



PRE-CERTIFICATION QUESTIONNAIRE

(To be submitted with FM-CP-01)

INSTRUCTIONS

This questionnaire is intended to provide preliminary information relating to the applicant’s capability to control the quality of products or commodities to the requirements of relevant standard specifications, and the applicant’s Quality Management System.

This information will be used by SLSI for the purpose of determining the conformity of products and Quality Management System during the certification audits.

This questionnaire should be completed separately for each manufacturing plant/production facility. The information shall relate to the facilities currently available at the manufacturing plant/ production facility. Supplements may be included where it is necessary to expand on any statement.

SLSI will ensure the confidentiality of all the information furnished by the applicant in this questionnaire.

Please tick (✓ or ✗) in the relevant box given under each question.

1. General Information

- 1.1. Name of the Applicant:
- 1.2. Brand name of the Product
- 1.3. Address of the Manufacturing Plant

1.4. Number of Employees

Department (eg.: Management, Production, Quality Assurance, Human Resources, etc.)	Total Effective Number of Employees*	
	Head Office	Manufacturing Plant

Note*: The effective number of employees consists of all full time employees involved within the scope of certification including those working on each shift. Non-permanent (seasonal, temporary and contracted employees) and part time employees who will be present at the time of the audit shall be included in this number.



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2. Legal and Regulatory Compliance

YES

- 2.1. Has the company complied with all applicable laws and regulations of the country of which manufacturing plant located?
- 2.2. Has the company obtained legal right to manufacture the products of which the certification is to be sought?
- 2.3. Does the company know applicable laws and regulations of Sri Lanka in relation to the products of which the certification is to be sought?

3. Product/Commodity Compliance

YES

- 3.1. Does the Product/Commodity of which the certification is to be sought conform to the Sri Lanka Standard?
- 3.2. Is the company having a testing facility to carry out tests specified in the Sri Lanka Standard?
- If no,*
- Does the company use third party laboratory to carry out the tests specified in the Sri Lanka Standard?
- 3.3. Is the testing facility of the company capable to carry out all the tests specified in the Sri Lanka Standard?
- If no,*
- Does the company outsource any test not carried out at the company?

Please indicate the tests outsourcing.

4. Quality Management System Compliance

Quality Management System of the company is to be complied to the requirements given in the *Quality Management System Requirements for Product Certification (GL-CP-01)* issued by the Sri Lanka Standards Institution.

- ❖ ISO 9001 certification is compulsory for overseas manufacturing plants
- ❖ local (Sri Lanka) manufacturing plants which are not having ISO 9001 certification are to be complied to the Option-1 given in the GL-CP-01



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Requirement No.		Requirement	Addressed?	
ISO 9001:2015	GL-CP-01		Yes	No
4	2.1	Context of the organization		
4.3	2.1.1	Determining the scope of the quality management system		
		a) Has the organization determined the boundaries and applicability of the quality management system to establish its scope?		
		b) When determining this scope, has the organization shall consider the products and services of the organization?		
		c) Has the organization applied all the requirements of GL-CP-01 within the determined scope of its quality management system?		
		d) Has the scope of the organization's quality management system been available and be maintained as documented information?		
		e) Has the scope stated the types of products and services covered?		
4.4	2.1.2	Quality Management System and its Processes		
4.4.1	2.1.2.1	Has the organization established, implemented, maintained and continually improved the quality management system including the processes needed and their interactions, in accordance with the requirements of GL-CP-01?		
		Has the organization determined the processes needed for the quality management system and their application throughout the organization by;		
		a) Determining the inputs required and the outputs expected from these processes?		
		b) Determining the sequence and interaction of these processes?		
		c) Determining and applying the criteria and methods (including monitoring, measurements and related performance indicators) needed to ensure the effective operation and control of these processes?		
		d) Determining the resources needed for these processes and ensuring their availability?		
		e) Assigning responsibility and authority for these processes?		
		f) Evaluating these processes and implementing any changes needed to ensure that these processes achieve their intended results?		
		g) Improving the processes and the quality management system?		
4.4.2	2.1.2.2	Has the organization to the extent necessary;		
		a) maintained documented information to support the operation of its processes?		
		b) retained documented information to have confidence that the processes are being carried out as planned?		
5	2.2	Leadership		
5.1	2.2.1	Leadership and Commitment		
5.1.1	2.2.1.1	General		
		Has top management demonstrated leadership and commitment with respect to the QMS on the following?		
		a) taking accountability for the effectiveness of the QMS;		
		b) ensuring that the quality policy and quality objectives are established for the quality management system and are compatible with the context and strategic direction of the organization;		
		c) ensuring the integration of the QMS requirements into the organization's business processes;		
		d) promoting the use of the process approach;		
		e) ensuring that the resources needed for the QMS are available;		



