention of the Director.

Complaints

The General Manager will, after evaluation of the complaint, record a non-Conformance report (NCR) (See Web Site – Client Feedback) for non-Clients and the Certification Data pack (Proc (CE) 5) for Certified Clients and allocate the complaint to a competent person (Not the auditor that conducted the audit nor the decision makers) to take the lead in addressing the problem. The responsible person shall investigate the complaint to obtain the following objectives:

i. To determine the validity of the complaint.
ii. To determine the root cause of the complaint.
iii. To determine if there are other customers affected by the cause.
iv. To notify other customers, where relevant, of the potential effect on the service supplied to them.
v. To determine why the subject of complaint was not detected by the Management system prior to the complaint being lodged and correcting the system to allow for improved monitoring, where relevant

- Any Person or Permit holder can raise a complaint relevant to the product or service provided by CMA Certification or against the permit holders certified by CMA Certification Services.

- The contact detail for raising a complaint will be available on the CMA Certification web site. Once the CMA Certification Service is contacted the required documentation will be forwarded to the complainant to be completed and to be send back to CMA Certification Services.
- Complaints shall be acknowledged in writing within 2 working days by the recipient from date of receipt.
- Complaints shall be finalized within 2 weeks (14 days) of receiving the complaint.
- When the complaint takes longer than 2 weeks to resolve/clear an interim report with a corrective action plan indicating when the final report is expected to be completed. This report shall be sent by the General Manager to the complainant.
- In these cases where the customer complaint has not been resolved and no feedback has been received by the General Manager from the responsible person, by the two-week deadline date, a reminder will be forwarded to the responsible person.
- The Manager shall issue a formal report to the complainant on completion of the investigation. A customer satisfaction/ dissatisfaction survey form (See web Site – Client feedback) for non – Clients and the survey in the Certification Data pack (Proc (CE) 5a and 5b) for Certified CMA CS Clients shall be attached to the report, to request feedback from the customer. If the customer does not return the satisfaction survey, evidence must be kept on record that a survey was forwarded to the customer before the customer complaint may be closed.
- Appeals shall be reported to the board meeting for monitoring purposes.

Appeals

- Any person or Permit Holder that feels aggrieved by a certification decision made by CMA Certification can appeal to the General Manager and/or where appropriate the DIRECTOR of the CMA.
- An appeal shall be lodged through the NCR system to ensure that remedial action(s) will be identified and implemented that will lead to the satisfactory resolution of the appeal.
- The General Manager shall ensure that an independent, impartial, and competent person is appointed to investigate the appeal, to obtain the factual information and to determine the possible root cause(s) of the appeal. The appointed person shall be responsible for the confirmation of the root cause and the implementation of the corrective action(s).
- Appeals shall be finalized within 30 working days of receiving the appeal. A written response will be compiled and provided to the appellant as proof that the appeal has been formally addressed.
- Records shall be kept of all appeals and their supporting evidence and documentation.
- Appeals shall be reported to the board meeting for monitoring purpose.

Disputes

- In the event of a disagreement arising out of a CMA Certification agreement, or the interpretation of the contractual requirements and/or obligations therein, the contracting parties must first try to reach an agreement or a settlement before a formal dispute can be lodged.
- The dispute shall be recorded in the NCR system and be referred to the DIRECTOR of the CMA who will endeavour to settle the dispute through bona fide negotiations.
- In the event that the contracting parties are still unable to reach agreement through the intervention of the DIRECTOR, the dispute shall then be submitted to and decided by arbitration in accordance with the rules of the Arbitration Foundation of Southern Africa (AFSA), by an arbitrator agreed upon between the contracting parties or, failing agreement, appointed by AFSA.

- Records shall be kept of all disputes and their supporting evidence and documentation.
- Disputes shall be reported to the annual management review meeting for monitoring purposes.

Consumer Complaints

- All Consumer complaints related to the products and/or services provide by organisations certified by CMA Certification shall be handled following the same process as described for complaints against CMA Certification's services, with the exception that the proposed closure timeline will be defined by the General Manager.
- All Consumer complaints relating to product/s provided by organisations claiming CMA Certification "Approval" but which are found not to be CMA Certification Permit Holders shall be forwarded to the CMA DIRECTOR responsible for legal matters for further action through legal channels.

