Supervision and Quality Assurance Policy

1. Purpose

The purpose of this policy is to ensure that all certification audits conducted by IQMCINDIA Certification Pvt. Ltd. are executed with consistent, effective supervision and oversight. This supports the integrity, reliability, and objectivity of the certification process by emphasizing auditor competency, proper guidance, and open communication.

IQMCINDIA Certification Pvt. Ltd. is fully committed to maintaining the highest standards of professionalism, impartiality, and quality. We are dedicated to ensuring that all audits are conducted under responsible supervision to foster trust in our certification services and continual improvement in our systems.

2. Scope

This policy applies to:
- All personnel involved in QMS Certification and social compliance audits.
- All audit team compositions, competency assurance, supervision, and reporting.

3. Definitions

- **CSCA**: Certified Social Compliance Auditor
- **ASCA**: Associate Social Compliance Auditor
- **Audit Supervision**: Oversight provided during audit planning, execution, and reporting to ensure effective performance and reliable results.
- **Competence**: Demonstrated ability to apply knowledge and skills to achieve intended results.

4. Supervision and Communication

- Auditors are supervised throughout the audit process to ensure consistency and objectivity in audit execution.

- Audit Team Leaders maintain clear communication with team members and management, enabling timely decision-making and resolution of technical concerns.

- Audit teams are encouraged to consult with technical managers, scheme experts, or top management if they encounter uncertainties beyond their expertise.

5. Auditor Competency and Assignment

- Auditors are assigned responsibilities based on demonstrated qualifications, training, and ongoing competency evaluation.
- When a team includes an **ASCA**, the **CSCA** ensures that:

- The ASCA only performs tasks aligned with their current competency level.

- Their work is monitored, reviewed, and performed according to client or scheme requirements.

All auditors undergo annual competency evaluations and performance reviews, managed by the Quality or Certification Manager.

6. Escalation and Reporting of Concerns

- Any auditor who believes they are being asked to perform work beyond their competency or for which they lack adequate training must escalate the concern to IQMCINDIA management.

- IQMCINDIA ensures a non-retaliatory environment that encourages open reporting, as required by its ethics and quality management practices.

- Issues may also be reported to APSCA if the audit relates to social compliance programs.

7. Quality Assurance Oversight

- The Quality Department oversees audit consistency, adequacy of audit evidence, and compliance with procedures.
- Witness audits, internal audits, and client feedback are used to identify gaps and improve supervision effectiveness.
- Corrective actions from supervision reviews are recorded and tracked in the nonconformance management system.

8. Policy Review

This policy is reviewed annually and revised as needed based on updates to ISO standards and social audits amendment, accreditation requirements, or internal performance findings.

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IQMCINDIA CERTIFICATION PVT LTD

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