ISO MULTISITE CERTIFICATION PROCESS

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List of changes

version	Date	Description	Author(s)
1.0	30 Sept 2020	Process revision, split of previous ISO MSC process into Internal and External Audit part	Irmina Sukiennik
2.0	21 April 2021	Updates following Spring D3 changes, minor updates. Quality assurance, final version	Irmina Sukiennik Marianna Bojarska
2.1	14 February 2023	Content reviewed, no changes required.	Irmina Sukiennik

Target readers, communication method

Target group	Distribution / publication method
All Atos Group employees	Published on MSC SharePoint site (internal)
MSC Community (Quality, Environment, Information Security, IT service)	Mail

Terms and abbreviations

Atos terms and definitions are listed on **Quality Enterprise Glossary**.

1   Introduction

ISO Multisite Certification Program enables that Atos legal entities following Atos Integrated Management System as described in *Atos Management System Manual* are certified by one Certification Body. Multisite approach is defined in *Audit and certification of Management Systems operated by organizations with a number of sites with a single management system* (IAF MD-1: 2018).

1.1   Reference to the Key Transversal Process

ISO Multisite Certification process is part of business lifecycle and Atos Integrated Management System which aims at providing Atos customers assurance of consistent service and / or product delivery worldwide. It belongs to Governance Risk and Compliance (GRC) activities, which are embedded in each Key Transversal Process defined by Atos Group.

1.2   Purpose

ISO Multisite Certification process describes way in which Atos is maintaining ISO Certification under Multisite Program in accordance with IAF-MD-1:2018 requirements.
This document presents end-to-end process of acquiring and maintaining ISO MSC certification.

Successful completion of all process steps: onboarding (internal, group verification), external audits (Fig.1) and external closure of audit findings are crucial success factors to achieve and maintain ISO MSC certification by particular unit of Atos.

1.3   Scope

In scope:

ISO Multisite Certification (MSC) enablement emerges from Atos Integrated Management System and underpinned Management Systems: Quality Management System (QMS), IT Service Management System (ITSMS), Information Security Management System (ISMS), Environmental Management System (EMS) satisfying requirements of ISO 9001, ISO 20000-1, ISO 27001 and ISO 14001 norms, respectively. Therefore, ISO MSC Program covers all mentioned above ISO certifications.

Out of scope:

Internal ISO audit process, that is crucial for maintaining ISO MSC Certification is out scope of this process and is described in *Internal ISO Audit process*.

Also, Individual ISO 9001, 20000-1, 27001, 14001 and / or other ISO certification acquired and maintained locally are out of scope of this process.

1.4   ISO MSC objectives

MSC certification is applicable for unit(s)[1], which fall under below ISO MSC objectives:

1. ISO 9001 and ISO 27001 MSC [1, 2]: All units with HC ≥ 500 (internal employees), shall be ISO 9001 and ISO 27001 certified or in progress to achieve MSC.
   However, as the MSC is performed per Global Operations / Products, this rule is applicable only for Global Operations / Products with HC ≥ 50 (internal employees) at particular unit. For smaller unit scope of Global Operations / Products (HC < 50) certification is optional, however those small Global Operations / Products do not fall under note 2 rule below, thus do not need to provide any business justification for onboarding into MSC.
2. ISO 14001 MSC certification is mandatory for all offices with HC ≥ 500 (internal employees) and core datacenters (excluding co-locations).
3. ISO 20000-1 MSC is under the decision of local / global management, depending on specific business need or requirement.

[1] Unit – in this particular process, unit is understood as smallest component of ISO MSC program visible on ISO MSC certificates: a legal entity at particular location (a unit can be of different types: Office, Test Lab, Factory, Datacenter).

[2] Units with HC < 500 already certified remain in MSC scope when relevant from a business (or other requirement) point of view.

