

Rules of certification and supervision over multi-site organization management systems.

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1 INTRODUCTION

This bulletin applies with bulletin CC-IN1 "Rules of certification and supervision over organization management systems".

2 DEFINITIONS, ADDITIONAL INFORMATION

- a) PCC – PCC-CERT Sp. z o.o. Sp. K
- b) Multi-site organization – organization with a defined seat (headquarters) where certain activities are planned, supervised, and managed and a network of local offices or branch offices (sites), where such activities are conducted in whole or in part. A multi-site organization does not have to be a single legal person but all sites should be connected legally or by contract with the headquarters and should be included in one common management system, established, introduced, and permanently supervised by the headquarters.
- c) Main process - a process directly related to products or activities where each error directly affects compliance according to the normative documents in force.
- d) Support process - a supportive process that does not directly affect compliance according to the normative documents in force.
- e) Additional information regarding certification under accreditation is available on the website of Polish Center for Accreditation: www.pca.gov.pl.

3 CERTIFICATION AND SUPERVISION OVER MULTI-SITE ORGANIZATION MANAGEMENT SYSTEMS

3.1 Multi-site organization where sampling can be applied

A multi-site organization where sampling can be applied should meet the following conditions:

- Products/services provided by all sites must be of the same kind and they must be manufactured with the same methods and according to the same procedures.
- Organizations with operations conducted with the use of combined processes in different locations are also eligible for sampling provided that all other conditions are complied with. If the processes in individual locations are not similar but they are evidently connected with one another, the plan of sampling should take into account at least one example of each process performed by the organization.
- The organization's management system should be managed centrally in line with the centrally executed plan and it should be included in the central management audit. All sites (including administration headquarters) should be included in the program of the organization's internal audits and they should be audited according to that program before the beginning of certification.
- The headquarters established a management system in compliance with an applicable standard and the whole organization meets the requirements of that standard. Relevant regulations should be also complied with.
- The organization should demonstrate its ability to collect and analyze data (including those mentioned above) from all sites, including the headquarters and from its management as well as the ability to initiate organizational changes, if needed. This regards:
 - system documentation and changes in the system,
 - management audits,
 - complaints,
 - assessment of correction actions,
 - planning internal audits and assessment of their results,
 - changes in environmental aspects and affects connected with them in the case of environmental management systems,
 - various legal requirements.



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In the case when a non-conformity is detected (in internal or PCC's audits), the organization should inspect them to determine whether they indicate system insufficiency and regard all sites or not. If it turns out that these non-conformities regard the whole system, it is recommended that correction actions be conducted both in the headquarters and in individual sites.

If a non-conformity is detected in any of the sites, should be stopped further procedure regarding granting the whole network of sites certification until the correction and corrective actions are effectively introduced.

It is impossible for the organization to exclude a "problematic" site from the scope such during certification process in order to eliminate obstacles arising from the existence of non-conformities in one of the sites.

The whole certificate is suspended or canceled if the headquarters or any of the sites do not meet the criteria necessary to maintain certification.

It is required of the organization to inform of closing down any of the sites. Failure to provide such information is considered violation of certification.

All locations of the organization should be audited in the three-year-long cycle of certification in a multi-site organization.

3.2. Multi-site organization where sampling can't be applied

The failure of site sampling may result from a number of reasons, including:

- Performing a variety of activities across all site
- Customer's request that each site be audited
- the existence of a sectoral program or legal requirement that each branch should be systematically audited

If sampling is not appropriate:

- during each audit, all the main processes performed at each site are audited,
- during each certification and recertification audit and at least once in each certification cycle during the surveillance audit, all assessment and improvement processes are audited,
- auditing of support processes:
 - all support processes should be evaluated during each certification and re-certification audit, but similar support processes implemented in different site can be checked based on sampling,
 - during supervisory audits, support processes should be checked based on sampling and on the basis of the results of previous audits.

4 RELEVANT DOCUMENTS / RECORDS

- a) CC-IN1 "Rules of certification and supervision over organization management systems".

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