

	MANAGEMENT SYSTEMS CERTIFICATION DOCUMENT	Document No: MSC-P00-FA Page 1 of 1
	NSI CERTIFICATION CUSTOMER SERVICE CHARTER	Version: 01 Effective: July 2024
	Compiled by: Certification	Approved by: GM Certification

Certification activity	Customer obligation	Standards of service delivery
Acknowledgement of application for certification	Application fee	1 day
Signed Certification Contractual agreement	Signed certification contractual agreement	14 working days
Between the day Application Form was received and date of Stage 1 Audit.	Application form and supporting documents	Three months
Submission of Stage 1 Audit Report	Paid certification fees	10 working days
Between Stage 1 audit and the execution of the Stage 2 audit	Clearing areas of concerns raised in the stage 1 as applicable	6 months
Forwarding Audit Plan to the client before the audit date	Accepted quotation and paid certification fees	14 working days
Submission of Stage 2 Audit Report to the client	Accepted audit report	10 working days
Submission of the corrective action plan	Conduct root cause analysis and prepare a corrective action plan	14 working days from the last day of the audit
Closure of major nonconformities	Submission of the evidence of corrective action taken	Within 2 months from the last day of the audit
Closure of critical nonconformities (applicable to FSMS only)	Supporting evidence for the closure of the nonconformities	1 month from the last day of the audit
Closure of minor nonconformities	Supporting evidence for the closure of the nonconformities	During the next audit
Notification of the certification decision	None	1 day
Issuance of framed Certificate of Conformity	None	10 working days after decision
Submission of the recertification Application Form to the Certification Body	Application form and supporting document	5 months before expiry
Recertification audit	Accepted audit plan	Minimum 3 months before certificate expiry date