



**How to get you Certified  
as per ISO 22000  
Guidelines &  
Certification Procedure  
for Food Safety  
Management System  
(FSMS) / ISO 22000**

**OneCert = Value**

*Disclaimer: These Guidelines are made for developing basic understanding only, can not be used or referred as standard reference. For the standard reference please refer to applicable standards.*

**OneCert International Private Limited**

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**OneCert International** is a branch of **OneCert Inc; US**.

**OneCert International** is offering our certification services in Food Safety Management System (FSMS) / ISO 22000 and applies for accreditation in Quality Council of India (QCI).

At present OneCert is providing its services to Farming, Processing (Perishable/ Nonperishable), Catering (Hotel/ Restaurant), Distribution (Retail, Shops & Wholesale), Services (Water supply, Cleaning & Waste disposal etc.), Transport & Storage, and Packaging Material Manufacture etc.

OneCert was formed to provide understandable, affordable and efficient certification services in Food Safety Management System / ISO 22000.

The name **OneCert** and logo are recognized internationally as a symbol of high integrity and quality. **OneCert** FSMS experts are internationally recognized and expertise in food handling, processing, transportation and distribution. OneCert ensures all the support, within the permitted limits, to its customer.

### **What is ISO 22000/ FSMS Certification?**

ISO 22000/FSMS Certification is a procedure to verify that the essential principles of food safety applicable through out the food chain (including primary production through to the final consumer), to achieve the goal of ensuring that food is safe and suitable for human consumption.

### **Why ISO 22000/ FSMS Certification?**

1. ISO 22000 / FSMS certification helps in building trust between consumers and producers.
2. ISO 22000 / FSMS to ensure integrity of food supply chain.

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3. Labels and certification marks help a consumer to recognise trustworthy Food products easily.
4. ISO 22000:2018 certification and the logo are important marketing tools.
5. ISO 22000:2018 certification helps in getting comparatively a better price.

**Benefits of ISO 22000/ FSMS Certification by OneCert**

1. OneCert Certification services are understandable, affordable and efficient.
2. A team of young, energetic and experienced auditors having excellent knowledge of different types of operations is deputed. All the experts are recognized internationally.
3. OneCert Logo is recognized internationally as a symbol of very high integrity and quality.
4. Customer services and other supports to the clients are *parexcellence*.
5. Neither hidden costs nor confusing statements.

*Note: - HACCP, GMP certified facilities need only a few additional requirements for FSMS System.*

## The Audit & Certification Process

The Certification process of OneCert is divided into 5 steps

### 1. Application:

Contract reviewer will ensure that applicant organization have appointed an authorized representative (Management representative or food safety team leader) to provide the necessary information to enable it to establish the following:

- a) the desired scope of the certification
- b) the general features of the applicant organization, including its name and the address(es) of its physical location(s), significant aspects of its process and operations, and any relevant legal obligations;
- c) general information, relevant for the field of certification applied for, concerning the applicant organization, such as its activities, human and technical resources, functions and relationship in a larger corporation, if any;
- d) information concerning all outsourced processes used by the organization that will affect conformity to requirement;
- e) the standards or other requirements for which the applicant organization is seeking certification;
- f) Information concerning the use of consultancy relating to the management system.

### Application review:

Once complete application of client is received, our contract reviewer will review the same on the basis of applicable standards to ensure the following:

- a. the information about the applicant organization and its management system is sufficient for the conduct of audit
- b. the requirements for certification are clearly defined and documented, and have been provided to the applicant organization; If any incomplete information/ non

compliance are found or any additional information is needed, we will contact the client

- c. any known difference in understanding between us (OneCert International) & applicant organization is resolved
- d. OneCert has the competence & ability to perform the certification activity;
- e. The scope of certification sought, the location(s) of the applicant organization operations, time required to complete audits and any other points influencing the certification activity are taken into account (language, safety conditions, threats to impartiality, etc.);
- f. Records of the justification for the decision to undertake the audit are maintained.

Once required information is gathered or requirements raised (if any) are completed, an onsite audit is planned on a mutually agreed date and time.

Contract reviewer will appoint the auditor/ audit team as per the requirement of the client's management system in consultation with the Quality Assurance Executive.

This reviewing of application usually takes about a couple of days based on the information provided by applicant.

