

Client information note

Assessment process – Surveillance

Overview

This Client Information Note explains our Surveillance process for Management System assessment and certification. Please see other CINs in this series for explanations of our other processes.

Purpose of the visit

Once we have certified your management system, we will begin a programme of surveillance visits, as agreed at the end of the Stage 2 or Certificate renewal visit. Surveillance visits aim to confirm that the approved management system continues to:

- be maintained
- be in operation, and
- deliver continual improvements.

We also consider the implications of changes to the system. Such changes may have been carried out as a result of changes in your activities, products, or services.

We will then consider whether you continue to meet certification requirements.

Carrying out the visit

Themes for surveillance visits will normally have been agreed with you at your previous visit. We will confirm the details with you at an opening meeting.

Themes chosen will allow us to review:

- internal audit and management review processes
- progress in meeting objectives and improvement targets
- corrective and preventive action processes, including customer satisfaction and complaints
- changes to your system and the effectiveness of their implementation, and
- how you manage changes relating to responsibilities and the authority of main staff.

We will also review any outstanding findings and how you use LRQA and accreditation logos.

If we report any Minor Nonconformities during a surveillance visit, we will normally follow them up during your next visit. Otherwise we will make arrangements with you for the follow up.

If we report a Major Nonconformity during a surveillance visit, we will arrange a special surveillance visit to follow up the necessary corrective action (normally within three months). This is the first phase of our suspension and withdrawal of approval process.

At the closing meeting, our assessor will report on the current visit and agree with you the theme for the next visit.

Reporting

At the end of the visit, we produce a report which details the outcome of the visit and any findings raised.

Further information

To find out more about how LRQA can help you to increase performance and reduce risk, please visit our website www.lrqa.com. From here you can also visit one of our country specific websites to find out about LRQA in your country.