[3] Units <500 HC will be onboarded into MSC, if there is a legal requirement or a need for the business (customer contract or tender requirement). Approvals are to be granted by Global Operations / Products and presented to Group ISO CA Team prior to request for Onboarding. Details are stated *in ISO MSC Onboarding process.*

2   ISO Multisite Certification Process

2.1   Critical Elements

2.1.1   Prerequisites

Successful deployment of AIMS (relevant Management System's processes) confirmed by internal audit verification and Management Review are the prerequisites for raising the request for onboarding to ISO MSC program (see: *ISO MSC Onboarding procedure*). All units applying for onboarding must present to Group ISO CA Team the approval of Global Operations / Products confirming the successful deployment of AIMS processes and readiness for ISO MSC Onboarding.

For sites with HC <500 internal employees applying for ISO 9001, 27001 or 14001 MSC certification, verification of business needs or requirements (see: 1.4) should precede pre-onboarding (preparation) phase, to avoid unnecessary cost.

2.1.2   Inputs

Input	Description
Onboarding Application	Mandatory documents are listed in Audit Pack, published on ISO MSC SharePoint page and presented in *ISO MSC onboarding procedure*.
ISO MSC scope	Current list of MSC certified units, managed by Group ISO CA Team and updated before each External Audit Wave.

2.1.3   Outputs

Output	Description
ISO MSC certificate	ISO MSC certificate granted by Certification Body, confirming fulfillment of ISO 9001, ISO 20000-1, ISO 27001, ISO 14001 requirements.
Global MSC Audit Report	Global Audit Report confirming audit results, acceptance of non-conformity forms (thus, root cause analysis and corrective action plan) and closure of previous year audit findings (minor non-conformities).

2.1.4   Process Control

2.1.4.1 Key Performance Indicators (KPIs)

KPI 1 – ISO 9001 MSC coverage	
KPI Category	Quality and Customer
Management Level	Strategic
Description	Percentage of applicable units ISO 9001 MSC certified
Expected KPI value	75%
KPI owner	ISO MSC Program Manager
Critical Success Factor / Business Purpose	To ensure ISO 9001 MSC coverage and fulfillment of MSC objectives

KPI 1 – ISO 9001 MSC coverage	
Goal Category	Quality
Measurement Unit	Percentage
Frequency of Measurement and Period to be Measured	Calculation per each Audit Wave (twice a year)
Calculation Rule	Number of ISO 9001 MSC certified units with HC ≥ 500 HC (internal employees) / Number of all applicable units with HC ≥ 500 (internal employees) X 100
Data Source	Audit report and ISO MSC scope database's reports
Reporting Directions	Percentage reporting during Quality Steering Committee meetings

KPI 2 – ISO 27001 MSC coverage	
KPI Category	Quality and Customer
Management Level	Strategic
Description	Percentage of applicable units 27001 MSC certified
Expected KPI value	75%
KPI owner	ISO MSC Program Manager
Critical Success Factor / Business Purpose	To ensure ISO 27001 MSC coverage and fulfillment of MSC objectives
Goal Category	Quality
Measurement Unit	Percentage
Frequency of Measurement and Period to be Measured	Calculation per each Audit Wave (twice a year)
Calculation Rule	Number 27001 MSC certified units with HC ≥ 500 HC (internal employees) / Number of all applicable units with HC ≥ 500 (internal employees) X 100
Data Source	Audit report and ISO MSC scope database's reports
Reporting Directions	Percentage reporting during Quality Steering Committee meetings

KPI 3 – Percentage of successful external ISO MSC audits	
KPI Category	Quality and Customer
Management Level	Strategic
Description	Percentage of successful (without major NC) external ISO MSC audits
Expected KPI value	100%
KPI owner	ISO MSC Program Manager
Critical Success Factor / Business Purpose	To provide assurance to our customers on highest quality service / product delivery and fulfillment of ISO requirements
Goal Category	Quality