### **Stage 1 Audit**

Upon receipt of the signed contract, the client should be informed of the date for stage 1 audit which is carried out at client's location to assess the client's food safety management system conform with all the requirements of the ISO 22000:2018 standard, to verify that the food safety management system is designed to achieve the organization's food safety policy and objectives, to assess the capability of the food safety management system to manage compliance with statutory, regulatory and contractual requirements and to confirm the planned arrangements for the Stage 2 audit.

The purpose of the initial audit is to assess the readiness of the management system for stage 2 audit, also called as 'Certification Audit' or 'Main Audit' and to plan for the Certification Audit. It is necessary that at the time of initial audit the requirements for certification as mentioned above are met.

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The stage 1 audit will cover validation of scope of management system and certification, design of management system, document review, applicable legal and other requirements, internal audit process and management review process.

Once the client is prepared for stage 2 audit, date and time for stage 2 on-site audit is fixed in consultation with the client. During the audit, OneCert auditors will abide to the principles of Confidentiality (Confidentiality form & conflict of interest annual declaration). The stage 1 audit findings are recorded and sent to the client as audit report, indicating any areas of concern that could be classified as nonconformity during the stage 2 audit.

While determining the interval between stage 1 and stage 2 audits, OneCert consider the convenience and needs of the client to resolve the areas of concern identified during the stage 1 audit. Accordingly, OneCert will revise its plan & arrangements for stage 2 audit. The interval between stage 1 and stage 2 audits should not be longer than 6 months. The stage 1 audit should be repeated if a longer interval is taken.

It is necessary that client completes appropriate correction and corrective actions latest before the start of the Stage 2 Audit.

## **Stage 2 Audit**

The Certification Audit shall be conducted within maximum 6 months of the 1<sup>st</sup> stage audit.

The stage 2 audit takes place at client's site to confirm

- the implementation, including the effectiveness of the client's food safety management system to the requirements of the ISO 22000:2018,
- to verify that the information and evidence of conformity is achieved to all requirements of the food safety management system standard,
- to assess the capability of the food safety management system to perform key activities, such as processes & activities including production methods, controls, PRP's, HACCP plans & procedures as well as competency of personnel managing and involved in the food safety functions, in conformity with ISO standard,
- to assess the client's food safety management system in compliance with statutory, regulatory and contractual requirements;

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- to confirm that the client's food safety management system is effective in achieving the stated food safety policies and objectives

Based on the objective evidence of conformity or nonconformity to the requirements of ISO 22000:2018, the audit team leader in consultation with audit team members arrives at audit conclusion based on audit findings. If non-conformities are found during the audit, a corrective action request form is provided to client to comment on the nonconformities and a corrective actions plan will be decided in consultation with the client who should submit the corrective action report to, OneCert International upon closure of the non-conformities..

If there is any major non –conformity found during the stage 2 audit, the effectiveness of the corrective action will be verified by an on-site follow up audit.

### **Issuing Certificate:**

When all corrective actions agreed between the client and the audit team have been completed & Upon receipt of the full payment, the audit report will be forwarded to reviewer for further review & if reviewer will grant the permission for certification, then it will be forwarded to the Chief Executive Officer/ Director of OneCert International who will act as a signing authority to finally grant the certification. If additional documents are required, a communication will be sent to the client.

The certificate(s) will identify the standard(s) to which the client has been found compliant at the time of audit and the scope of the management system.

### **Certification decision**

Reviewer will take the certification decision based on the audit conclusions and recommendation of audit team. Certification decisions will be intimated to the client.

### **Post certification activity:**

#### ➤ **Surveillance audits**

Audit is conducted for first year (*within Calendar Year from certification decision date*) and second year (*within Calendar Year from first surveillance audit this time frame for 2nd surveillance audit can be extended up to 60 days for some justified reasons (for example plant is shut down due to up-gradation or major breakdown in plant/machinery, natural calamities etc.)*) to assess the clients continued compliance

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to the requirements of standard. If this time frame will be extended, client's certification will lead to suspension.

The surveillance audit program shall include, at least

- internal audits and management review,
- a review of actions taken on nonconformities identified during the previous audit,
- treatment of complaints,
- effectiveness of the management system with regard to achieving the certified client's objectives,
- progress of planned activities aimed at continual improvement,
- continuing operational control,
- review of any changes, and
- use of marks and/or any other reference to certification

## ➤ **Recertification Audit**

Recertification audit is conducted in the same manner as of initial certification audit within every 3 years but before the expiry of certification.

