

ISO Audit Process Flow

1. CMS receives evidence of payment



2. CMS develops audit programme



3. CMS contacts auditee and agrees on audit date(s)



4. CMS drafts audit plan



5. Assign auditors in line with approved schedule



6. CM Prepare audit documents and determine sequence



7. Audit team lead and team arrive at client site or connect remotely



8. Conduct opening meeting



9. Conduct audit (on-site or remote):

- Review documents
- Interview personnel
- Conduct inspections



10. Generate audit findings and collate audit conclusion



11. Conduct closing meeting and discuss findings with client



12. Formally document findings in audit report



13. Team Lead Submits audit report to SON MSC



14. CM Submits report for technical report review and approval



15. Where there are Nonconformities (NCs), SON-MSC CM follows up for corrective action from client



16. Submit corrective action report to team leads for review and acceptance



17. If accepted, close out NCR and document for Certification Decision