KPI 3 – Percentage of successful external ISO MSC audits	
Measurement Unit	Percentage
Frequency of Measurement and Period to be Measured	Calculation per each Audit Wave (twice a year)
Calculation Rule	Number of successful MSC external audits / Number of all MSC external audits X 100
Data Source	Audit Report
Reporting Directions	Percentage reporting during Quality Steering Committee meetings

KPI 4 – Percentage of MSC minor NCs externally closed in time	
KPI Category	Quality and Customer
Management Level	Strategic
Description	Percentage of minor NCs (from External ISO MSC audits) externally closed
Expected KPI value	100%
KPI owner	ISO MSC Program Manager
Critical Success Factor / Business Purpose	To ensure continual improvement process based on external findings
Goal Category	Quality
Measurement Unit	Percentage
Frequency of Measurement and Period to be Measured	Calculation per each Audit Wave (twice a year)
Calculation Rule	Number of externally closed NCs during Audit Wave / Number of all external NCs that are due for closure during Audit Wave X 100
Data Source	Audit Report
Reporting Directions	Percentage reporting during Quality Steering Committee meetings

2.1.4.2 Compliance and Continual Improvement

ISO MSC Process is improved through yearly lessons learned performed commonly with Certification Body after each audit year. All identified improvements are announced internally and reflected in relevant documentation. Process Owner is accountable for process continual improvement.

Process controls reporting: Process KPIs are presented to Quality Steering Committee; All relevant topics should be included in Management System Reviews on proper level of the organization; Any deviations and issues reported during audits must be addressed and those requiring systemic improvement actions, must be reported to the Process Owner to undertake necessary fixing actions.

2.2   Process Description

2.2.1   Flowchart

Main steps of ISO MSC Process are presented on the below Flowchart (Fig.1 *ISO MSC certification process*).
The flowchart presents the certification path of a unit, from the initial Onboarding application until ISO MSC certificate(s) is (are) granted and then maintained.

Main Phases of ISO MSC process are:
1. ISO MSC Onboarding process - marked in red;
2. Update of ISO MSC database - marked in blue;
3. External ISO MSC Audit Waves – marked in yellow;
4. External NC Closure process – marked by green angled arrow (starting with internal closure and ended with external verification of Certification Body).

Inputs/outputs between those sub-processes are marked by grey arrows.

