

## Introduction

- MAS Quality Certification (MAS) is committed to conducting audits that adhere to the principles and requirements stipulated in ISO/IEC 17021-1:2015. This Audit Process Policy outlines the methodologies and procedures that MAS will follow to conduct audits for ISO 9001:2015, ISO 14001:2015, ISO 22000:2018, and ISO 45001:2018 certification services.

## Objective

- The objective of this policy is to ensure the effectiveness, consistency, and impartiality of audits carried out by MAS.

## Policy Statements

### Top Management Commitment

- MAS's Top Management is responsible for the implementation and adherence to this policy and is committed to ensuring the integrity and effectiveness of the audit process.

## Scope

- This policy applies to all stages of the audit process, including:
  - Audit planning
  - Audit team selection and competence
  - On-site audit activities
  - Reporting
  - Follow-up activities

## Audit Planning

- MAS will conduct an initial review of the client's application and documentation to plan and schedule audits effectively.
- Audit plans will be communicated to the client in advance, outlining the scope, objectives, criteria, and audit team members.

## Audit Team Selection and Competence

- Audit teams shall be composed of auditors who have the required competence and have no conflicts of interest with the client.
- The audit team shall undergo regular training to maintain and update their expertise.

## On-Site Audit Activities

- Audit teams will conduct on-site audits following the prepared audit plan.
- Interviews, observations, and document reviews will be used to collect evidence.
- Preliminary findings will be communicated to the client before the closing meeting.

## Reporting

- A comprehensive audit report shall be prepared, documenting evidence, findings, and conclusions.
- The client will receive the audit report within an agreed-upon timeframe after the audit.

## Follow-Up Activities

- Any non-conformities identified during the audit shall be subject to corrective actions.
- MAS may conduct follow-up audits to verify the implementation of corrective actions.

### Impartiality

- Impartiality shall be maintained throughout the audit process, in line with MAS's Impartiality Policy.

### Confidentiality

- All information gathered during the audit will be treated as confidential, as per MAS's Confidentiality Policy.

### Records Retention

- Audit records will be retained in accordance with MAS's Retention of Client Records Policy.

### Client Feedback

- MAS shall solicit feedback from clients to continually improve the audit process.

### Responsibility and Authority

- The Audit Manager, under the supervision of Top Management, is responsible for the oversight and execution of this policy.

### Policy Review

- This policy will be reviewed at least annually to ensure that it continues to comply with ISO/IEC 17021-1:2015 and is effective in achieving its objectives.

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Authorized By: Ms. Mervat Ali , CEO



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This Audit Process Policy underlines MAS's dedication to maintaining the highest standards of audit integrity and quality, in alignment with our certification services for ISO 9001:2015, ISO 14001:2015, ISO 22000:2018, and ISO 45001:2018.

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