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		f) Communicating the importance of effective quality management and of conforming to the QMS requirements;		
		g) ensuring that the QMS achieves its intended results;		
		h) engaging directing and supporting persons to contribute to the effectiveness of the quality management system;		
		i) promoting improvement;		
		j) supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.		
5.1.2	2.2.1.2	Customer Focus		
		Has top management demonstrate leadership and commitment with respect to customer focus by:		
		a) ensuring that customer and applicable statutory and regulatory requirements are determined, understood and consistently met?		
		b) ensuring that the focus on enhancing customer satisfaction is maintained?		
5.2	2.2.2	Policy		
5.2.1	2.2.2.1	Establishing the quality policy		
		Has top management established, implemented and maintained a quality policy that:		
		a) is appropriate to the purpose and context of the organization and supports its strategic direction?		
		b) can provide a framework for setting quality objectives?		
		c) includes a commitment to continual improvement to satisfy applicable requirements?		
		d) includes a commitment to continual improvement of the quality management system?		
5.2.2	2.2.2.2	Communicating the Quality Policy		
		Is the quality policy:		
		a) available and maintained as documented information?		
		b) communicated, understood and applied within the organization?		
		c) available to relevant interested parties, as appropriate?		
5.3	2.2.3	Organizational roles, responsibilities and authorities		
		Has top management ensured that the responsibilities and authorities for relevant roles are assigned, communicated and understood within the organization?		
		Has top management assigned the responsibility and authority for;		
		a) ensuring that the QMS conforms to the requirements of GL-CP-01?		
		b) ensuring that the processes are delivering their intended outputs;		
		c) reporting on the performance of the QMS and on opportunities for improvement (see 2.6.1 of GL-CP-01) in particular to top management?		
		d) ensuring the promotion of customer focus throughout the organization?		
		e) ensuring that the integrity of the QMS is maintained when changes to the QMS are planned and implemented?		
6	2.3	Planning		
6.2	2.3.1	Quality objectives and planning to achieve them		
6.2.1	2.3.1.1	Has the organization established quality objectives at relevant functions, levels and processes needed for the quality management system?		
		Has the organization developed quality objectives that:		
		a) are consistent with the quality policy?		
		b) are Measurable?		
		c) take into account applicable requirements?		
		d) are relevant to conformity of products and services and to enhancement of customer satisfaction?		



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		e) are monitored?		
		f) are communicated?		
		g) are updated as appropriate?		
		Has the organization maintained documented information on the quality objectives?		
6.2.2	2.3.1.2	When planning how to achieve quality objectives, has the organization determined;		
		a) what will be done?		
		b) what resources will be required?		
		c) who will be responsible?		
		d) when it will be completed?		
		e) how the results will be evaluated?		
6.3	2.3.2	Planning of changes		
		Has the organization determined the need for changes to the quality management system and carried those changes out in a planned manner (see 2.1.2 of GL-CP-01)?		
		When planning for changes, has the organization considered;		
		a) the purpose of the changes and their potential consequences		
		b) the integrity of the quality management system?		
		c) the availability of resources?		
		d) the allocation or reallocation of responsibilities and authorities?		
7	2.4	Support		
7.1	2.4.1	Resources		
7.1.1	2.4.1.1	General		
		Has the organization determined and provided the resources necessary for the establishment, implementation, maintenance and continual improvement of the quality management system?		
		When providing resources has the organization considered:		
		a) the capabilities of, and constraints on, existing internal resources?		
		b) what needs to be obtained from external providers?		
7.1.2	2.4.1.2	People		
		Has the organization determined and provided the persons necessary for the effective implementation of its quality management system and for the operation and control of its processes?		
7.1.3	2.4.1.3	Infrastructure		
		Has the organization determined, provided and maintained the infrastructure necessary for the operation of its processes and to achieve conformity of products and services? (<i>Infrastructure can include buildings and associated utilities, equipment including hardware and software, transportation resources, information and communication technology</i>).		
7.1.4	2.4.1.4	Environment for the operation of processes		
		Has the organization determined, provided, and maintained the environment necessary for the operation of its processes and to achieve conformity of products and services? (<i>A suitable environment can be a combination of human and physical factors, such as social (e.g. non-discriminatory, calm, non-confrontational), psychological (e.g. stress-reducing, burnout prevention, emotionally protective), physical (e.g. temperature, heat, humidity, light, airflow, hygiene, noise). These factors can differ substantially depending on the products and services provided</i>).		
7.1.5	2.4.1.5	Monitoring and measuring resources		
7.1.5.1	2.4.1.5.1	General		
		Has the organization determined and provided the resources needed to ensure valid and reliable results when monitoring and measuring is used to verify the conformity of products and services to requirements?		