25) Management system requirements (Selected management system option)

CMA Certification selected option A as described in section 8 of the ISO/IEC 17065 standard as well as Option A of SANS 17021. Thus, the CMA Certification management system manual compiled and approved by the management of CMA Certification contains procedures for the following defined requirements:

i. General MS documentation as required by the ISO/IEC 17065 standard.
ii. Procedures/processes for all certification activities.
iii. Procedure for control of documents.
iv. Procedure for control of records.
v. Procedure for management review.
vi. Procedure for internal audit.
vii. Procedure for corrective and preventative action.

Commitment of CMA Certification management to the implementation and continual improvement of the management system is evident through their provision of required resources (e.g., financial, personnel, time) and their participation in the activities of the certification body (participation through reviews, management review, internal audits, and technical teams).

- **Management representative**

The General Manager has been appointed as the Management Representative for CMA Certification by the DIRECTOR of the CMA Certification and has been allocated the responsibilities and the authority for the implementation and maintenance of the management system of CMA Certification.

The responsibilities include but is not limited to the following:

i. Will act as the link between CMA Certification and SANAS regarding accreditation matters.
ii. Ensure that CMA Certification third party accreditations are obtained and maintained (ISO/IEC 17065 as well as SANS 17021:2016).
iii. Ensure all CMA Certification's management system manuals includes all required procedures and processes and are documented in a clear, simple, and concise manner.
iv. Ensure that the documented management system, all working forms, and standards required for the certification activities are readily available to all certification personnel.
v. Train all company personnel in the documented management system.
vi. Identify relevant legislative requirements.

vii. Control and maintain the company audit and risk evaluation schedule.
viii. Conduct and /facilitate scheduled internal audits of the management system.
ix. Conduct and /facilitate scheduled management reviews.
x. Ensure personnel have received appropriate training and are assessed as competent to perform tasks.
xi. Prepare and submit monthly management reports relating to company systems, compliance, and incidents to the Director.
xii. Maintain the library of compliance resources including standards.

26) Control of documents

- All documentation (manual, forms, registers, standards) shall be maintained electronically by the General Manager.
- The relevant folders on the CMA Certification sever will be accessible to all certification personnel.
- Only the General Manager and Administrator shall have full access rights to the folders, all other personnel will be granted read only and print rights.
- The Director of CMA CS shall be the approver for all internal documentation.
- Approval of the documentation for use shall be indicated by the fact that the documentation is accessible in the relevant folder.
- All documentation compiled (draft) will be forwarded to all certification personnel for comments. The period for comments will be 10 working days from publication on the “DRAFT” document folder on the CMA Certification server. The General Manager will inform the personnel of the draft and date by which comments are required via email. Comments must be forwarded to the General Manager by return email. Once the comments have been incorporated the document will be forwarded to all personnel as a final draft for comment. The final draft comment period will be 5 working days.
- Once finalized the General Manager will update the amendment list (manual only) and upload the document to the “VALID” folder. The General Manager will forward notification of the amended/new document to all personnel.
- The amendments will be documented in the “record for amendments” section and all changes will be highlighted in turquoise.
- If documentation is printed it shall be considered an uncontrolled copy.
- Documentation will be reviewed for suitability and adequacy once per annum following the same process as for amended/new documentation.
- All obsolete documentation will be uploaded to the “OBSOLETE” document folder. Only the General Manager and Administrator will have access to the folder.
- The General Manager shall ensure that the documentation register is maintained (Annexure 15 – CMA CS Planning and M Report) and will include document s of external origin.
- Documents of external origin will be evaluated at the monthly meetings to ensure that the latest versions are available at CMA CS and that CMA CS is using the latest documents in its system. Also, part of the evaluation will include to visit the IAF website to ensure that CMA CS ensure that all communiques will be identified and implemented in CMA CS systems.
- The General Manager shall ensure that all SANS Standards utilized for evaluation activities are available and are the correct versions. The General Manager shall ensure that at least one representative from CMA is a member of the SABS Standards Technical Committee for each of the standards included on the CMA Certification’s scope of certification this will assist with being aware of any revisions published.

27) Control of records

All CMA Certification records will be maintained electronically on a secure server which has the following access rights configured:

Position	Access rights
General Manager	Full rights
Administrator	Full rights
Auditors	Read, print, download and upload rights
CMA DIRECTOR	Full rights
If other personnel within CMA Certification require records, they can request records to be made available to them by the General Manager or Administrator.	

