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|  | ***prOCEDure No 19  Issue 3*** |

**CUSTOMER ENQUIRY FOR CERTIFICATION**

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| originator: | checked on behalf of the governing board | approved by: |

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**1 Purpose**

To describe the methods of response to Customer Enquiries received by

SN Registrars and give the client information on the process of certification.

**2 Scope**

This procedure shall apply to all enquiries received by any means of contact.

**3 References**

ISO 17021

**4 Definitions**

None

**5 Procedure**

SN Registrars require an authorized representative of the applicant organization to provide the necessary information on SN Registrars application form.

The necessary information are:

1. the desired scope of the certification;
2. relevant details of the applicant organization as required by the specific certification scheme, including its name and the address(es) of its site(s), its processes and operations, human and technical resources, functions, relationships and any relevant legal obligations;
3. identification of outsourced processes used by the organization that will affect conformity to requirements;
4. the standards or other requirements for which the applicant organization is seeking certification;
5. whether consultancy relating to the management system to be certified has been provided and, if so, by whom.

For verbal enquiries personnel will send a relevant application form to the client for completion. Once completed application is received back from the client the person receiving the application needs to check that the form is complete and if any further information is required from the client.

Completed application forms are passed to the Management for quotation.

**6 Quality Records**

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| **Quality Record Number** | **Quality Record Title:** | **Type of File** | **Retention Time** |
| FMP19/02 | HACCP Application | Customer | 5 years |
| FMP19/03 | Environmental Application | Customer | 5 year |
| FMP19/04 | Quality Application | Customer | 5 year |
| FMP19/05 | ISO 22000 Application | Customer | 5 year |
| FMP19/06 | OHSAS Application | Customer | 5 years |
| FMP19/07 | Multistandard Application | Customer | 5 years |
| FMP19/14 | ISO 27001 ISMS Application | Customer | 5 years |
| FMP19/15 | ISO 20000 ITSM Application | Customer | 5 years |
| FMP19/16 | ISO22301 BCM Application | Customer | 5 years |
| FMP19/17 | Halal Application-for-Caterers-Hotels-Eating Establishments | Customer | 5 years |