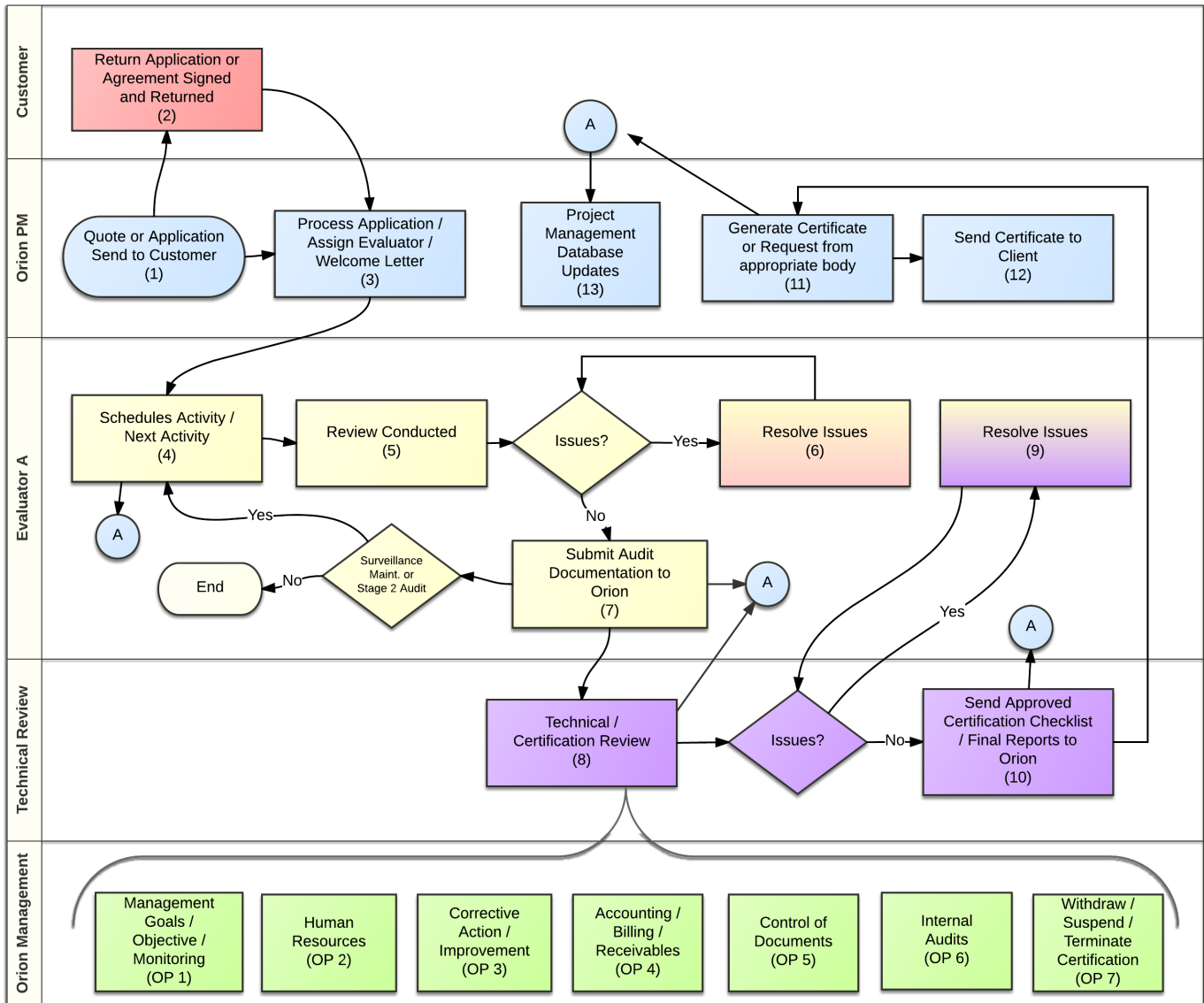## 6.0 SERVICE DELIVERY

The following figure defined over overall business flow and the interaction of all these processes. It references relevant procedures and servers as a "road map" to other management system documentation. The numbers in brackets i.e. (0.1) are the procedure numbers that support the process whereas the prefix OP refers to an operating procedure.

