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## 1. Purpose

This procedure establishes a system for data acquisition, review, price estimation, information leaflets, follow-up, presentation, amendments, acceptance and signing of quotations (and or contract agreements) for the certification process of a client's management system.

## 2. Scope

The Scope of the Procedure will cover the handling of all requests for Certification against IndiaGHP & IndiaHACCP Certification Scheme and the FSMS Certification.

## 3. References

ARPL-QM -1.4 ARPL Quality Manual  
ARPL-QP-02 Certification Decisions  
ARPL-QM-2.0 FSMS Manual

## 4. Responsibilities

**Business Development Manager/Senior Business Development Manager (or business development team)** shall be responsible for generating and handling of enquiries, price estimation, information leaflets, follow-up, presentation, amendments, and acceptance of quotations for the certification process.

**Head-Operations** shall be responsible for receiving, coordinating (both internally and externally), replying and recording details of requests for Certification.

**Quality Manager** shall be overall responsible for reviewing and monitoring of adherence to this procedure.

**Finance Team** (in coordination with Operation Team) shall be responsible for all financial matters like invoicing, payment collection and advice on the related matter to management and operation team.

## 5. Procedure for handling of application, price estimation

### 5.1 Receipt and Recording of Enquiries

Upon generation of interests (either through e-mail, telephonic and other communication means), the company is contacted and procedure is followed as below. Details of enquiries are recorded (either on record or on electronic devices) and tracked by Administrator/Operation coordinators/business development team for follow up further.

### 5.2 Processing of enquiries

In the next step then the potential clients are provided with application form INDIAHACCPGHP APPL.F01 and application form for FSMS ARPL-F-01 Client Information and Approval Form, publicity material (like ARPL Website/E-Mail) outlining information about the Standard and other Certification services ARPL (Certification Division) can provide. The application form called 'Request for Quotation for IndiaGHP & IndiaHACCP: INDIAHACCPGHP APPL.F01 and for FSMS: ARPL-F-01 Client Information and Approval Form is designed and developed for the applicant organization to provide the necessary information to enable it to establish the following:

The desired scope of the certification;

Relevant details of the applicant organization as required by the specific certification scheme, including its name and the address(es) of its site(s), its processes and operations, human and technical resources, functions, relationships and any relevant legal obligations;

Number of shifts, working hours, season of operations, location of sites and available infrastructure on the site Identification of outsourced processes used by the organization that will affect conformity to requirements;

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The standards or other requirements for which the applicant organization is seeking certification;  
Whether consultancy relating to the management system to be certified has been provided and, if so, by whom. Number of production lines, size and number of HACCP lines.

The client may be then followed up by Business Development team for returning back the completed application form. On receipt of a completed Application Form/RFQ for IndiaGHP & IndiaHACCP: INDIAHACCPGHP APPL.F01 and application form for (FSMS: ARPL-F-01 Client Information and Approval Form) will be checked by Business Development to ensure that the necessary information has been provided to enable a quotation to be prepared. The draft quote proposal shall be placed before Quality Manager for review to ensure that.-

Food Chain categories (Ref.- Annex 01.A Classification of Food Chain Categories) and proposed Scope of Certification are precisely defined Client's products/processes are within accredited scope of ARPL (Certification Division) and that ARPL (Certification Division) has qualified and competent team of auditors to service the client within the proposed scope Refer to current list of approved auditors (Annex A34 List of Approved Auditors) for auditors current capabilities.

Based on this review, ARPL (Certification Division) has determined that they have the competent (having knowledge of FSMS audit principles, practices, techniques, reporting requirements, certification processes, terminology used in the client business sector) certification decision makers.

In cases where processes, sectors, activities, products or services have an influence on the food safety of the end products, these cannot be excluded from the Scope of Certification. Time estimation is in accordance to documented procedure contained in; ARPL-F-23 FSMS Audit Time Determination and Proposal Process (For FSMS) and for IndiaGHP - INDIA GHP APPLREV.F01 & for IndiaHACCP - INDIA HACCP APPLREV.F01.

Other laid conditions of the ARPL (Certification Division) policies and procedures are adhered to and complied with. Information are having been collected, reviewed and recorded for contract including threats to impartiality on Annex A21.1 Risks to Impartiality - Analysis Results

Where ARPL (Certification Division) choose to decline an application the reasons for this will be documented and made clear to the site. If the scope of the client's product's/processes is such for which ARPL (Certification Division) has not been granted accreditation by the Accreditation Body to perform Certifications, the client shall be notified. This shall be further updated on record held and maintained with designated Administrator/Operation Coordinator.

