	INGRAIN GLOBAL STANDARD PRIVATE LIMITED	Doc. No.	IGSPL-QP-02
		Rev. No.	00
	TITLE: CONDUCTION OF AUDIT FOR MULTISITES	Rev. Date	01.02.2022


Purpose: Establish documented guidelines for doing sampling for Calculating and conducting MS audit of multisite organizations.

Scope: This procedure is applicable over application/contract review process, prior to accepting application for conduct of MS conformity assessment and Certification of a multi-site organization.


Responsibility: Managing Director/Quality Manager/Application Reviewer.

Authority: This procedure is authorized by the MD can be amended only by him.

Sec.	Sub Sec.	Description
1		Procedure
	1.1	<p>Multi-Site Certification:</p> <p>Review points for assessing client's eligibility for acceptance as multi-site organization for assessment & certification on sampling basis:</p> <ol style="list-style-type: none"> a. IGSPL has established a policy to not consider or accept application from multi-site organizations for their assessment and issue of MS conformity certification, on sampling basis. b. For MS assessment and certification on sampling basis, application from multi-site organization is considered if - <ol style="list-style-type: none"> i. The scope of Management System should have very few and respective processes ii. The scope of Management System of the organization should be small, specific & narrow c. All sites have a legal or contractual link with the central office of the organization and all are under a common management system, which has been developed, established and maintained by the central office in accordance with the audit standard, for example - <ul style="list-style-type: none"> - Organizations operating with franchises - Manufacturing companies with a network of sales offices - Service companies with multiple sites offering a similar service - Organizations with multiple branches providing similar product d. Temporary business sites/ project sites having fixed establishment, operating under the same management standard controlled by the Head office is considered as valid site for sampling purpose. e. Business sites having no fixed establishment shall not be considered under sampling plan as these functions are audited by perusal of documents and records in the head office (Mobile Sales & services). f. For being eligible for sampling the processes at all the sites have to be substantially of the same kind and have to be operated under similar methods and procedures. Where some of the sites under consideration conduct similar, but fewer processes than others, they may be eligible for inclusion under multi-site certification providing that the sites(s) which conduct the most processes, or critical processes are selected as sample for full audit. g. Multi-site Organizations which conduct their business through linked processes in different locations are also eligible for sampling. Where processes in each location are not similar but are clearly linked, the sampling plan shall include at least one example of each process conducted by the organization (e.g. fabrication of electronic components in one location, assembly of the same components – by the same company in several other locations). h. The client shall have to demonstrate that the central office of the organization has established a management system in accordance with the audit standard and the whole organization including all sites meets the requirements of the audit standard. i. To become eligible for sampling the organization will have to demonstrate its ability to collect and analyses data from all sites including the central office, and shall demonstrate ability to enforce corrective actions across all sites. Application for audit on sampling basis may be accepted even without verifying all the conditions at the application stage, if the client prima

	INGRAIN GLOBAL STANDARD PRIVATE LIMITED	Doc. No.	IGSPL-QP-02
		Rev. No.	00
	TITLE: CONDUCTION OF AUDIT FOR MULTISITES	Rev. Date	01.02.2022