The following retention periods will be applied to records:

Record type	Retention period, y	Method of disposal
Management system review records	Indefinite	Delete electronic copy
Internal audit records	Indefinite	Delete electronic copy
Impartiality Committee records	Indefinite	Delete electronic copy
Application and application review records	Duration of the current cycle plus one full certification cycle	Delete electronic copy
Certification agreements	Duration of the current cycle plus one full certification cycle	Shred original and delete electronic copy
Evaluation records	Duration of the current cycle plus one full certification cycle	Delete electronic copy
Review and certification decision records	Duration of the current cycle plus one full certification cycle	Delete electronic copy
Technical review records	Duration of the current cycle plus one full certification cycle	Delete electronic copy
CMA records	Duration of the current cycle plus one full certification cycle	Delete electronic copy
Appeal records	Duration of the current cycle plus one full certification cycle	Delete electronic copy
Personnel records	Length of employment plus 3 years	Delete electronic copy
Legal records	Indefinite	Delete electronic copy
Financial records	5	Delete electronic copies and shred any hard copies

All electronic equipment utilized for certification activities (computers, tablets, smart phones) shall be password protected and have up-to-date anti-virus, malware, and spyware protection. It is the responsibility of all personnel utilizing electronic equipment for certification activities to ensure that the equipment is secured against theft especially when in transit and unauthorized access (e.g., utilize sleep function with password if equipment is unattended for any period.

A backup process is in place to safeguard the electronic records.
All personnel records shall be scanned (e.g., certificates) and uploaded to the relevant folder, originals shall be return to the personnel after verifying the scanned image.

The following (but not limited to) certification records shall be available for the Applicants/Permit Holders –

i. Applications
ii. Application reviews
iii. Certification agreement (original signed copy and scanned copy)
iv. Communication with Applicant/Permit Holder
v. Evaluation schedules
vi. Evaluation meeting agendas
vii. Evaluation attendance registers
viii. Evaluation records
ix. Evaluation reports
x. Review records
xi. Certification decision records
xii. Copy of permits.

28) Management Review

The General Manager shall ensure that a management review are scheduled annually on a calendar basis for all Certification Schemes. This meaning that a management review will be conducted once annually but it can be done earlier or later than the last audit and it does not have to be within a year from the previous management review. Only one (1) management review a year is required at any time during the year and will be scheduled by the General Manager and the date/s shall be distributed at the earliest convenience or as decided by management due to the flat structure of CMA CS management.

If a risk is identified which could affect the accreditation status of a specific area, an ad-hoc Management review may be initiated to identify the extent of the deviation/s. The necessary corrective actions and changes to systems, procedures and processes shall be taken to address the deviation/s. An ad-hoc meeting will not be utilized as a replacement for the scheduled annual (Calendar) review.

The General Manager Will Chair the meeting and all senior management are required to attend the review. Additional personnel may be co-opted to attend if required.

The following agenda shall be utilized for annual management review meetings:

GENERAL

- Welcome & Introduction
- Attendance Register
- Approval of the previous minutes
- Matters arising from previous management review (action log)

INPUTS

- Input to the Management review:

- Results of internal and external audits.
- Feedback from clients and interested parties related to the fulfilment of the ISO/IEC 17065 requirements.
- Feedback from the committee for safeguarding impartiality.
- The status of preventive and corrective actions.
- Follow-up actions from previous management reviews.
- The fulfilment of objectives.
- Changes that could affect the management system, and
- Appeals and complaints.

DECISIONS AND ACTIONS

- Improvement of the effectiveness of the management system and its processes,
- Improvement of the certification services related to the fulfilment of the 17021, 17065, and 17020
- Resource needs,
- Accreditation Risks,
- Effectiveness of Corrective Actions,
- Change in volume and type of work that could affect the management system
- The review, demonstrate, eliminates or the minimization of residual risk and to ensure that it is in acceptable limits

CONCLUSIONS

- Suitability, adequacy, and effectiveness of Management System (Decision & Action),
- Improvement of Certification and Inspection,
- Decisions and Actions regarding Resource needs,
- Recommendation for modifications, amendments, and revisions,
- Confirmation of new action log and recommendations for improvement
- Confirmation of goals, objectives, and action plans for the coming year

Minutes of Management reviews shall be formally documented and circulated to all within two (2) weeks of the meeting. The minutes shall at a minimum include the following:

i. Recommendations for improvement shall be identified.
ii. Recommendations for modifications, amendments and revisions shall be identified.
iii. A conclusion on the suitability, adequacy, and effectiveness of the Management System.
iv. A statement of whether the management system continues to comply with the requirements of the relevant Standard/ Guides.
v. NCRs shall be recorded for non-conformities arising from Management review meetings.
vi. Confirmation of the goals, objectives, and action plans for the next period as applicable.
vii. An action log will be compiled of any action arising from discussions and will be utilized to monitor progress of actions taken.

