



Halal Center Quality Certification Limited Company

Title: Certification Process Flow - HC/02/14

Process Step-1 (Pre-Certification Activities)

Process Name	Responsibilities	Process Descriptions
Inquiry from Client	Branch office	<ol style="list-style-type: none"> 1. Communication & collection of inquiries from clients related to Certifications. 2. Provision of Application Form & related Forms to Client for filling like Application Form (HC/03/06), List of Required Documents for Certification (HC/03/51) & List of Raw Materials, Packaging Materials & Processing Aids (HC/03/49). 3. Provision of Applicable Certification Schemes to Client. 4. Coordination with client for filling the application form.
Application Review	Branch office	<ol style="list-style-type: none"> 1. After receiving of Application, Branch office team will review the application for final approval of application. 2. Coordination with head office and client in case required further information's from head office or client as per nature of Certifications.
Proposal/Quotation Preparation & Submission	Branch office	<ol style="list-style-type: none"> 1. After successful approval of Application, Branch office team will prepare proposal/quotation for Certification. 2. Submission of Proposal/Quotation to Branch office for final approval by Client (HC/03/58) 3. Coordination with head office in case for any changes required in proposal/quotation.
Proposal/Quotation Submission & Final Approval	Branch office	<ol style="list-style-type: none"> 1. Branch office team will get final approval from client. 2. Coordination with Head office and Client incase for any changes required in proposal/quotation. 3. Submission of approved Proposal/Quotation to Head office after signing & stamping by Client.
Certification Agreement Preparation & Submission	Head office	<ol style="list-style-type: none"> 1. After successful approval of proposal/quotation, Head office team will prepare Certification Agreement for Certification. 2. Submission of Certification Agreement to Branch office for final approval by Client. 3. Coordination with Branch office in case for any changes required in Certification Agreement.
Certification Agreement Submission & Final Approval	Branch office	<ol style="list-style-type: none"> 1. After receiving Certification Agreement, Branch office team will get final approval from client. 2. Coordination with Head office and Client incase for any changes required in Certification Agreement. 3. Submission of approved Certification Agreement to Head office after signing & stamping by Client.



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		4. Provision of tentative date for Stage-1 and Stage-2 audits after agreeing with the client.
Invoice Generation (Initial Payment)	Head office	<ol style="list-style-type: none"> 1. After successful approval of certification agreement, Head office team will generate invoice for initial payment. 2. Submission of invoice to Branch office for initial payment by Client. 3. Coordination with Branch office for any query related to invoice.
Initial Payment Submission	Branch office	<ol style="list-style-type: none"> 1. After receiving invoice, Branch office team will communicate with client related to submission of initial payment. 2. Submission of receipt for initial payment by Client. 3. Coordination with Head office & Client for any query related to invoice.

Process Step-2 (Certification Activities)

Process Name	Responsibilities	Process Descriptions
Audit Planning	Branch office	<p>Branch office:</p> <ol style="list-style-type: none"> 1. Audit team selection and audit planning 2. Audit plan preparation in coordination with Audit Team Leader. 3. Coordination with Client & Head office to conform Audit dates. 4. Coordination with Client & Head office for audit plan. 5. Travel & accommodation arrangement for auditors.
Audit Execution	Branch office	<ol style="list-style-type: none"> 1. Conducting Audit, Preparation of Audit Reports and coordination with audit team members. 2. Preparation of Audit Findings and sharing to client. 3. Preparation of Audit report & submission for technical review. 4. Coordination with committee for Audit report approval and final decision. 5. Coordination with audit team members for successful audit execution. 6. Coordination with client for closure of audit findings and provision of related evidence. 7. Collection of CAPA for all audit findings
Technical Review and Final Decision	Head office & Branch office	<p>Head office:</p> <ol style="list-style-type: none"> 1. Final review for the process of Technical & sharia review of final audit reports and related documents & Final Decision of Certification.



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Process Step-2 (Certification Activities)

Process Name	Responsibilities	Process Descriptions
		2. Give Confirmation to branch office for certification decision and payment status. Branch office: <ol style="list-style-type: none"> 1. Technical review of final audit reports and related documents. 2. Final Decision of Certification after receiving recommendation from Lead Auditor or Technical Reviewer. 3. Coordinate with head office for results of Technical review of final audit reports and related documents & Final Decision of Certification. 4. Issuance of certificate on successful approval by Decision Team. 5. Provision of proper written justification in case of rejection of Certification. 6. Coordination with client regarding technical review comments and final decision of Certification. 7. Coordination with client for submission of any documents required after technical review. 8. Provision of Final certificate to client after submission of complete payments.
Invoice Generation (Final Payment)	Head office	<ol style="list-style-type: none"> 1. After completion of certification audits, Head office team will generate invoice for final payment. 2. Submission of invoice to branch office for final payment by Client. 3. Coordination with branch office for any query related to invoice.
Final Payment Submission	Branch office	<ol style="list-style-type: none"> 1. After receiving invoice, branch office team will communicate with client related to submission of final payment. 2. Submission of receipt for final payment by Client. 3. Coordination with Head office & Client for any query related to invoice.