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Ethiopian Conformity Assessment Enterprise

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Title: **PROCEDURE FOR MANAGEMENT OF EXTRA ORDINARY EVENTS**

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Author:

Signature:

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Signature:

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1 PURPOSE

This procedure describes how ECAE CD manages certification activities to ensure consistent service delivery whenever extraordinary circumstances or events occur.

2 SCOPE

The procedure is applicable for any extraordinary events impacting ECAE CD certification activities .

3 REFERENCES

- i. IAF ID 3: IAF Informative Document for Management of Extra Ordinary Events or Circumstances affecting ABs, CABs and certified organisations
- ii. IAF MD 4: IAF Mandatory Document for the use of information and information communication technology for auditing /assessment purposes
- iii. ISO/IEC 17021-1:2015 Conformity assessment – Requirements for bodies providing audit and certification of management Systems Part -1
- iv. ISO 31000:2018 Risk management guidelines

4 RESPONSIBILITY

- i. It is the responsibility of Team Leaders to implement the requirements of this procedure.
- ii. The Quality Manager is responsible to ensure the implementation of this procedure.

5 DEFINITIONS AND ABBREVIATIONS

5.1 Definitions

For the purpose of this document in addition to the definitions given in ISO 9000:2015 & ISO/IEC 17000:2020, the following applies.

- 5.1.1 Extraordinary event or circumstance: A circumstance beyond the control of the organization commonly referred to as “Force Majeure” or “act of God”. Examples are war, strike, riot, political instability, geopolitical tension, terrorism, crime, pandemic, flooding, and earthquake, malicious

6 PROCEDURES

6.1 Extraordinary event or circumstance affecting a certified organisation

6.1.1 The certified clients affected by an extra ordinary event or circumstance shall conduct an evaluation on the extent of the impact of the situation on its ability to continue to operate in accordance with ECAE CD certification requirements detailing:

- i. The scope and extent of the affected services and products, manufacturing sites.
- ii. The number of affected customers.
- iii. When the client will be able to function normally within the current scope of certification.
- iv. When the client will be able to ship products or perform the service defined within the current scope of certification.
- v. Will the client need to use alternative manufacturing and/or distribution sites? If so, are these currently covered under the current certification or will they need to be evaluated?
- vi. Whether the existing inventory still meet customer specifications or will the certified organization contact its customers regarding possible concessions?
- vii. Whether the certified organization has implemented a disaster recovery plan or emergency response as required by the management system to which it is certified and if it is effective?
- viii. Whether some of the processes and/or services performed or products shipped be subcontracted to other organizations? If so, how the other organizations' activities be controlled by the certified client.



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- ix. The extent to which operations of the management system have been affected.
- x. Whether the client has conducted an impact assessment.
- xi. If alternative sampling sites have been identified, as appropriate.

6.2 Actions to be taken by ECAE CD to certified clients

- 6.2.1 If the certification activities of ECAE CD are affected by extra ordinary events or circumstances the procedures on remote auditing shall apply in addition to this policy.
- 6.2.2 ECAE CD shall carry out a risk assessment for maintaining certification for each certified client impacted by the extra ordinary event or circumstances.
- 6.2.3 If the risk of continuing certification is low, and based on the collected information the CAB may need to consider alternative short-term methods of assessment to verify continuing system effectiveness for the organization. This may include requesting relevant documentation (for example, management review meeting minutes, corrective action records, results of internal audits, test/inspection reports, etc.) to be reviewed off site by the CAB to determine continuing suitability of the certification for a period not more than 6 months
- 6.2.4 Remote audits shall be used following the procedures for certification as applicable if the client has the appropriate ICT infrastructure.
- 6.2.5 ECAE CD shall only undertake initial certification and scope extensions when the full planned audit has been undertaken on site.
- 6.2.6 Surveillance activities shall be conducted as soon as the extra ordinary event is over if a remote audit was not undertaken. In the case of the first surveillance audit after the initial certification this shall be undertaken within 18 months from the date of initial or recertification audit.
- 6.2.7 For surveillance activities the audit s shall not be postponed beyond 6 months.
- 6.2.8 The certifications shall be withdrawn if the recertification audit cannot be conducted within 6 months of expiry of certification.

7.0 RECORDS

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