On the flowchart empty containers presents the interfaces with other related processes:
1. Pre-onboarding phase (local preparation) which precedes Onboarding to ISO MSC program
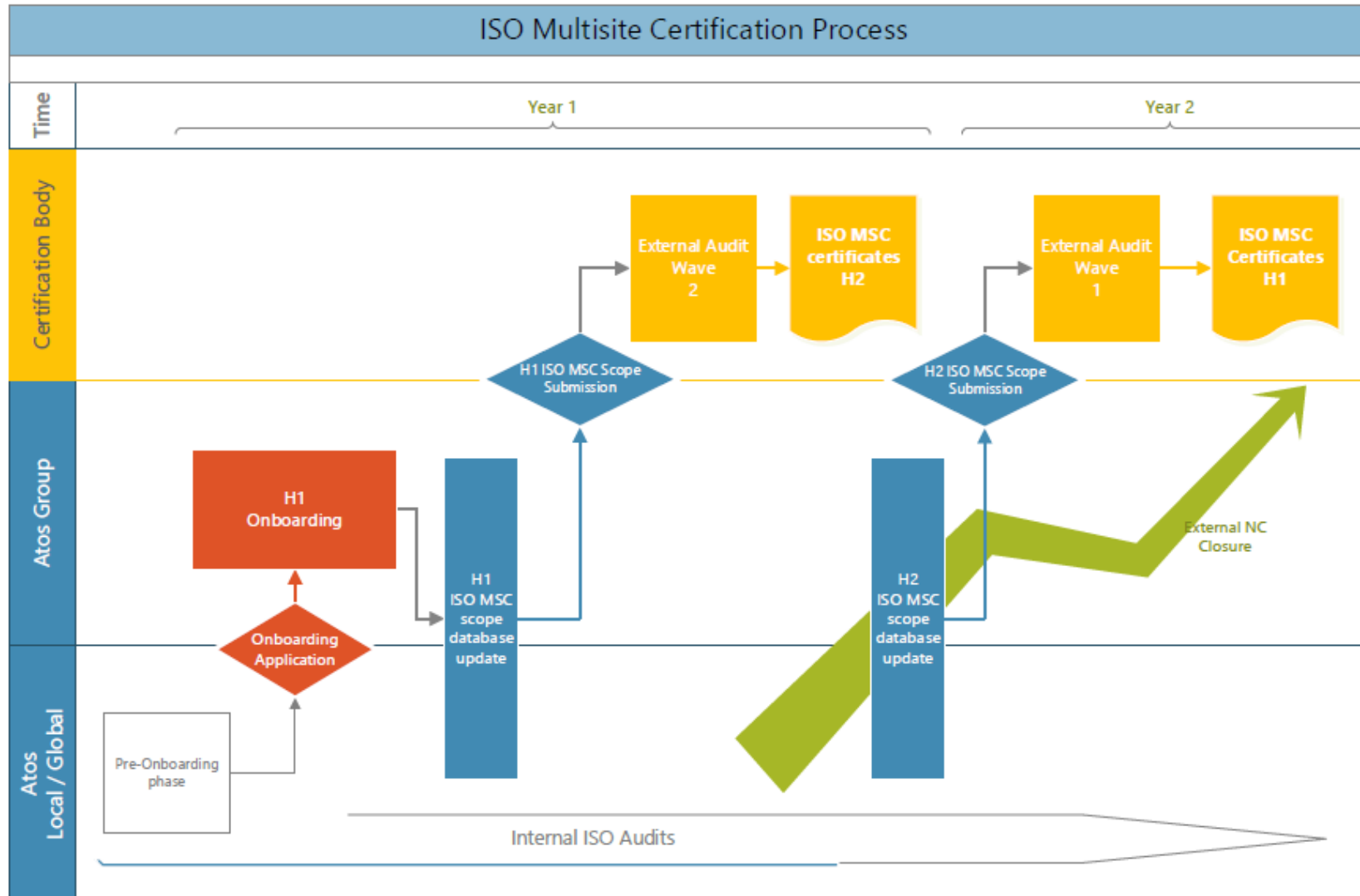2. Internal ISO Audits, which accompanies external ISO MSC audits through all certification cycle.

Fig. 1. **ISO MSC certification process**

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Table. 1 ISO MSC generic timeline

Process Step / Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Internal Onboarding												
1.1 Onboarding Application Local SPOC submits new scopes for onboarding with required approvals		Green							Blue			
1.2 Steerco Pre-Onboarding Approval Quality Steerco approves onboarding applications			Green						Blue			
1.3 Submission of Mandatory Documents Local SPOC upload Mandatory Docs listed in Audit Pack			Green						Blue			
1.4 Onboarding execution Group ISO CA Team perform Document Review or Onboarding Audits on new scopes				Green	Green					Blue	Blue	
1.5 Steerco Approval of Onboarding audits results Quality Steerco Committee validates and approves result of onboarding audits						Green						Blue
2.0 Update of ISO MSC scope database ISO MSC scope database is being updated and extended for onboarded scopes	Blue					Green	Green					Blue
2.1 ISO MSC scope submission to Certifier Group ISO CA Team submits the ISO MSC scope to the Certifier		Blue				Green						
External Auditing												
3.1 Audit Sample Announcement Certifier issues a list of locations sampled for audits, including onboarding locations (per wave)		Blue					Green					
3.2 Audit Planning and Preparation Certifier holds Kick-off calls for sampled location			Blue				Green	Green				
3.3 Audit Execution Certifier performs audits on sampled locations				Blue					Green	Green		
3.4 Audit Conclusion Certifier concludes on audit results and issues NC forms					Blue					Green		
3.5 NC forms submission Atos submits NC forms for all non-conformities stated							Blue				Green	
3.6/3.7 Audit Report and ISO MSC Certificates' issuance Certifier issues Audit Report and ISO MSC certificates (extended for onboarding scope)							Blue	Blue				Green
Year bound wave (Green Wave): H1 Onboarding and External Audit Wave 2 (both within the same calendar year)												
Cross-year wave (Blue Wave): H2 Onboarding and External Audit Wave 1 of following calendar year												

