

Clear the Path for Your Certificate

At the end of the Stage 2 and Recertification Audits, clients often ask when they will receive their certificate. Unfortunately, Orion cannot give an exact date. This is due, in part, to the fact that half of the required steps involve actions by the client. Here is a list of 6 steps that must happen at or after the audit and before Orion can issue a certificate after a Stage 2 or Recertification Audit. Some of these steps may happen simultaneously, or may occur in a slightly different order.

- 1) Client and Auditor approve draft certificate at the audit, or request changes to the draft certificate. Revised draft certificates, if applicable, must be approved by the Client and Auditor. The approved draft is made available to the Client in Orion's Client Portal.
- 2) Auditor submits draft audit report and required evidence to Orion's Certifier.
- 3) Certifier reviews report and, when it is acceptable to the Certifier, makes it available to the Client in Orion's Client Portal.
- 4) Nonconformity Report (NCR) Resolution, if applicable:
 - a. The Client submits their first response to the NCR(s) to the Auditor within 30 days. This must include evidence of completed Correction, Cause Analysis, and Corrective Action Plan for each NCR.
 - b. Auditor accepts or rejects the individual pieces of the Client's first NCR response(s).
 - c. If necessary, the Client resubmits any rejected part of their first NCR response(s).
 - d. Client submits their second response to the NCRs(s) by the due date. This must include evidence that the Corrective Action Plan has been completed.
 - e. If any of the NCRs are Major NCRs, or if required by the standard, the Auditor must verify the effectiveness of the Correction(s) and Corrective Action(s). Major NCRs may require an on-site Corrective Action Audit for verification of effectiveness.
- 5) Client pays invoice.
- 6) Certifier reviews draft audit report, draft certificate, required evidence, and the Client's NCR responses and Auditor approvals. The Certifier may make a positive Certification Decision or request more information from the Auditor. If more information is requested, it must then be submitted by the Auditor, followed by additional review by the Certifier.



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