



# SOCIAL ACCOUNTABILITY MANDATORY PROCEDURES

<b>Section No . : A</b>			<b>TITLE : INDEX OF PROCEDURES</b>			<b>SA 8000</b>		
<b>Issue No.</b>	01	<b>Date of Issue:</b>	....	<b>Revision No.</b>	00	<b>Revision Date</b>	....	Pages : 01 /01

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<b>Procedure No</b>	<b>Documented Procedures</b>	<b>Rev.No.</b>	<b>Date</b>
SA/PR-01	Grievance redressal procedure	<b>00</b>	
SA/PR-02	Corrective and Preventive action	<b>00</b>	
SA/PR-03	Internal Audit	<b>00</b>	
SA/PR-04	Management Review	<b>00</b>	
SA/PR-05	Risk Assessment	<b>00</b>	

Input	Complaints received from interested parties, society, worker organization etc.
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Sr. No.	Process Flow	Responsibility	Documented Information
<b>A</b>	<b>Complaints</b>		
01	Receive information about the complaint from the authorities / through various sources	SPT	SA 8000 Complaint Register
02	Record the complaint in complaint register.	SPT	
03	Identify the root cause to initiate corrective action.	SPT	
04	Decide the action and assign the responsibility with target date to implement the action.	SPT	
05	Check the effectiveness of action taken. If action not found effective initiate another corrective action till successful closure of root cause.	SPT	
06	Do the analysis of number of repetitive complaints observed and initiate preventive action if required.	SPT	
07	Communicate the complainant about corrective actions.	SPT	Action taken Report

✕ Output	Addressing and Actions on complaints to achieve continual improvements
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# SOCIAL ACCOUNTABILITY MANDATORY PROCEDURES

**SA/PR-02**

Corrective & Preventive Action

Rev. 00 Dt.

Ref. Clause: 9.8.1

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Sr. No.	Process Flow	Responsibility	Documented Information
01	Identify the non conformities as per requirements of SA 8000 requirements.	SPT	-
02	Carry out the analysis for potential, repeated and / or major nonconformities and find out root cause.	SPT	-
03	Accordingly decide suitable corrective & preventive action so as to eliminate the cause of nonconformity. Ensure that corrective & preventive actions shall be appropriate to the effects of nonconformities encountered and should restrict the recurrence of nonconformity.	SPT	Corrective & Preventive Action Record
04	Follow up for the completion of action and communicate to concern suitably after the completion.	SPT	Corrective & Preventive Action Record
05	In MRM, review and discuss the corrective & preventive actions for completion status and effectiveness.	SPT	-
06	If the corrective & preventive action is effective, then revise the concern documents.	SPT	-
07	If the corrective & preventive action is not effective, verify the root cause and initiate another corrective & preventive action.	SPT	Corrective & Preventive Action Record

<b>Process Output</b>	: Effective implementation of corrective and preventive actions
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<b>Input</b>	: SA 8000 requirements, Process Manual, Documented Information.
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**A SELECTION OF INTERNAL AUDITORS**

Sr. No.	Process Flow	Responsibility	Documented Information
01	Provide training to SPT on SA 8000 auditing requirements and maintain list of Trained Internal Auditors.	SPT Leader	Certificate List of Trained Internal Auditors

**B AUDIT PLANNING**

01	Prepare an audit plan for the year considering two cycles of internal audit in a year.	SPT	Annual Audit Plan
02	According to importance of the functions to be audited, prepare and release Department wise “ <b>Audit Schedule</b> ”, describing the Scope of Audit, Audit criteria, Date, Department to be audited, Auditee, applicable Clauses / Processes, Timings and Auditors. The audit schedule shall cover all Clauses and all Departments each time. Release the audit schedule at least 03 days prior to audit.		Audit Schedule
03	While scheduling, ensure that auditor should not have the direct responsibility of the area to be audited.		-
04	Provide “ <b>Audit Schedule</b> ” and Blank copies of “ <b>Audit Report</b> ” and “ <b>Non Conformity Report</b> ” to auditor.		

**C EXECUTION AND REPORTING OF AUDIT**

01	Audit the Function w. r. t. to documented Processes and applicable SA 8000:2015 clauses.	Auditor	-
02	Record the conformities as well as nonconformities on “Audit Report”. Identify conformities (Compliance to the requirements of standard and Operation Procedures) with “C” and nonconformities (Non-Compliance to the requirements of standard and Operation Procedures) with “N/C”. Any suggestions for improvements shall be identified as “OFI” i.e. opportunities for improvements.	Auditor	Audit Report
03	Record nonconformities separately on Nonconformity Report. Give the filled Report to Auditee.	Auditor	Nonconformity Report
04	After the audit verify the observation reports to conform that all clauses and functions as per the schedule has been audited.	Auditor	-
05	Fill up the proposed disposition and corrective action along with responsibility and target date, on Nonconformity Report.	Auditee	Nonconformity Report
06	Prepare an “Audit Summary” highlighting the clause wise, function wise status of nonconformities and improvement areas.	SPT	Audit Summary

# SOCIAL ACCOUNTABILITY MANDATORY PROCEDURES

SA/PR-03

INTERNAL AUDIT

Rev. 00 Dt.