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2.2.2 Steps Description

Process steps description is divided between subprocesses and numbered accordingly:

1. *ISO MSC onboarding process*
2. *ISO MSC scope dabase management procedure*
3. *External ISO MSC Audit procedure*
4. *External NC Closure procedure*

Stepno.	Input from	Input	Procedure step description	Output	Output to
1.1.	Local SPOC	Request for onboarding into ISO MSC Program	**Onboarding Application** Local SPOC enters details about required certification scope in ISO MSC scope database (unit characteristic and required ISO norms) with required local / global Management approvals.	Onboarding List	Group ISO CA Team
1.2	Group ISO CA Team	Onboarding List	**Steerco pre-Onboarding Approval** Quality Steering Committee validates onboarding requests and approves for execution of Onboarding process.	Approved Onboarding Request List	Group ISO CA Team
1.3	Local SPOC	Mandatory Documents	**Submission of Mandatory Documents** Local SPOC submits to Group ISO CA Team Mandatory Documents listed in Audit Pack on ISO MSC page and in ISO Certification Onboarding Process.	Onboarding Documents	Group ISO CA Team
1.4	Group ISO CA Team	Onboarding List	**Onboarding Execution** Group validation of onboarding scopes' readiness for inclusion into ISO MSC Program, through either remote Document Review or onsite Onboarding Audit.	Onboarding Audit Results	Group Quality Steerco
1.5	Group ISO CA Team	Onboarding Audit Results	**Steerco Approval of Onboarding Audit Results** Results of onboarding process are validated and approved by Quality Steerco for further (external) onboarding scope validation by Certification Body.	Onboarding scope (results) approved	Group ISO CA Team
2.0	Group ISO CA Team, MSC SPOCs	ISO MSC scope; Onboarding results	**Update of ISO MSC scope database** ISO MSC scope is updated by MSC SPOCs and extended for onboarding scopes by Group ISO CA Team	Updated ISO MSC scope database	Global Mgmt, Group Process Owners
2.1	Group ISO CA Team	Onboarding scope (results) & updated scope database	**ISO MSC scope submission to Certification Body** Group ISO CA Team submits updated scope database to Certification Body for audit sample selection.	Submitted ISO MSC scope	Certification Body
3.1	Group ISO CA Team	ISO MSC scope	**Audit Sample Announcement** Certification Body selects a representative audit sample from the ISO MSC scope (including also added onboarding scope).	List of sampled locations	Group ISO CA Team
3.2	Certification Body and Local SPOCs	Kickoff call	**Audit Planning and Preparation** Certification Body plans kickoff calls with sampled locations and, based on the discussions, proposes an adequate Audit Plan.	Audit Plan	Local SPOCs, Group ISO CA Team, Global Mgmt
3.3	Certification Body and Local SPOCs	Audit Plan, Normative References	**Audit Execution** Certification Body performs audits on the selected sample during which also verifies effectiveness of the closure of previous year's NCs (internally closed NCs that were submitted to Certification Body for external closure during current audit wave).	Audit Results	Local SPOCs, Group ISO CA Team, Global Mgmt