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		Has the organization ensured that the resources provided;		
		a) are suitable for the specific type of monitoring and mea		
		b) are maintained to ensure their continuing fitness for their purpose?		
		Has the organization retained documented information as evidence of fitness for purpose of the monitoring and measurement resources?		
7.1.5.2	2.4.1.5.2	Measurement Traceability		
		Has the organization ensured that when measurement traceability is a requirement, or is considered by the organization to be an essential part of providing confidence in the validity of measurement results, that measuring equipment is:		
		a) calibrated or verified, or both, at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards and when no such standards exist, the basis used for calibration or verification is retained as documented information?		
		b) identified in order to determine their status?		
		c) safeguarded from adjustments, damage or deterioration that would invalidate the calibration status and subsequent measurement results?		
		Has the organization determined if the validity of previous measurement results have been adversely affected when measuring equipment is found to be unfit for its intended purpose, and takes appropriate action as necessary?		
7.2	2.4.2	Competence		
		Has the organization:		
		a) determined the necessary competence of a person(s) doing work under its control that affects the performance and effectiveness of the quality management system?		
		b) ensured that these persons are competent on the basis of appropriate education, training, or experience?		
		c) ensured where applicable taken actions to acquire the necessary competence, and evaluate the effectiveness of the actions taken?		
		d) retained appropriate documented information as evidence of competence?		
7.3	2.4.3	Awareness		
		Has the organization ensured that the persons doing work under the organization's control are aware of:		
		a) the quality policy?		
		b) relevant quality objectives?		
		c) their contribution to the effectiveness of the quality management system, including benefits of improved performance?		
		d) the implications of not conforming with the quality management system requirements?		
7.4	2.4.4	Communication		
		Has the organization determined the internal and external communications relevant to the quality management system including;		
		a) what it will communicate?		
		b) when to communicate?		
		c) with whom to communicate?		
		d) how to communicate?		
		e) who communicates?		
7.5	2.4.5	Documented information		
7.5.1	2.4.5.1	General		
		Has the organization's quality management system included:		
		a) documented information required by GL-CP-01?		
		b) documented information determined by the organization as being necessary for the effectiveness of the quality management system?		



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7.5.2	2.4.5.2	Creating and updating		
		When creating and updating documented information, has the organization ensured appropriate:		
		a) identification and description (e.g. a title, date, author, or reference number)?		
		b) format (e.g. language, software version, graphics) and media (e.g. paper, electronic)?		
		c) review and approval for suitability and adequacy.		
7.5.3	2.4.5.3	Control of documented information		
7.5.3.1	2.4.5.3.1	Has the documented information required by the quality management system and by GL-CP-01 been controlled to ensure:		
		a) it is available and suitable for use, where and when it is needed?		
		b) it is adequately protected (e.g. from loss of confidentiality, improper use, or loss of integrity)?		
7.5.3.2	2.4.5.3.2	For the control of documented information, has the organization addressed the following activities, as applicable:		
		a) distribution, access, retrieval and use?		
		b) storage and preservation, including preservation of legibility?		
		c) control of changes (e.g. version control)?		
		d) retention and disposition?		
		Has the documented information of external origin determined by the organization to be necessary for the planning and operation of the quality management system been identified as appropriate, and be controlled?		
		Has the documented information retained as evidence of conformity been protected from unintended alterations?		
8	2.5	Operation		
8.1	2.5.1	Operational planning and control		
		Has the organization planned, implemented and controlled the processes (see 2.1.2 of GL-CP-01) needed to meet the requirements for the provision of products and services and implemented the actions determined in Clause 2.3 of GL-CP-01, by:		
		a) determining the requirements for the products and services?		
		b) establishing criteria for:		
		1) the processes and the acceptance of products and services?		
		2) the acceptance of products and services?		
		c) determining the resources needed to achieve conformity to the product and service requirements?		
		d) implementing control of the processes in accordance with the criteria?		
		e) determining, maintaining and retaining documented information to the extent necessary:		
		1) to have confidence that the processes have been carried out as planned?		
		2) to demonstrate the conformity of products and services to their requirements?		
		Has the organization ensured that the output of this planning is suitable for the organization's operations?		
		Has the organization controlled planned changes and reviewed the consequences of unintended changes while taking action to mitigate any adverse effects?		
		Has the organization ensured that outsourced processes are controlled (see 2.5.3 of GL-CP-01)?		
8.2	2.5.2	Requirements for products and services		
8.2.1	2.5.2.1	Customer communication		
		Has the communication with customers included:		
		a) providing information relating to products and services?		