29) Internal audits

- The General Manager shall ensure that independent and impartial audits are scheduled annually on a calendar basis for all Certification Schemes. This meaning that internal audit will be conducted once annually but it can be done earlier or later than the last audit and it does not have to be within a year from the previous audit. Only one (1) audit a year is required at any time during the year.
- The General Manager shall appoint an independent competent person/s from within CMA Certification to conduct the internal audits.
- To be able to conduct impartial audits, the Internal Auditor shall be familiar with:

i. The CMA Certification management system.
ii. ISO/IEC 17065, ISO/IEC 17021, and ISO/IEC 17067 requirements where relevant
iii. SANAS R-documents.
iv. The industry sector being audited including relevant SANS Specifications.
v. Required IAF MD documents

- Information such as data, records, correspondence, and transcripts of discussions, etc., obtained during preparations for or during an internal audit shall be kept confidential and shall not be divulged to any person or organization outside CMA Certification without the written permission of the General Manager.
- The independent and impartial internal management system audits shall be planned, scheduled, MS ANNEXURE 15 - CMA CS Planning & M Report and performed in accordance with the requirements of the relevant ISO/IEC Standards. The internal audit plan will include both office and on-site witnessing.
- The audit may be scheduled in such a way to cover common activities in several areas or to cover all activities in one area. Either way, all activities and compliance with the relevant Standards must be audited once a year.
- The General Manager shall decide if it is necessary to use the services of a Technical Specialist when the internal management system audits are scheduled and is responsible to make the necessary arrangements when required. Regardless of the technical ability of the selected auditors they shall be, where possible independent of the activities being audited.
- It is a requirement of CMA Certification that any audit performed shall be conducted in a professional manner whereby those being audited are informed of the scope of the audit, the standard against which the audit is to be conducted, and the conclusion of the audit during a formal closing meeting.
- A formal opening meeting shall be held prior to the internal audit, which shall be chaired by the designated auditor.
- The activities of the opening meeting shall be based on a formal agenda drawn-up by the internal auditor, which shall at least cover:
  i. An attendance register.
  ii. The purpose and scope of the internal management system audit.
  iii. The audit techniques and checklist(s) that shall be used.
  iv. Nomination of representative(s) with their associated responsibilities.
  v. The scheduling of a closing meeting to provide feedback and to discuss the formal report
  vi. Detailed observations, both positive and negative, shall be recorded by the auditor and included in the internal audit report.

- Record all non-conformances in relation to:
  i. Non-implementation of stated requirements.
  ii. Non-adherence to the formal management system requirements.
  iii. Non-compliance to the accreditation requirements stated in the relevant Standards and Guides.
  iv. The provision of evidence that cumbersome and/or bureaucratic procedures exist, which would require a review to streamline the required controls and to improve efficiency.
  v. The existence of evidence that the procedures available may not adequately satisfy the requirements of the relevant accreditation standards and guides, where appropriate.
  vi. The non-clearance of previous audit non-conformances (internal and external).
  vii. In addition, record all findings on the NCR (See web Site – Client feedback)
- A Non-conformance shall contain four essential parts, i.e.
  i. Reference to the relevant clause(s) of the applicable Standard / Guide.
  ii. Statement of the non-conformance.
  iii. Statement of the evidence that led to the non-conformance.

iv. Categorized as a major or minor type to indicate the seriousness of the deficiency. (Ref – ISO/IEC 17021 paragraph 9.1.15b.

- When the audit is complete, the internal auditor shall prepare for the closing meeting by reviewing the audit non-conformances and preparing a summary of the outcomes of the audit. This shall be presented verbally to the auditees at a formal closing meeting. The closing meeting should be attended by management of CMA Certification to improve awareness and communication of the internal audit outcome.
- Activities of the closing meeting shall be based on a formal agenda that must be drawn-up by the internal auditor and which shall at least cover:
    i. A summary of the activities of the audit.
    ii. A presentation of the non-conformances recorded during the audit.
    iii. Agreement on a date for clearance of the non-conformances.
    iv. Acknowledgement of the non-conformances by the auditee through the recording of his/her signature on the NCR.
    v. Conclusion of audit.
- The internal auditor shall compile a formal audit report, which shall include a description of all areas and activities audited, a record of all participants and a conclusion. Copies of the relevant NCR's, containing the non-conformances, shall be attached to this audit report. A formally typed copy of the report shall be provided to the General Manager 10 working days of the closing on the internal audit.
- Audit reports will be signed by the internal auditor.
- Internal audit non-conformances shall be registered on the NCR system.
- The auditor who conducted the internal audit to verify corrective actions submitted for clearance of NCR's.
- The General Manager shall ensure that the necessary corrective action is implemented and monitored for effectiveness. Records of conclusion on effective clearance of NCR's shall be available.
- If there is doubt in the effectiveness of the clearances of non-conformities, a follow up audit may be scheduled to verify implementation. (Verification notes shall be recorded on the relevant NCR form).