The postponement of recertification audit date beyond the expiration date of certificate is not allowed.

Findings of recertification audits are listed in report along-with proper conclusions & recommendations. When, during a recertification audit, instances of nonconformity or lack of evidence of conformity are identified, the maximum time for verification of correction and corrective actions by OneCert is 60 days, and these actions to be implemented prior to the expiration of certification.

In case of major N.C., it is not possible to check their solution upon expiry of the certificate, OneCert will decide the suspension of certification.

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➤ **Certification Maintenance:**

The client is required to inform OneCert promptly of any significant changes to its product(s) or services that impact the certified management system(s) or any other circumstances, which may affect the validity of its certification. For example: Change of site, Additional sites, Change of process, Change of ownership, Change of scope, change in number of employees etc. OneCert will then take the appropriate action, such as, conducting a special visit and/or changing the certification.

Non-performance of surveillance visits at interval greater than 365 days results in certificate losing its validity. Validity of the certificate cannot be extended beyond the expiry date indicated on the certificate and reassessment audit (if applicable) must be completed within the validity period including the time required and foreseen for completing the corrective actions on the non-conformities if found any during the re-certification audit.

If necessary, OneCert may have to conduct audits at short notice to investigate complaints, or in response to changes or as follow up on suspensions/withdrawals. In such cases, advance intimation will be given to the clients.

**Suspending, withdrawing or reducing the scope of certification**

OneCert International reserves the right to suspend, withdraw or reduce the client's scope. It can be done in following events:

- The client's certified food safety management system has persistently or seriously failed to meet certification requirements, including requirements for the effectiveness of the management system,
- The certified client does not allow surveillance or recertification audits to be conducted at the required frequencies,
- The certified client has voluntarily requested a suspension

Under suspension, the client's management system certification is temporarily invalid. Further failure to resolve the issues that have resulted in the suspension within a time frame shall result in withdrawal or reduction of the scope of certification.

The maximum allowable suspension period will be 6 months within which the client has to revoke its certification status from suspended to operational status.

Under the category of reduction of the scope of certification, OneCert will exclude the parts not meeting the requirements, when the client has persistently or seriously failed to meet the



certification requirements for those parts of the scope of certification. Such reduction of scope will be in line with the requirements of the ISO 22000:2018 standard used for the certification.

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OneCert reserves the right to publish the fact that such action has been taken.

### **Balance Payment**

The client must send the balance amount, if any, of the final invoice to OneCert. Also, a signed copy of the audit report must be send to OneCert for filing.

### **Certificates & OneCert Logo/Marks**

If the company is in compliance with the relevant standard requirements, they can advertise their company profile as ISO 22000:2018 certified company with OneCert logo. Product labeling doesn't come under the scope of certification.

The OneCert logo and accreditation mark(s) are sent (soft copy by mail) to the certified client along with certificate document.

The client has to submit the sample of matter printed with logo either by soft or hard copy to ONECERT INTERNATIONAL for the final approval of logo usage.

### **Handling Appeals and Complaints**

Clients are free to approach OneCert for any type of complaints or appeals against the OneCert International staff, OneCert International certification system or other clients certified by us. Any complaints or appeals have to be made either in writing or through e-mail or phone to the OneCert International office. Complaints will be handled confidentially. The Chief Executive Officer/Director of OneCert International or the person appointed by him for this task deals with appeals and takes decisions on the same.

### **Standards**

The ISO 22000:2018 standard can be obtained from Bureau of Indian Standards (BIS), New Delhi office.



### **Cost of FSMS Certification by OneCert International:-**

OneCert International fees may vary depending upon the time required for different activities such as processing of application, review/s, audit/s, report writing, decision making etc. Fees of a Client will depend upon:

1. No. of products applied for FSMS Certification.
2. No. of production lines (Processor only).
3. No. of employees
4. No. of Operation sites or Offices.
5. Size of operation.
6. Complexity of operation.
7. Records maintained and information provided.
8. Support provided by applicant.

The Fees for the different categories of Clients may be within in the range of Rs.10, 000/- to Rs.1, 00,000/-. For more details please write to OneCert Office with brief description of your operations.

### **Time taken by OneCert for Certification**

The certificate can be released within 1 month after accepting corrective actions & closure of all non-conformities, raised while certification audit, by the client.

*Sandeep Bhargava*

*Director*

*Onecert International(P) Ltd*

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