Step no.	Input from	Input	Procedure step description	Output	Output to
3.4	Certification Body, Local SPOCs	Audit Results, additional evidences	**Audit Conclusion** Certification Body based on gathered audit evidences concludes on audits result. At this stage all open points from the audits must be closed, results communicated and non-conformity forms (NCFs) released by Certification Body.	Closing meeting slides, NCF	Local SPOCs, Group ISO CA Team, Global Mgmt
3.5	Atos	NC Forms confirming NCs (NCF)	**NC evaluation: RCA and CAP for NC stated** Atos performs Root Cause analysis (RCA) and proposes Corrective Action Plan (CAP) for each NC stated, and submits those RCAs and CAPs for Certification Body's evaluation.	Filled in NCF with proposed RCA and CAP	Certification Body
3.6	Group ISO CA Team, Local SPOC, Certification Body	Filled in NCF, Audit Wave results, results of NC closure effectiveness' review	**Audit Report issuance** Certification Body releases Audit Report from the Wave (for Wave 1, including also HQ Audit results), which confirms: 1. Audit results from current Wave; 2. Approvals of RCA/CAP proposed by Atos in NC forms; 3. Based on the evidences provided, Certification Body confirms closure of previous waves' NCs.	Audit Report	Local SPOCs, Group ISO CA Team, Global Mgmt, Group Process Owners
3.7	Certification Body	Audit Report	**ISO MSC Certifications' issuance** As a confirmation of successful completion of External Audits, Certfication Body issues ISO MSC certificates (extended for the onboarded scopes).	ISO MSC certificates	Local SPOCs, Group ISO CA Team, Global Mgmt
4.0	Local SPOC	Evidences for NC closure	**Internal NC Closure of external ISO minor NCs** Atos implements CAP and evaluates the results, as stated in the NCF. Once effectiveness check is completed, NC can be considered as closed internally and approved for submission to Certification Body.	NC closed internally	Global Mgmt, Group Process Owners, Group ISO CA Team
4.1	Group ISO CA Team	Approved Evidences for NC Closure	**External NC Closure of external ISO minor NCs** Group ISO CA Team submits to Certification Body evidences of internally verified and closed NCs, for evaluation during respective Audit Wave. Certification Body in the form of Audit Report confirms external closure of NCs.	(Audit Report)	Local SPOCs, Group ISO CA Team, Global Mgmt, Group Process Owners

2.2.3   Roles and Responsibilities

2.2.3.1   Roles

▶ Certification Body - accredited organization competent to perform ISO MSC audits and issue ISO MSC certification confirming that an Atos meets the requirements of a particular ISO standard (e.g. ISO 9001 or ISO 14001) under MSC program.

▶ Local SPOC – Local (RBU or lower level) Management Representative usually Quality Manager or Audit Manager that is responsible for coordination of local activities related to execution of external audits and internal / external communication.

▶ MSC SPOC – Local (RBU or lower level) Management Representative responsible for reviewing and updating data maintained in ISO MSC scope database.

▶ Global Management – Management at Global level (cross-RBU) accountable for Global Operations' / Products' process design and deployment.

▶ Group (Process) Owners - Group Owner of Management System processes, Management responsible for respective Management System as stated in AMSM, e.g. Group Quality, Group Security.

▶ Quality Steerco – Quality Steering Committee accountable for approving internal ISO MSC activities.

▶ Group ISO CA Team – Certification and Audit team, under Group Quality that manages ISO MSC process (ISO MSC onboarding, ISO MSC scope database management, etc.) and also other related processes: e.g. Internal ISO Audit.

2.2.3.2   RACI

R – realize / responsible, at least 1 per each activity
A – accountable, 1 per each activity
C – consulted, optional
I – informed, optional

Activities / Roles	Certification Body	Local SPOC	Global Mgmt.	Group Owner	Qua Steerco	Group ISO CA Team
1.1 Onboarding Application	-	R	A	C	-	I
1.2 Steerco Approval of Onboarding Applications	-	I	I	C	A	R
1.3 Submission of Mandatory Documents	-	A/R	C	-	-	I
1.4 Onboarding Execution	-	I	C/I	C/I	-	A/R
1.5 Steerco Approval of Onboarding Audit Results	-	I	I	C	A	R
2.0 Update of ISO MSC scope database	-	R	A	I	-	C/R
2.1 ISO MSC Scope submission to Certification Body	C/I	I	I	I	-	A/R