		facie satisfies IGSP, about its eligibility and gives commitment in writing, that it would demonstrate its eligibility in course of audit.
2		Responsibility of the Certification Body
	2.1	The IGSP has established a Policy to inform the potential and actual clients about the terms & conditions of assessment and certification. All multisite clients are informed that application for audit on sampling basis is accepted only if the client organization meets the conditions laid down in our Eligibility Checklist for multisite audit on sampling basis, prepared in accordance with the requirements detailed in IAF MD-1:2018.
3		Contract Review/ Application review
	3.1	The Quality Manager/Application reviewer of the IGSP, ensures that the initial application/contract review identifies the complexity and scale of the activities covered by the management system and accepts the application for review.
	3.2	The Quality Manager/Application reviewer should accept the application only if the applicant organization meets all the conditions laid down in Para 5.1 as detailed in the Eligibility Checklist for multisite audit on sampling basis.
	3.3	IGSP, in each individual case, shall rely on the information provided by the client and would plan stage-1 audit, after signing of the audit & certification Contract, to verify the correctness of the submitted information. If the submitted information is found substantially wrong, the contract will be declared null & void and audit & certification process would be terminated.
4		Certification decision
	4.1	At the time of the decision-making process of IGSP, if any site has a nonconformity, certification shall be denied to the whole network of listed sites pending satisfactory corrective action.
	4.2	If any obstacle raised by the existence of nonconformity at one or more sites, the Client's request for exclusion of the "problematic" sites during the certification process, shall not be accepted.
	4.3	If Conformity certificate is issued, the certificate shall acknowledge that this is a multi-site conformity certificate and site details with common or specific scopes are detailed as schedule to the certificate.
5		SAMPLING
	5.1	Methodology
	5.1.1	The sample should be partly selective based on the factors set out below and partly nonselective, and should result in a representative range of different sites being selected, without excluding the random element of sampling.
	5.1.2	At least 25% of the total samples selected should be selected at random, that is 75% of the total samples to be picked, should be picked by planning in order to capture at least two samples of all diverse processes of the client organization.
	5.1.3	Among others the following factors are considered for picking non-random samples - <ul style="list-style-type: none"> a. Records of complaints b. corrective and preventive action c. Results of internal site audits and MRM d. Result of previous certification audits e. Significant variations in the size of the site f. Variations in shift patterns and work procedures g. Complexity of the management system and processes h. conducted at the site i. Modifications since the last certification audit j. Geographical dispersion within the site k. Maturity of the management system and knowledge of the organization l. Differences in culture, language and regulatory requirements

	INGRAIN GLOBAL STANDARD PRIVATE LIMITED	Doc. No.	IGSPL-QP-02
		Rev. No.	00
	TITLE: CONDUCTION OF AUDIT FOR MULTISITES	Rev. Date	01.02.2022

5.1.4	At the time of Application review and quotation, tentative Sample selection is done on the basis of information submitted by the client. Final sample selection is done on the basis of further information gathered during stage-1 audit of the head office. The central office/ Head office is informed about the sites selected on sample basis for stage-2 certification audit.
5.2	Size of Sample
5.2.1	For Initial audit: Square root of the total number of sites, rounded to the upper whole number. If total number of sites other than the head office is 16 then the sample size is 4 sites.
5.2.2	For Surveillance audit: Square root of the total number of sites with 0.6 as a coefficient rounded to the upper whole number. If total number of the sites other than the head office is 16 then the sample size is $4 \times 0.8 = 3.2$ and by rounding to upper whole number the sample size should be 3 sites.
5.2.3	For Re-certification audit: the size of the sample should be the same as for an initial audit. Nevertheless, where the management system has proved to be effective over a period of three years, the size of the sample could be reduced by a factor 0.8, i.e. $4 \times 0.8 = 3.2$ and by rounding to the upper whole number the sample size should be 4 sites.
5.2.4	IGSPL has defined the risk levels of various industries for MS audit and Conformity certification. For high risk organization the sample size for surveillance and recertification is kept at the same level as during initial audit. The frequency of site audits may be reset with consent of the client as once every 9 months or once every six months.
5.2.5	The central office/ Head office is audited during every initial certification, recertification audit. During surveillance audits the Head office is audited at least annually.
5.2.6	In special circumstances, the size of the sample or frequency of surveillance audits may be increased where the certification body's risk analysis and audit results show instability even in otherwise low risk industry.
5.2.7	Where the organization has a hierarchical system of branches (e.g. Head office, national offices, regional offices, local branches), the sampling model for initial audit as defined above applies to each level.
5.3	Audit duration
5.3.1	The number of man-days per site, including the central office, is calculated for each site as per MD-5:2019.
5.3.2	Audit duration is reduced or increased as per established procedures. Reasons for the justification of such reductions shall be recorded by the IGSPL. However, reduction is not allowed in the Site.
5.3.4	Care is taken to ensure that the total time spent during initial assessment and surveillance is never less than the total audit duration which would have been calculated for the size and complexity of the operations, if all the work had been undertaken at a single site.
5.4	Additional Sites In case where in course of business expansion, new individual unit or group of sites join an already certified multi-site network, each individual site or new group of sites would be considered as an independent set for the determination of the sample size. After certification of the new group for the same scope, the new sites would be cumulated to the previous ones for determining the sample size for future surveillance or recertification audits.

Reference:

- ✓ IAF MD 1:2018
- ✓ IAF MD 5:2019