30) Corrective and preventative actions

1 Corrective Action

- The General Manager shall hold on record a central register with associated non-Conformance report (NCR) (Annexure 15 – CMA CS Planning and M Report) forms. Only the General Manager and Administrator shall have editing rights to the register.
- An NCR database is updated monthly by the management of CMA CS which contains all information of open and closed NCR's which can be filtered to extract relevant information.
- Management will forward the NCR database to all relevant personnel monthly.
- An NCR form shall be electronically completed for all complaints, appeals and disputes, internal and external non-conformities and forwarded to the Administrator to update the NCR system.
- The following fields must be completed on the form:
    i. Initiator: The person initiating the NCR.
    ii. Relevant person against whom the NCR is raised.
    iii. Type of deficiency/incident: Select by highlighting the correct box: External Non-conformity; Customer
- Complaint; Internal Non-conformity; HSE incident or other.
    i. Person responsible for the investigation.

ii. Classification: Select by highlighting the correct box: Major or Minor.
iii. Standard: The relevant standard to which the department did not comply with e.g., ISO/ IEC 17065.
iv. Clause: The relevant clause number of the relevant standard to which the department did not comply with.
v. Description of deficiency/incident: A clear description of the deficiency/incident is entered, including the date of the deficiency/incident identified.

- The Administrator will allocate an NCR reference number and update the status on the NCR form and NCR database: The status is indicated as 'Open', 'closed' or 'Under Investigation'. The following NCR categories will be included as a prefix to the NCR number to assist with review/analysis of NCR's:
  i. Customer complaints - CC
  ii. Consumer concerns – CON
  iii. Appeals - AP
  iv. Disputes - DIS.
  v. Non-conformities detected by the NCR Certification personnel - INT.
  vi. Internal audit non-conformities - INT.
  vii. Internal complaints within NCR Certification - INT.
  viii. External audit non-conformities arising from SANAS - EXT.
  ix. Customer audits (EXT).
  x. Suspensions - SUS.
  xi. Non-conformities arising from management review meetings - MR
- Each NCR will be classified as either "Major" or "Minor". The following criteria will be utilized for the classification:
  i. Major:
     Failure to fulfil one or more requirements of the management system standard, or a situation that raises significant doubt about the ability of the management system to achieve its intended outputs.
  ii. Minor:
     Any other non-conformity not classified as a major.
- When complaints, appeals, disputes, non-conformities, and audit non-conformities are resolved, the NCR shall be signed off by the Internal Auditor, General Manager or SANAS. All records relating to the investigation of the NCR including corrective and preventive action taken shall be attached to the NCR. Before being forwarded to the Administrator for updating of the NCR system and database.
- The following criteria shall be applied to ensure the effective close out of corrective and preventive actions:
  i. Was the root cause of the non-conformity identified?
  ii. Were the necessary actions put in place to correct the detected non-conformity? (Correction).
  iii. Were the necessary actions put in place to prevent the non-conformity recurring? (Corrective action taken).
  iv. Was the necessary preventive action taken to prevent reoccurrence?
  v. Sufficient documented evidence is available for audit and analysis purposes?
- A root cause analysis shall be done to determine the real cause (not symptoms or explanations) of non-conformities raised by complaints, internal or external audit non-conformances.
- The following steps are followed during the analysis process:
  i. Identify the problem. This step is to ensure that the problem is clearly and accurately defined.
  ii. Analyse the problem. This step assists in identifying the real cause of the problem. Causes are analysed to establish how they lead to problems.

iii. Identify potential solutions. Once the root cause or causes have been identified, matching solutions also need to be identified. In identifying solutions to the problem, it should not be limited to one solution only. Several possible solutions need to be identified.
iv. Select and plan solution. The selection of the solution should be based on its effectiveness and efficiency.
v. Implement the solution. Implementation of the corrective action is carefully planned and executed.
vi. Evaluate the effectiveness of the solution. This provides an opportunity to review and verify whether the solution works.

