



The Post-Audit Process

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Agenda

1. Introduction
2. After the Closing Meeting...
3. Auditor Expectations
4. The Dispute Process
5. Client Expectations
6. PJR Process
7. Key Takeaways
8. Questions / Closing Thoughts

Introduction

After the Closing Meeting...

- Be sure *all* organizational changes have been communicated to PJR prior to audit end!
- Auditor recommendation for registration/ continued registration (Stage I, Stage II, Surveillance, RC)
- Nonconformance: 60-day submission deadline. Responses must include details of Correction, Extent Analysis, Root Cause, and Corrective Action
- Major vs. Minor Nonconformance
- Before the auditor departs...

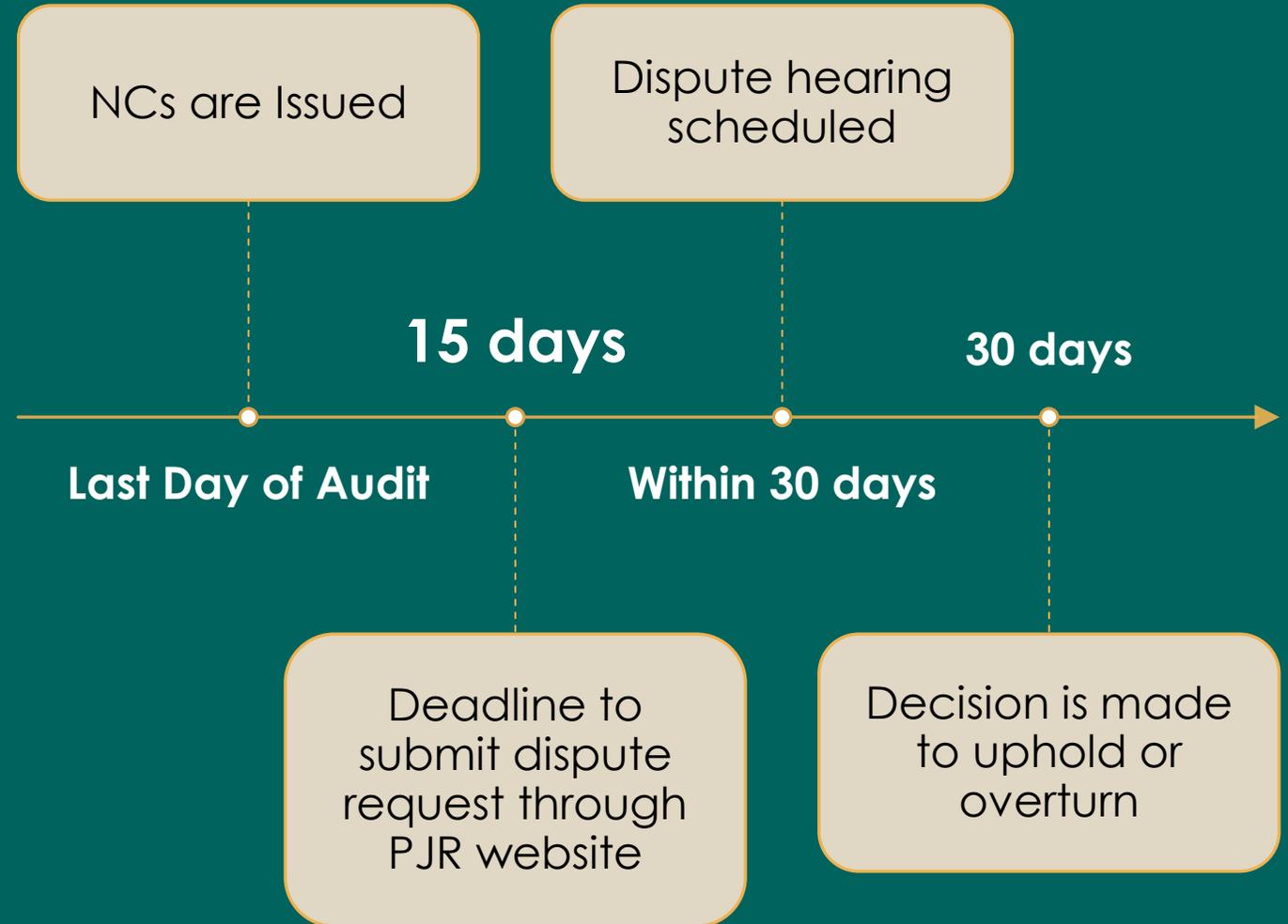
Auditor Expectations



- Nonconformances presented at the closing meeting. Copies to client (hard copy or PJ Vision after March 16th)
 - Note: The closing meeting is not the time to dispute findings (more on that later!)
- Full audit report emailed (or uploaded to PJ Vision) within 7 days of the last day of audit
- Auditor should answer any questions or concerns regarding the report post-audit