The prepared and finalized (after final review of Quality Manager and any amendments thereof) quote proposal shall be shared with client representative along with certification agreement (For FSMS: ARPL-F-43 Certification Agreement, For IndiaGHP & IndiaHACCP: Annex A04 Service Agreement) either through e-mail or courier or manually handed over. The business development team (or any one of them) shall follow up with the client further as per details documented in sub-section-6 of this procedure. Client shall be additionally advised to go through ARPL (Certification Division)'s service protocol shared on the e-mail along with Certification Agreement so that the client knows the rules of Certification prior to signing the certification agreement with ARPL (Certification Division).

Certain clauses of the certification agreement as mentioned in sub-section 7 of this procedure may not be applicable when the client grants contract work by awarding tender.

### **5.3 Time estimation and Multisite sampling**

Refer to audit time calculation and proposal process ARPL-F-23 FSMS Audit Time Determination and Proposal Process.

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## 6. Quote Proposal Follow up

Business Development Manager/Administrator or Operation Coordinator shall follow up with the potential client after the quote package (for FSMS: ARPL-F-01-01 Proposal for FSMS Audit & Certification and ARPL-F-43 Certification Agreement) (for IndiaGHP & IndiaHACCP: INDIAGHP OFFER F01-01 & INDIAHACCP OFFER F01-01 and Annex A04 Service agreement) will be sent to ensure receipt and determine if there are any questions or comments. If a presentation of the quotation is requested, appropriate arrangements shall be made to accommodate the request.

## 7. Quote Proposal Amendment

If a quotation requires amendment, the information shall be modified as required and a new quote prepared and sent to the potential client. If the amendment results in modifying current established fee schedules or in man-days then approval from the Senior Business Development Manager/Managing Director shall be required prior to the new quote being sent. Terms and Conditions relating to certification rule and procedures stated in the ARPL Certification agreement shall be considered 'not negotiable' in order to ensure protection of policies and principles contained in ARPL (Certification Division)'s (ARPL-QM-2.0 FSMS Manual, ARPL-QM-1.4 ARPL Quality Manual) and to ensure continued compliance to ISO/IEC 17021:2015 and ISO/TS 22003 standards.

## 8. Master Agreement for Certification Services

On acceptance of the proposal (for FSMS: ARPL-F-01-01 Proposal for FSMS Audit & Certification and for IndiaGHP & IndiaHACCP: INDIAGHP OFFER F01-01 & INDIAHACCP OFFER F01-01) by the applicant organization, the client will be requested to agree and duly sign a legally enforceable Certification Agreement. This Agreement shall cover all the sites of the clients covered by the scope of certification. Further, this agreement shall also cover all offices of ARPL (Certification Division) in India. Any alterations to the Certification Agreement shall be permissible to altering of payment terms & conditions in the agreement provided reviewed for approval by the Managing Director. Other parts of this agreement with respect to certification rules shall be considered Non-negotiable policy. The client shall be advised of acceptance of the Agreement, or the reasons for rejection. On acceptance, The Certification Agreement shall be signed by the Managing Director or by designated authority.

## 9. Records

Record Name	Responsibility	Location	Period
ARPL-F-23 FSMS Audit Time Determination and Proposal Process INDIAGHP APPLREV.F01 INDIAHACCP APPLREV.F01	Quality Manager	ARPL (Certification Division)	03 years
ARPL-F- 01 Client Information and Approval Form	Quality Manager	ARPL (Certification Division)	03 years
ARPL-F-01-01 Proposal for FSMS Audit & Certification INDIAGHP OFFER F01-01 INDIAHACCP OFFER F01-01	Quality Manager	ARPL (Certification Division)	03 years
Annex 01.A Classification of Food Chain Categories	Quality Manager	ARPL (Certification Division)	03 years
ARPL-F-43 Certification Agreement Annex A04 Service Agreement	Quality Manager	ARPL (Certification Division)	03 years
INDIAHACCPGHP APPL.F01 Application Form ARPL-F-01 Client Information and Approval Form	Quality Manager	ARPL (Certification Division)	03 years