CER PROCESS FLOW

1. **MARKET INPUTS** (FPR : M&S / M&S AT OFFICE)
2. **ENQUIRY GENERATION** (FPR : M&S at Office)
3. **OBTAIN APPLICATION & REVIEW** (FPR : M&S at Office)
4. **RESOURCE IDENTIFICATION** (FPR : M&S & Ops at office)
5. **CR APPROVAL BY TECHNICAL REVIEWERS** (FPR : ICC)
6. **PROPOSAL SUBMISSION** (FPR : M&S at Office)
7. **CONTRACT RECEIVED** (FPR : M&S at Office)
8. **CONTRACT SET UP** (FPR : M&S at Office / SSC)
9. **PRODUCTION TOOL UPDATE** (FPR : SSC / Ops at office)
10. **SCHEDULING** (MULTIPLE STAGES) (FPR : Ops at office)
11. **AUDITOR PACK RELEASE** (FPR : Ops at office)
12. **PLANNING & CONDUCT OF AUDITS** (FPR : Ops at office)
13. **DRAFT REPORT TO CLIENT & PRODUCTION TOOL** (FPR : PR)
14. **NCR CLOSURE BY CLIENT** (FPR : PR)
15. **FINAL REPORT TO CLIENT BEFORE CERTIFICATION DECISION** (FPR : PR)
16. **ADMIN REVIEW** (FPR : ICC)
17. **TECHNICAL REVIEW** (FPR : Ops at office)
18. **REVIEW DEFECTS CLOSURE** (Incl. any changes in report) (FPR : ICC)
19. **FILE APPROVAL** (FPR : ICC)
20. **CERTIFICATE PRINTING** (FPR : Technical)
21. **AUDIT EXPENSES** (FPR : Ops at Office)
22. **INVOICING** (FPR : Ops at Office)
23. **PAYMENT RECEIPT** (FPR : Ops at Office)
24. **CERTIFICATE HANDING OVER** (FPR: Ops at Office)
25. **CERTIFICATION CYCLE MAINTENANCE PROCESS** (FPR : SSC/Technical/ Ops at Office)

Abbreviation : M&S - Marketing & Sales | **Ops** - Operations | **PR** - Production Resource
ICC - International Competence Centre | **FPR** - First Person Responsible | **SSC** - Shared Services Center