

QP8: BIM CQA PROGRAMME CB PERFORMANCE REVIEW PROCEDURE

Purpose

This procedure defines the method by which the BIM CQA Support Team reviews the performance of approved Certification Bodies (CB) to ensure that they operate in a consistent manner and in line with the CB Requirements Documents and CQA Policies and Procedures.

Scope

The review shall consider the performance of the relevant CB and Accreditation Bodies (AB) operating within the BIM CQA Program and their supporting CQA Quality Management System, as demonstrated by activities in keeping with:

- CB Requirements Document
- Auditor recruitment, approval and training
- Assessment procedures
- Certificates, reports and decisions
- Accreditation service review, accreditation extensions
- Customer complaints and observations

Consideration shall also be given to the suitability of the CB Quality Management System to support the on-going and current policies and strategies of the Program.

Method

An appointed certification expert or team shall be appointed and shall notify the CB of the annual assessment window. The following information shall be requested from the CB for desktop review:

- Number and type of CQA Certificates Issued
- Number and training details of Approved Auditors
- Relevant Procedures
- Relevant Certificate templates
- A sample of Audit reports
- Details of Internal Reviews
- Details of External Reviews
- Details of relevant accreditation, activities and extensions

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Based on the evidence supplied, the accessibility to information and levels of certification activity the expert or team may choose to carry out an onsite office audit or conduct an audit online or by teleconference.

Each CB shall be subjected (as minimum) to a 'physical onsite' audit in Year one of approval and every three years thereafter. Any significant change with the CB office location or Top Management Team could result in an onsite office audit. This shall be determined by risk assessment.

A report of the annual performance review findings shall be presented to the CQA OC at least once each calendar year on the performance of each Approved CB, as part of the Annual Review. The report shall be in standard report format and shall be signed by both the reviewer and the CB management representative. The CB management representative shall provide an initial response to all observations and non-conformances raised within 30 days of receiving the report.

The CQA Program Support Team shall be responsible for:

- taking any remedial action necessary against the CB
- updating all relevant parties on the performance of the approved CB
- the oversight of close out of any corrective actions through management reports and communications.

Records

The minutes of the CQA OC Meetings, relevant TAC Committees and other relevant committee meetings shall record updates on or the relevant response to the CB performance reviews, including any actions to be implemented.

Summaries of the reports shall be presented in the Internal Management Review Report and copies of the full reviews shall be kept in the CB files held by the Program Lead.

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AMENDMENT LOG

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