The Dispute Process

- **PRO-10** is available on the PJR Website
- Hearings consist of 2-3 members of PJR's executive committee, the auditor, and the client
- Arguments are limited to 30 minutes each; evidence is reviewed, and decision made



Client Expectations



- For audits with no findings, *no action is required*
- Nonconformance responses due within **60 days**
- Be mindful of certificate expiration dates!
- To avoid delays, be sure responses include *all* required criteria:
 - Correction – past tense (completed)
 - Root Cause – addresses systemic failure
 - Corrective Action – future tense for minors, past tense (completed) for majors

Client Expectations



If NC responses are not received by day 75:

- Suspension warning letter issued (30 days to respond)
- If no response at day 105, **certificate is suspended**. During suspension, clients may not advertise certification.
- If *still* no response at day 135, **certificate is withdrawn**. Client must start over with Stage I/Stage II.



PJR Process: Audit Review

1. Auditor uploads all required audit documents
2. Audit “package” is processed by our Audit Logistics Team: 3-5 days
 - Admin teams checks for missing items and resolves with auditor
 - Audit package is assigned to a member of PJR’s Executive Committee
3. Executive Committee Review and Approval: 2-4 weeks
 - Reviewer works with the auditor to resolve missing/insufficient content
 - Scope is verified, websites/social media platforms confirmed, design status, risk level, employee count, and audit duration checked against requirements



PJR Process: PRO-3

PRO-3 is PJR's procedure for advertising and logo usage (available on PJR website)

- Certificate must be protected from forgery
- Logos must be properly displayed
- Trademarked ISO logos cannot be used
- Design status must match contract ("Design vs. No-Design")
- Cannot give impression that product itself is certified
- If multiple addresses, certification must be clearly defined per site

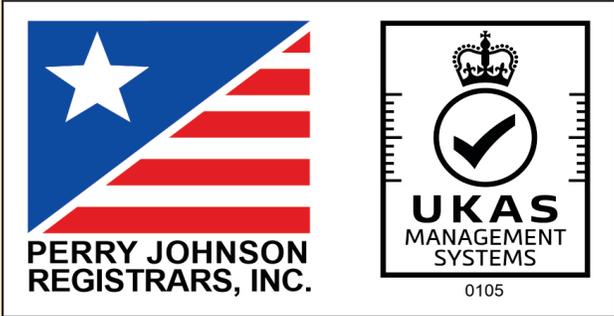
Examples: Bad! ☹️

ISO logo

- Don't use or copy the ISO logo.
- Don't modify or change the ISO logo.
- Don't use a modified or changed ISO logo.



Examples: Good! 😊



PJR Process: Certificate Issuance

- Certificates are issued after every Stage II audit, every 3 years at Recertification, or whenever there are changes to address, scope, or company name.
- Certificate drafts must be approved by a program manager
- Drafts must also be approved by you, the client
- Any/all changes must be requested in writing and approved. Contract amendments may be needed.
- Clients transferring from other CBs must have exact same scope.

PJR Process: Certificate Issuance

Reminders:

- Scope statements must be concise and accurate
- No qualifiers, product names, or references to other standards
- For all schemes with multiple buildings, PJR must understand what is happening at each site. Certificates will have a second Appendix page with details.

PJR Process: Certificate Issuance

Final Steps:

- Final e-copy of your certificate will be sent via e-mail (Note: All balances must be paid prior to certificate release)
- Hard copies will be mailed to your facility within 7-10 business days
- For US clients: Complimentary plaque(s) will be ordered and shipped (one per standard). Non-US clients must request plaques.
- For ALL clients: Additional promotional items can be ordered at www.pjr.com (banners, flags, extra plaques)



Key Takeaways

- PJR works hard to ensure the post-audit process is quick and seamless.
 - However, there are multiple departments that “touch” the post-audit process.
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- We advise it can take up to 90 days to receive a certificate; average is closer to 45.
 - PJR processes nearly 600 audit packages and issues just over 200 certificates per month, on average.

Questions?

Thank You

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