

SON- Management Systems Certification

Turn-Around-Time (TAT)

S/ N o.	Activity	Responsible Party	Time (All time span shall be within Official Week Days and Exclude Public Holidays)
A	Enquiry		
1.	Enquiry Forms Submission	Prospective client	At client discretion
2.	Acknowledgment of Form	Client Manager	24 hours after receiving enquiry from client
3.	Communication of Quote to Client	Client Manager	7 days after receipt of application
4.	Payment and Communication of Preferable Audit Date	Client	At client discretion
5.	Preparation of Draft Audit Plan & communication to Clients	Client Manager	48 hours after receipt of approved date

6.	Execution of Audit	Audit team	As agreed with client
7.	Sending of audit report to clients	Client Manager	28 days after audit for single location 40 days after the audit of a multisite.
8.	Timeline for submission of Non-conformity(ies) resolution	Client	45 days from last date of audit
9.	Issuance of certificate / Status letter in case of surveillance	DG	60 days after audit for clients with no NC. 14 days after submission of resolution for clients with NC
10	Annual Quotation submission to client	Client Manager	1 st Quarter of each year
11	Annual Surveillance audit	Client Manager	Anniversary of certification date
12	Recertification	Client Manager	60 days before certificate expiry

Note: Steps 1-3 are peculiar to new applicants only