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		b) handling enquiries, contracts or orders, including changes?		
		c) obtaining customer feedback relating to products and services, including customer complaints?		
		d) handling or controlling customer property?		
		e) establishing specific requirements for contingency actions, when relevant?		
8.2.2	2.5.2.2	Determining the requirements for products and services		
		When determining the requirements for the products and services to be offered to customers, has the organization ensured that:		
		a) the requirements for the products and services are defined, including:		
		1) any applicable statutory and regulatory requirements?		
		2) those considered necessary by the organization?		
		b) the organization can meet the claims for the products and services it offers?		
8.2.3	2.5.2.3	Review of the requirements for products and services		
8.2.3.1	2.5.2.3.1	Has the organization ensured that it has the ability to meet the requirements for products and services to be offered to customers?		
		Has the organization conducted a review before committing to supply products and services to a customer, to include:		
		a) requirements specified by the customer, including the requirements for delivery and post-delivery activities?		
		b) requirements not stated by the customer, but necessary for the specified or intended use, when known?		
		c) requirements specified by the organization?		
		d) statutory and regulatory requirements applicable to the products and services?		
		e) contract or order requirements differing from those previously expressed?		
		Has the organization ensured that contract or order requirements differing from those previously defined are resolved?		
		Have the customer's requirements been confirmed by the organization before acceptance, when the customer does not provide a documented statement of their requirements?		
8.2.3.2	2.5.2.3.2	Has the organization retained documented information, as applicable:		
		a) on the results of the review?		
		b) on any new requirements for the products and services?		
8.2.4	2.5.2.4	Changes to requirements for products and services		
		Has the organization ensured that relevant documented information is amended, and that relevant persons are made aware of the changed requirements, when the requirements for products and services are changed?		
8.4	2.5.3	Control of externally provided processes, products and services		
8.4.1	2.5.3.1	General		
		Has the organization ensured that the externally provided processes, products and services conform to requirements?		
		Has the organization determined the controls to be applied to externally provided processes, products and services when;		
		a) the products and services from external providers are intended for incorporation into the organization's own products and services?		
		b) the products and services are provided directly to the customer(s) by external providers on behalf of the organization?		
		c) a process, or part of a process, is provided by an external provider as a result of a decision by the organization?		
		Has the organization determined and apply the criteria for the evaluation, selection, monitoring of performance and re-evaluation of external providers, based on their		



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		ability to provide processes or products and services in accordance with requirements?		
		Has the organization retained documented information of these activities and any necessary actions arising from the evaluations?		
8.4.2	2.5.3.2	Type and extent of control		
		Has the organization ensured that externally provided processes, products and services do not adversely affect the organization's ability to consistently deliver conforming products and services to its customers?		
		Has the organization;		
		a) ensured that externally provided processes remain within the control of its quality management system?		
		b) defined both the controls that it intends to apply to an external provider and those it intends to apply to the resulting output?		
		c) taken into consideration:		
		1) the potential impact of the externally provided processes, products and services on the organization's ability to consistently meet customer and applicable statutory and regulatory requirements?		
		2) the effectiveness of the controls applied by the external provider?		
		d) determined the verification, or other activities, necessary to ensure that the externally provided processes, products and services meet requirements?		
8.4.3	2.5.3.3	Information for external providers		
		Has the organization ensured the adequacy of requirements prior to their communication to the external provider?		
		Has the organization communicated to external providers its requirements for:		
		a) the processes, products and services to be provided?		
		b) the approval of:		
		1) products and services?		
		2) methods, processes and equipment?		
		3) the release of products and services?		
		c) competence, including any required qualification of persons?		
		d) the external providers' interactions with the organization?		
		e) control and monitoring of the external providers' performance to be applied by the organization?		
		f) verification or validation activities that the organization, or its customer, intends to perform at the external providers' premises?		
8.5	2.5.4	Production and service provision		
8.5.1	2.5.4.1	Control of production and service provision		
		Has the organization implemented production and service provision under controlled conditions that includes;		
		a) the availability of documented information that defines the characteristics of the products to be produced, services to be provided, or the activities to be performed and the results to be achieved?		
		b) the availability and use of suitable monitoring and measuring resources?		
		c) the implementation of monitoring and measurement activities at appropriate stages to verify the criteria for control of processes or outputs and that acceptance criteria for products and services have been met?		
		d) the use of suitable infrastructure and environment for the operation of processes?		
		e) the appointment of competent persons, including any required qualification?		