Activities / Roles	Certification Body	Local SPOC	Global Mgmt.	Group Owner	Qua Steerco	Group ISO CA Team
3.1 Audit Sample Announcement	A/R	C/I	I	I	I	R
3.2 Audit Planning and Preparation	A/R	R/C	C	C	I	I
3.3 Audit Execution	A/R	R	I	I	I	I
3.4 Audit Conclusion	A/R	R	I	I	I	I
3.5 NC evaluation: RCA and CAP for NC stated	C	R	A*	(A)*	-	I
3.6 Audit Report and Acceptance of NCF	A/R	C	C	C	-	I
3.7 ISO MSC Certificates' issuance	A/R	C	C	I	I	C
4.0 Internal NC Closure	C	R	A*	(A)*	-	I
4.1 External NC Closure	A/R	R	C	C		I

*Accountability for NC closure depends on type of minor NC (for details please refer to *External NC closure procedure*).

2.3   Interfaces

ISO MSC process is related to other processes related to certification. Their relation is presented on Fig. 1.

2.4   Additional Information

ISO MSC process is performed in two Waves: Blue Wave and Green Wave (see Tab 1. *ISO MSC generic timeline*).

Each MSC wave cointains 3 phases:
1) Onboarding, which is internal verification of readiness to join ISO MSC Program;
2) External Audit - surveillance or recertification audit (depending on audit cycle) performed by Certification Body to confirm fulfillment of ISO requirements, as relevant for MSC framework and deployment of AIMS processes;
3) NC Closure – internal and external.

Green Wave starts with H1 Onboarding in 1st semester of the year, and is continued by External Audit Wave 2 in the 2nd semester (Green Wave is thus the wave that is bounded within 1 calendar year). Analogically, Blue Wave starts with H2 Onboarding and is continued by External Audit Wave 1 in the 1st semester of the following calendar year.
Each year, Certification Body during AIMS Headquarter Audit verifies Global/Group management system compliance, implementation and control.

ISO MSC Onboarding

Onboarding process, as well as prerequisites for ISO MSC Onboarding are described in *ISO MSC Onboarding process*.
ISO MSC Onboaring is executed twice a year, in H1 and H2, and starts with opening of application period (time triggered, in March – under Green MSC Wave and in September as part of Blue MSC Wave).
Once onboarding application period closes, all entries are validated by Group ISO CA Team and submitted for pre-onboarding approval of Quality Steering Committee Meeting (Qua Steerco).
Once Steerco approval is granted, each application is then validated either by onboarding onsite audit or through remote document review.
Onboarding audits (onsite or remote) are executed by senior Atos internal ISO Lead Auditors. Results of Onboarding Process are presented for Quality Steering Committee Approval, and only then submitted to Certification Body for external verification.

Onboarding exceptions (situations where onboarding process is not required, including *site transfer managment*), as well as *simplified onboarding process* and when those are appicable are described in *ISO MSC Onboarding procedure*.

ISO MSC Scope database management

ISO MSC certification data (ISO MSC scope) are maintained in the ISO MSC scope database, under governance of Group ISO CA Team and submitted in the form of the report to Certification Body before each External Audit Wave for audit sampling.
Onboarding scope (positively verified), proved by Quality Steering Committee is added to ISO MSC scope database by Group ISO CA Team and presented to Certification Body.
ISO MSC scope database is being updated before each External Audit Wave, in particular: all data related to already MSC certifed units are verified and updated, as relevant. Process of updating ISO MSC scope database (onboardings to / offboardings from ISO MSC, changes to data) are defined in *ISO MSC scope database management procedure.*