- Major categories of possible root causes have been identified as:
  i. Management.
  ii. People.
  iii. Systems.
  iv. Equipment.
  v. Materials.
  vi. Environment.
  vii. Measurement.
- Contributing causes must be further divided into sub-causes (categories) and they are then targeted for corrective action and/or improvement.
- The Internal Auditor or General Manager (as applicable) shall verify the implementation of the corrective action and the effectiveness of this action. If verification is acceptable, he/she will authorise the closure of the NCR. If it is not acceptable the NCR shall not be closed out, and further action taken as required.
- The timeline for corrective and preventive action for non-conformities is as follows:

Corrective action timeline		
Timeline	**Responsible**	**Action**
Date raised as per NCR	Internal Auditor	The internal auditor will provide copies of the non-conformities to the General Manager who will allocated to NCR to a person responsible for addressing the non-conformity
As recorded in NCR	Person delegated by the General Manager	The responsible person will submit the root cause analysis on the NCR, proposed corrective actions in an action plan format, completed corrective actions with sufficient supportive evidence as proposed in the action plan to the Internal Auditor and where applicable, request for extension for findings requiring additional time to clear.
As recorded in NCR	Internal auditor Administrator	The Internal Auditor will verify and recommend acceptance of the root cause analysis, proposed corrective actions and action plans where relevant. The pack is then forwarded to the Administrator to update the NCR system and forward feedback to the responsible person
As recorded in NCR	Person delegated by the General Manager	The responsible person will submit additional evidence where required by the Internal Auditor Accreditation Management.
As recorded in NCR	Internal Auditor Administrator	Internal auditor reviews additional evidence as per his/her request on day 35 and advise the Administrator that the NCR may be closed on the NCR system
NOTE 1: If the timeline cannot be met for any justified reason, it must be communicated to the General Manager to request extension from SANAS for external non-conformities. An action plan is required, indicating the intended time of completion. For internal non-conformities, the request for extension must be forwarded to the Internal Auditor for review. If an extension is granted the NCR system must be updated to indicate the accepted extension for closure. *Note 2: Progress of all non – conformances will be monitored on a monthly basis -* (Annexure 15 – CMA CS Planning and M Report) *NOTE 2: All NCR's INT and EXT, where possible, must be closed at least 2 weeks prior to a SANAS assessment.*		

2) Preventive action

- A preventive action process is implemented to ensure that the risks of potential nonconformities are identified and that specific actions are taken to eliminate such risks, or to reduce them to a tolerable level.
- CMA Certification has implemented a preventive action process through the monthly review reporting system, board meetings and Management review system to ensure that:
- The necessary action is taken to prevent the occurrence of such deficiency
- The risks of potential nonconformities are identified and that actions are taken to eliminate such risks, or to reduce them to a tolerable level.
- Opportunities for identifying potential sources of non-conformities, either technical or system based, shall be identified through:
    i. Management review.
    ii. Trend and risk analyses.
    iii. Document review.
    iv. Incidents (near misses).
    v. Analysis of data to evaluate where continual improvement to the management system can be made.
    vi. Process quality control outputs.
    vii. Audit results.
    viii. Preventive actions are reviewed during Management review and processed through the Action Log system.

Impartiality statement

CMA Certification understands the importance of impartiality and potential conflicts of interests in carrying out its certification activities.

CMA Certification provides certification services in an open, independent, and impartial manner to existing and potential clients. All clients and applicants are treated equally and are expected to achieve the same level of performance and conformance to the relevant standards and processes.

CMA Certification ensures that decisions are based on objective evidence and conformity obtained through a competent audit process in which decisions are not influenced by other interests or by other parties

The Management and personnel (internal and external) involved in certification activities are required to declare any conflict of interest or threats to CMA Certification's undertaking of impartiality.

CMA Certification is controlled by a Board of Directors, which has appointed an Impartiality Committee responsible for ensuring that all certification activities are conducted in an impartial manner. The Committee includes representation from significant stakeholders but is structured in such a way that no single interest predominates. The Committee has the right to take independent action if CMA Certification's senior management do not respect its advice. In addition, CMA Certification conducts a risk assessment annually which is reviewed by the impartiality committee.

Conflict of Interest and objectivity is further covered through annual training sessions and contractually binding agreements, to ensure all certification activities are conducted in an independent and impartial manner.