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		f) the validation, and periodic revalidation, of the ability to achieve planned results of the processes for production and service provision when the resulting output cannot be verified by subsequent monitoring or measurement?		
		g) the implementation of actions to prevent human error?		
		h) the implementation of release, delivery and post-delivery activities?		
8.5.2	2.5.4.2	Identification and traceability		
		Has the organization used suitable means to identify outputs when it is necessary to ensure the conformity of products and services?		
		Has the organization identified the status of outputs with respect to monitoring and measuring requirements throughout production and service provision?		
		Has the organization controlled the unique identification of the outputs when traceability is a requirement and retained the documented information necessary to enable traceability?		
8.5.3	2.5.4.3	Property belonging to customers or external providers		
		Has the organization exercised care with property belonging to customers or external providers while it is under the organization's control or being used by the organization?		
		Has the organization identified, verified, protected and safeguarded customer or external providers' property provided for use or incorporation into the products and services?		
		When property of a customer or external provider is lost, damaged or found to be unsuitable for use, has the organization reported this to the customer or external provider and retained documented information on what has occurred?		
8.5.4	2.5.4.4	Preservation		
		Has the organization preserved the outputs during production and service provision, to the extent necessary to ensure conformity to requirements?		
8.5.5	2.5.4.5	Post-delivery activities		
		Has the organization met the requirements for post-delivery activities associated with the products and services?		
		In determining the extent of the post-delivery activities that are required has the organization considered:		
		a) statutory and Regulatory requirements?		
		b) the potential undesired consequences associated with its products and services?		
		c) the nature, use and intended lifetime of its products and services?		
		d) customer requirements?		
		e) customer feedback?		
8.5.6	2.5.4.6	Control of changes		
		Has the organization reviewed and controlled changes for production or service provision, to the extent necessary to ensure continuing conformity with requirements?		
		Has the organization retained documented information describing the results of the review of changes, the person(s) authorizing the change, and any necessary actions arising from the review?		
8.6	2.5.5	Release of products and services		
		Has the organization implemented planned arrangements, at appropriate stages, to verify that the product and service requirements have been met?		
		Has the organization ensured that the release of products and services to the customer not proceed until the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority and as applicable, by the customer?		



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		Has the organization retained documented information on the release of products and services which includes:		
		a) evidence of conformity with the acceptance criteria?		
		b) traceability to the person(s) authorizing the release?		
8.7	2.5.6	Control of nonconforming outputs		
8.7.1	2.5.6.1	Has the organization ensured that outputs that do not conform to their requirements are identified and controlled to prevent their unintended use or delivery?		
		Has the organization taken appropriate action on outputs based on the nature of the nonconformity and its effect on the conformity of products and services?		
		Has the organization also applied action on nonconforming products and services detected after the delivery of products and during or after the provision of services?		
		Has the organization dealt with nonconforming outputs in one or more of the following ways by;		
		a) correction?		
		b) segregation, containment, return or suspension or provision of products and services?		
		c) informing the customer?		
		d) obtaining authorization for acceptance under concession?		
		Has the organization verified conformity to the requirements when nonconforming outputs are corrected?		
8.7.2	2.5.6.2	Has the organization retained documented information that:		
		a) Describes the nonconformity?		
		b) Describes the actions taken?		
		c) Describes any concessions obtained?		
		d) Identifies the authority deciding the action in respect of the nonconformity?		
9	2.6	Performance Evaluation		
9.1	2.6.1	Monitoring, measurement, analysis and evaluation		
9.1.1	2.6.1.1	General		
		Has the organization determined:		
		a) What needs to be monitored and measured?		
		b) The methods for monitoring, measurement, analysis and evaluation needed to ensure valid results?		
		c) When the monitoring and measuring shall be performed?		
		d) When the results from monitoring and measurement are analyzed and evaluated?		
		Is the organization evaluating the performance and the effectiveness of the quality management system?		
		Has the organization retained appropriate documented information as evidence of the results?		
9.1.2	2.6.1.2	Customer satisfaction		
		Is the organization monitoring customers' perceptions of the degree to which their needs and expectations are being fulfilled and determining the methods for obtaining, monitoring and reviewing this information?		
9.1.3	2.6.1.3	Analysis and evaluation		
		Is the organization analyzing and evaluating appropriate data and information arising from monitoring and measurement?		
		Has the organization used the results of the analysis to evaluate;		
		a) the conformity of products and services?		
		b) the degree of customer satisfaction?		
		c) the performance and effectiveness of the quality management system?		
		d) if planning has been implemented effectively?		