External ISO MSC Audits

Updated ISO MSC scope (report from ISO MSC scope database) is sumitted to Certification Body by Group ISO CA Team for External Audit Wave sampling. Sample is being drawn from onboarding scope added, and from MSC (already) certified locations. Sample size differs between surveillance and recertification years, and is defined in normative documents, among others, as IAF MD-1: 2018 (see also: ISO / IEC TS 17023, compare: ISO 19011). Audit sample is fair representation of geographical spread and Global Operations' / Products' portfolio of Atos.
If for any of the onboarding units the major non-conformity is stated, the whole onboarding scope is then rejected and as a result, Atos' ISO MSC onboarding process might be challenged.
In case no major non-conformity is stated for any of the onboarding units, the whole onboarding scope will be awarded ISO MSC certification.
Preparation and execution of external ISO audits, are described in *ISO MSC external audit procedure*.
Once the findings from the external audit wave are stated, thorough root cause analysis for any stated non-conformity must be performed and appropirate corrective action plan must be proposed. Certification Body verifies and approves proposed plan and then corrective plan can be executed.
All minor non-conformities from external audits must be closed within 1 year. All major non-conformities must be fully resolved within 90 days, from the time they were stated. Certification Body verifies effectiveness of non-conformity closure during respective audit wave of the following year. Actions and responsibilites related to minor non-conformity closure are described in *Extetrnal ISO Non-Conformity Closure Procedure*.

External audit wave can be concluded once all last year (due for closure) non-conformities are closed and all corrective action plans for all non-conformities from the current wave are approved by Certification Body.

Once external audit wave is concluded, Certification Body issues Global Audit Report and also ISO MSC certificates (including new sites of successful onboarding).

Group ISO CA Team publishes ISO MSC certificates on ISO MSC SharePoint site, and circulates Global Audit Report to relevant internal stakeholders.

Once the onboarded units are added to ISO MSC scope database and printed on ISO MSC certificates, are subject to regular, external audits: surveillance or recertification (depending on audit cycle). Moreover, regular internal ISO audits with all their requirements (see: *Internal ISO Audit process*) are requirement for maintenance of ISO MSC certification (Fig.1).

Onboarded scopes added to ISO MSC certificates are following under current MSC audit cycle (e.g.: in recertification year, units onboarded for ISO 9001 are granted ISO MSC certificates with validity until the December of that year, as ISO 9001 MSC certificate expires in December).

3   Knowledge sharing

Guidance and support for all process steps, as well as for all related subprocesses, is managed through regular community meetings, where applicable topics are discussed.

Proced ure Step	Process step	Meeting type	Attendees
1.	ISO MSC Onboarding	Lead Auditor Network meetings	Internal Lead Auditors, Local SPOCs, Global Mgmt Representatives
2.	ISO MSC scope dabase update	ISO MSC SPOCs meetings	MSC SPOCs
3.	External ISO MSC Audits	ISO MSC community meetings	Lead Auditors, Quality Managers, EMS Country Managers, Global Mgmt Representatives, MSC SPOCs
4.	External NC closure	External NC closure meetings	Global Mgmt Representatives, Group Process Owners Representatives, MSC / Local SPOCs (optional, as required)

4   Related Documents

Title	Document location
ISO MSC Onboarding Process	Link
External ISO MSC Audit Procedure	Link
ISO MSC Scope Database Management Procedure	Link
External Non-conformities Closure Procedure	Link
Internal ISO Audit Process	Link

5   Quality records

The following quality records are archived:

Name (quality record ID)	Responsible	Retention period	Archival Location
ISO MSC Onboarding Application List	Principal ISO Lead Auditor	3 years	ISO MSC site
ISO MSC Onboarding Application List approved	Principal ISO Lead Auditor	3 years	ISO MSC site
ISO MSC Onboarding Results	Principal ISO Lead Auditor	3 years	ISO MSC site
ISO MSC scope submissions	Group ISO CA Team	3 years	ISO MSC site
External Audit Reports	ISO MSC Manager	3 years	ISO MSC site
ISO MSC Certificates	ISO MSC Manager	3 years	ISO MSC site