	Activity	*Documents Generated* Documents to Submit Notification by PM to Finance Auditor emails to PM
1	*Quote or Application Sent to Customer* The President is responsible for the preparation of all quotes. Once prepared they are entered into the Quotation Log for tracking. Once signed by the client they must be returned to the President for review. *Standard Specific Guidance:* *ISO* For ISO quotes Orion will prepare a quote using the Orion Quote Template using the ISO Orion Quote. Orion Registrar's Application for Certificate must be provided as well as this is the document that needs to be returned. *Gluten Free* Orion will send the client appropriate Gluten Free Application. Note each template is the same but the fees vary. *Languages Canada / CGSB and Other Standards* The appropriate application can be downloaded from Orion Web-Site.	
2	*Return Application or Agreement Signed and Returned.* All standards except ISO quotes must be completed signed and return to Orion along with the deposit. Since on-line payment is available payment can be confirmed with accounting. *For ISO quotes the Application for Certification must be returned.*	Quotation Signed Terms & Conditions or Application Quotation Log Deposit – Send to Finance
3	*Process Application / Assign Auditor* The application is reviewed for completeness and entered into the Orion database (see Database Manual) and an Auditor along with the Final Reviewer is assigned. Two letters are sent out; one being a welcome letter to the client with an overview attached of the process / next steps and the other an Auditor assigned letter. If this is a LC client, a previously accredited client the Teachers Qualifications Summary from the last visit should be sent to	Enter contract details and assigned Auditor into Orion database Client Introduction Letter Auditor Assignment Letter

	the client to update.	
4	***Schedule Activity / Next Activity*** Auditor contacts the client to set-up dates for the audit and answers any questions about the process. Documents required for this review are requested. Note these are sent directly to the auditor. The scheduled date must be communicated to Orion for entry and tracking. On a monthly basis, Orion's Project Manager will send all Auditors a list of their clients detailing due dates (Scheduling Report). The Auditors must ensure all activities are scheduled prior to the Due Date and Orion notified of the date. Different standards have different audit frequencies as noted below: Languages Canada – full audit every 4 years and maintenance audits every 2 years. ISO & Gluten Free – annual for all standards CGSB 131 / EN15038 / NSGCIS – full audit every 2 years Note: LC – On-Site Audits must be done four months in advance of certificate expiry to allow time to clause any issues. All Other Standards – min of two months in advance of expiry date or no later than the Due Date on Surveillance activities. ***Standard Specific Guidance:*** All On-Site Audits Upon confirming the schedule with the client an Audit Plan will be sent to the client confirming the details. Off-Site Audits(Preliminary Reviews / Documentation Review) LC – for Languages Canada Preliminary Reviews or Maintenance Review or Preliminary Review Submission Checklist will be sent to the client to detail the submission requirements for this stage.	Auditor Scheduling Report Email or Verbal update to Orion Project Manager scheduled date Enter Start Date / Schedule date into Orion Database Audit Plan LC only: Preliminary Review Submission Checklist Maintenance Review Submission Checklist
5	***Review*** ***Note 2 types of reviews*** ***1) Preliminary Review / Stage 1 Review*** A Preliminary Review / Stage 1 Review is conducted to evaluate the documentation and identify any major gaps prior to the On-Site Review. This is done by reviewing the client's documentation and comparing it to the standard. Any issues are identified. The key deliverables from this stage include: • Preliminary Review Report - Detailing positive aspects,	Preliminary Review or Stage 1 Report Email or Verbal update to Orion Project Manager when complete Update activity status into Orion Database

weaknesses and areas for improvement.
- On-Site Review Plan – Confirming the details for the on-site visit including the proposed date and daily schedule.

Orion's audit documentation must be sent to the Project Manager to upload into the Orion Server. (i.e. Audit Plan, Audit Report etc..)

Project Manger must notify Finance the activity is complete and to bill.

Standard Specific Guidance:
Languages Canada
Items reviewed during this stage are identified on the LC QA Scheme Auditor Checklist.

2) Certification / Precertification / Maintenance Reviews
The On-Site review is conducted to ensure the processes and documents examined during the Preliminary Review are in use and the system is implemented according to the requirements of the standard.

Opening Meeting
At the start of an audit an opening meeting is conducted to review the audit plan and discuss the process. The Opening & Closing Meeting Agenda details the topics for discussion. Attendees are recorded on the Opening & Closing Meeting Attendees form.

Audit
The audit is conducted according to the Audit Plan. Objective evidence is collected by interviewing staff, reviewing records and observing processes. Audit notes are documented on the Audit Checklist for the appropriate standard with any deficiencies being noted. Any issues are documented according to section 6.