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		e) the performance of external providers?		
		f) the need for improvements to the quality management system?		
9.2	2.6.2	Internal audit		
9.2.1	2.6.2.1	Is the organization conducting internal audits at planned intervals to provide information on whether the quality management system;		
		a) conforms to the organization's own requirements for its quality management system and the requirements of GL-CP-01?		
		b) is effectively implemented and maintained?		
9.2.2	2.6.2.2	Has the organization;		
		a) planned, established, implemented and maintained an audit programme(s) including the frequency, methods, responsibilities, planning requirements and reporting which takes into consideration the importance of processes concerned, changes affecting the organization, and the results of previous audits?		
		b) defined the audit criteria and scope for each audit?		
		c) selected auditors and conducted audits to ensure objectivity and impartiality of the audit process?		
		d) ensured that the results of audits are reported to relevant management?		
		e) taken appropriate correction and corrective actions without undue delay?		
		f) retained documented information as evidence of the implementation of the audit programme and the audit results?		
9.3	2.6.3	Management Review		
9.3.1	2.6.3.1	General		
		Has top management reviewed the organization's quality management system, at planned intervals, to ensure its continuing stability, adequacy, effectiveness and alignment with the strategic direction of the organization?		
9.3.2	2.6.3.2	Management review inputs		
		Has the organization planned and carried out taking into consideration;		
		a) the status of actions from previous management reviews?		
		b) changes in external and internal issues that are relevant to the quality management system?		
		c) information on the performance and effectiveness of the quality management system which includes trends in:		
		1) customer satisfaction and feedback from relevant interested parties?		
		2) the extent to which quality objectives have been met?		
		3) process performance and conformity of products and services?		
		4) nonconformities and corrective actions?		
		5) monitoring and measuring results?		
		6) audit results?		
		7) the performance of external providers?		
		d) The adequacy of resources?		
		e) Opportunities for improvement?		
9.3.3	2.6.3.3	Management review outputs		
		Has the organization ensured that the outputs of the management review includes decisions and actions related to;		
		a) opportunities for improvement?		
		b) any need for changes to the quality management system?		
		c) resource needs?		



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		Is the organization retaining documented information as evidence of the results of the management reviews?		
10	2.7	Improvement		
10.1	2.7.1	General		
		Has the organization determined and selected opportunities for improvement and implemented any necessary actions to meet customer requirements and enhance customer satisfaction?		
		These shall include:		
		a) improving products and services to meet requirements as well as to address future needs and expectations;		
		b) correcting, preventing or reducing undesired effects;		
		c) improving the performance and effectiveness of the quality management system.		
10.2	2.7.2	Nonconformity and corrective action		
10.2.1	2.7.2.1	When a nonconformity occurs, including any arising from complaints has the organization;		
		a) reacted to the nonconformity as applicable and taken action to control and correct it and also deal with the consequences?		
		evaluated the need for action to eliminated the cause(s) of the nonconformity, to ensure that it does not recur or occur elsewhere by:		
		1) reviewing and analysing the nonconformity?		
		2) determining the causes of the nonconformity?		
		3) determining if similar nonconformities exist, or could potentially occur?		
		b) implemented any action needed?		
		c) reviewed the effectiveness of any corrective action taken?		
		d) made changes to the quality management system, if necessary?		
		Has the organization ensured that corrective actions are appropriate to the effects of the nonconformities encountered?		
10.2.2	2.7.2.2	Has the organization retained documented information as evidence of;		
		a) the nature of the nonconformities and any subsequent actions taken?		
		b) the results of any corrective action?		
10.3	2.7.3	Continual improvement		
		Has the organization continually improved the suitability, adequacy and effectiveness of the quality management system.		
		Has the organization considered the results of analysis and evaluation, and the outputs from management review, to determine if there are needs or opportunities that shall be addressed as part of continual improvement.		

5. Any other additional information, if any