

Pre-Assessment / Gap Audit – Do we have to have one?

Ask the question – do you, or does anyone in the organisation have previous experience or training around the ISO standards?

Have you developed your policies and procedures yourself or engaged a consultant?

Often I suggest, if they have someone internally with expertise and experience with the standards and or have used a consultant to assist with developing – typically a stage 1 document review is adequate.

If they have not had any experience with standards and are attempting to develop and implement the system themselves, a gap audit is recommended.

Payment

Full year one fees are to be paid prior to releasing the certificate

We invoice after each stage audit on completion of the audit

No advance payments – however we do have a policy in place that will allow us to invoice 50% up front if a client shows a history of delayed payments. Very rare we do this.

If we have NC's (non-conformities) can you help us fix them?

Do to conflict of interest we are not permitted to consult to you – however our auditors do take the approach to assist and guide you as best we can. You are always given a full report after each audit, which, if there are any, will detail the gaps and link it back to the standard so it's clearly understood of what the expectation is to address. Often it is something you would be able to adjust yourself, whether it's an update to documentation wording, or being able to provide evidence of something like completed SWMS, project files, inductions or other after the audit to address the issue.

Lock in Contract

No we do not lock you in to a contract. We provide you with a three year proposal as a certification cycle is three years. The benefits are we are confirming you will not be subject to any annual fee increases. At the end of the three year cycle we would complete a contract review to ensure there have been no significant changes that would effect the certification or audit requirements – such as scope changes, or increase in employees or sites. Changes to these details effect the audit sampling so we need to verify this for the next three year cycle.

You could decide at year 2 you no longer wish to maintain the certification and you can cancel with no penalty. The choice is yours.

Audit Scheduling / How quickly can you do the audits? We typically ask for a week to 10 days' notice for an audit to ensure auditor availability, we will always do our best to accommodate your timing and preferred audit dates as long as we can ensure our auditor is available for you. For initial certification, assuming there are no major NC's identified during the audits we could complete the process in a matter of weeks – otherwise, if there are any gaps or NC's identified, you are given time to address these before we move to the next stage audit. We must conduct surveillance audits at 12 monthly intervals.

Travel Fees:

Our process is to allocate a lead auditor that is located in the same region as your head Office as the head office must be visited each year. If you have multiple office locations in different area, we apply a sampling approach, which means not every location is audited every year, we would work closely with you on selecting those sites. However, we do have the option to allocate a local based auditor in each state to reduce any travel associated fees. Any additional costs or expected travel fees are discussed with you prior to scheduling the audit. All travel costs are invoiced as cost upon receipt from the auditor.