Closing Meeting
At the conclusion of the a meeting is held with the client to discuss the results of the audit (positive / Issues and Opportunities for Improvement). Items discussed are detailed on the Open & Closing Meeting Agenda.

At the conclusion of the audit a copy of the report will be left with the note noting that the content of the report may change or the client may be requested to submit

Email billing Request

	additional documented based on the technical review. **Project Manger must notify Finance the activity is complete and to bill.**	
6 / 9	*Resolve Issues* *1) Auditor Identified Issues with Client* A non-conformance or issue(s) identified during an audit will be documented according the following: *Standard Specific Guidance* *Languages Canada / CGSB131 / EN15038 / NSGCIS* Issues will be documented in the Issues section of the report. Closure of the issues will be documented by the auditor in the issues section of the report along with notes of the objective evidence reviewed. LC allows 14 weeks for issues to be resolved. *Gluten Free* Issues will be documented on Orion's Corrective Action Request form F001. The client must complete their sections as noted on the form and send it to the auditor along with objective evidence to prove that the issue has been closed. The auditor will then review and close accordingly. 28 days are allowed to close any issues. Note is some cases an additional on-site visit may be required by the auditor to close outstanding issues. *2) Auditor Identified Issues with Auditor Submission* Note there may be some back and forth clearing up issues. In some cases the Auditor may be asked to obtain additional information from the client.	Preliminary Review Report – revised Email or Verbal update to Orion Project Manager when complete On-Site Evaluation Report – amended with closure notes.
7	*Submit Audit Documentation* After issues have been resolved (except ISO where minor issues are allowed) the auditor will submit documentation for review. Items for submission are identified on the Post Audit Submission Checklist.	Post Audit Submission Checklist
8	*Technical / Certification Review*	Certification Review Checklist

	The results from the Preliminary Review and On-Site Review are assessed by a Senior Auditor to ensure a proper recommendation has been made. Items to be reviewed are identified on the Certification Review Checklist. If there are any issues the Technical Reviewer (TR) will note them on the Certification Review Checklist. At this point the TR will send the deficiencies to the Auditor to correct. The audit must correct the issues and re-submit to the TR for review and final approval. At this point, approval is given to certify and issue a certificate or not certify / recertify.	Email or Verbal update to Orion Project Manager status Update status in the Orion Database
10	*Send Approved Certification Checklist to Orion* Once all issues are cleared the Certification Review Checklist along with final copies of the report must send Orion.	Certification Review Checklist
11	*Generate Certificate or Request from appropriate body (if required)* The database details which accreditation body to request the certificate from. *Standard Specific Guidance* **Languages Canada** Orion will generate the certificate and notify LC the client has been accredited. **AILIA Accredited Standards -- CGSB / NGSCIS** An email must be sent to notifiy that the client has been granted certification and request a certificate. Required info is Company, Address and Date Cert is granted. This must be emailed to: AILIA T: 819-595-3849 ext.2 E-mail: *Austrian Standards* All audit documentation must be sent to the Austrian Standards to request a certificate. Peter Jonas Deputy Director Certification peter.jonas@as-plus.at *ISO*	Certificate Email or Verbal update to Orion Project Manager Enter certificate details into Orion Database

	Certificate requests should be send to Orion US. certificates@orion4value.com *Gluten Free Certification* Note for Gluten Free the GFCP Checklist must be sent and a certifiate will be relased after their internal review. auditreports@allergencontrolgroup.ca	
12	*Send Certificate to Client* *NOTE:* *For ISO Clients confirm with Finance that the client has paid prior to releasing certificate.* The certificate will be signed and send to the client along with information on marketing their accreditation and information on the next steps. An electronic copy will be sent.	Certificate Congratulations Letter Email or Verbal update to Orion Project Manager ISO only - How to Market your Registration
13	*Project Management Database Updates* The project management database is used to track key activities. The main entries are: Scheduled The Scheduled Date is entered under the project management tab. This is date should not be later than the Due Date. Evaluator Report Date When the audit is done the auditor will submit the audit documentation to Orion no later than 5 business days after the audit. The submission date is recorded along with Issues Due Date is any have been identiifed. Final Review Date / Reviewer / File Reviewed checkbox A reviewer is assigned and the file passed on for review. The reviewer has no more than 5 business days to reivew the file. The reviewed date and reviewed checkbox are entered when completed. The technical reviews along with the standards they can review can be found on the Staff Listing.	