Ref. Clause: 9.4.2

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Sr. No.	Process Flow	Responsibility	Documented Information
07	Present the <b>“Audit Summary”</b> in Management Review Meeting for the discussion.	SPT	Audit Summary
08	According to status, importance, performances during the audit decide the audit duration / frequency for respective Function. Incorporate the change in annual audit plan and schedule of forthcoming internal audit.	SPT	-

## **D CLOSING OF NCRS**

01	Complete the disposition and corrective action as according to target date and submit the NCRs along with evidences of action completed.	Auditee	Nonconformity Report
02	Verify the disposition and corrective action for completion as on proposed date. If both the actions are completed, close the NCR.		Nonconformity Report
03	In the next audit, verify the effectiveness of corrective action taken and accordingly record the comment.	Auditor	Nonconformity Report

<b>Process Output</b>	: Assurance of continual compliance of SA 8000 requirements
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<b>Input</b>	: SA 8000 requirements
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<b>Sr. No.</b>	<b>Process Flow</b>	<b>Responsibility</b>	<b>Documented Information</b>
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**A PLANNING FOR MRM**

01	Arrange Management Review Meeting once in six months.	SPT	-
02	Communicate the date, time and agenda of the Management Review to all concerned	SPT	-
03	Before attending the MRM, gather respective information and data as per agenda to have a healthy participation along with realistic, effective and result-oriented discussion.	SPT	-
04	One week prior to MRM, collect the data related to Quality Objectives achievement from all the departments, compile it and at college level.	SPT	Quality Objective Status

**B AGENDA FOR MRM**

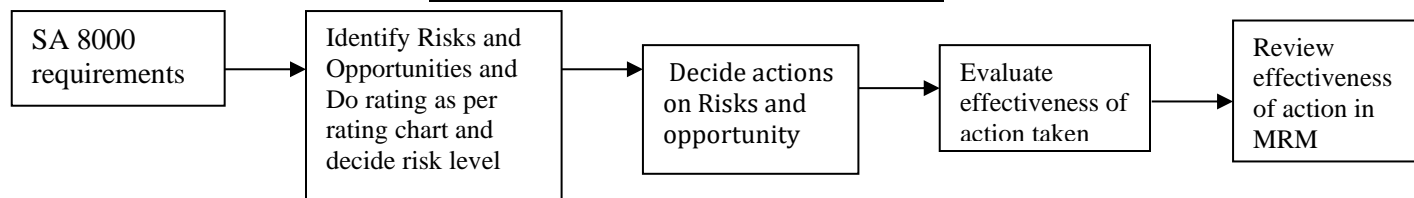
01	Status of Action from Previous MRM	SPT	--
02	Review of SA 8000 policy		--
03	Review of Social Objectives		--
04	Review of SA 8000 Elements		--
05	Review of grievances		--
06	Results of Internal & External SA Audit		--
07	Review of Supplier due diligence		
08	Nonconformities and Corrective & Preventive Action		
09	Opportunities for improvement		

**C RECORDING MINUTES**

01	Note down the output (decisions and important discussion) in the form of minutes.	SPT	Minutes of MRM
02	The Minutes shall comprise decisions in the form of time-bound action plan specifically related to improvement in teaching & learning, and Resource requirements.		
03	Circulate the copy of minutes to concern and follow up accordingly for the decided actions.		

<b>Process Output</b>	: Review of SA 8000 requirements
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<b>Input</b>	: SA 8000 requirements
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**PROCEDURE FOR RISK AND OPPORTUNITY**

Sr. No.	Activity	Process owner	Documented Information
01	Take inputs from SA 8000 requirements and identify the risks.	SPT	Risk and Opportunity Assessment
02	Do rating of risk as per rating chart which will affect SA 8000 requirements for severity and probability and decide risk level	SPT	Risk and Opportunity Assessment
03	Determine the risks and opportunities decide actions that – a) Give assurance that the quality management system can achieve its intended result(s); b) Enhance desirable effects c) Prevent, or reduce, undesired effects; d) Achieve improvement.	SPT	Risk and Opportunity Assessment
04	Address risks can include- • Avoiding risk, • Taking risk in order to pursue an opportunity, • Eliminating the risk source, Changing the likelihood or consequences, • Sharing the risk, • Retaining risk by Informed decision.	SPT	Risk and Opportunity Assessment
05	Evaluate effectiveness of action taken to address risk and opportunity, if desired results not achieved, decide next action till desired result is achieved	SPT	Risk and Opportunity Register
07	Review the effectiveness of actions taken to address risks and opportunities in Management Review meeting	Top management	Minutes of MRM

<b>Process Output</b>	: Determination, evaluation and assessment of Risks and opportunities
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