# Name of the Organization

**(As an example, mentioned as ABC throughout this document)**

**Organization Logo**

# QUALITY MANAGEMENT SYSTEM MANUAL (QMSM)

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| Document Number | : | ABC/QMSM |
| Issue Number | : | 01 |
| Issue Date | : | _____ |
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| | Reviewed By | Approved By | Issued & Controlled By |
|---|---|---|---|
| Name | | | |
| Designation | | | |
| Signature | | | |

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| Version No | Release Date | Section No / Pages | Reason for Change | Change Details |
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| 00 | | All | New Document Issue | New Document |
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This Manual is prepared to address the requirements of section 4A,**IndG.A.P Certification Scheme – Certification Process – Group Certification launched by QCI, which is the scheme owner (www.qci.in.org)**

This Manual refers to the QMS system according to which the concerned functionaries carry out the activities in a systematic and effective manner in order to achieve the QMS (Quality Management System) policy and objectives of theorganization.

QMS Manual is prepared by the Management Representative (MR). _____, who [*Designation*] authorizes this Manual for release and system implementation by endorsing his approval in this section. Whenever revisions are made to this document, such revisions are recorded in the version control record by giving a brief note on revisions made. Version status given for each section is as applicable under specific revisionnumber.

MR maintains the Master List of QMS Documents containing the List of Documents; List of Procedures; List of Records and List of Work Instructions and reflects the current revision status of QMS Manual in Section ABC/QMSM/B. MR issues the QMS Manual as per distribution list in section ABC/QMSM/D. Control of this manual is in accordance with QMS Procedure – **Procedure for Control of Documented Information ABC/QMSP/01**.

Current version number and Issue date will be mentioned in first page of manual and it is approved.

Approved & Authorized for release by:

_____ *[Name]*

_____ *[Designation]*

Date: _____

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The below mentioned will be maintained in Hard Copy form.

| Copy No | Copy Status | Copy Holder | Function | Location |
|---|---|---|---|---|
| - | Master | MC / MR | Management Committee (MC)/ Management Representative (MR) | Head Office, _____ *[Address]* |
| 01 | Controlled | | | |
| 02 | Controlled | | | |
| 03 | Controlled | | | |
| 04 | Controlled | | | |
| 05 | Controlled | | | |

QMS Manual Soft Copy made available to concerned personnel in sharing folder and this sharing Folder will be accessible to all departmental personnel, who are working and available in Head Office. Other than Head Office, Soft Copy will be distributed through mails, etc.

**1. Organization Details**

1.1 Name of the Organization :

1.2 Location / Address :

1.3 Nature of Activities

1.3.1 _____

1.3.2 _____

1.3.3 _____

1.3.4 _____

1.3.5 _____

2. **ABC** is promoted with a Vision to offer ----------

**3. Promoters Experience**

3.1 _____

3.2 _____

3.3 _____

3.4 _____

3.5 _____

**4. Organizations experience in the field**

**5. Details of Management Team**

**6. Organization's external alliance / external Tie-ups**

7. **Organization's service to customers**

8. **Address for Communication**

   8.1 _____ (Head Office)

   8.2 _____ (Zones / Branches / Sites)

9. Contact Phone Numbers: +91-

10. Email :_____

11. Website: _____

Normative References for IndG.A.P. Certification

| Reference Standard | Title of Standard |
|---|---|
| 1. India Good Agricultural Practices (IndG.A.P.) Certification Scheme – Certification Process – Group Certification version Dt 01.11.2021 issued by QCI | Quality management Systems- Requirements |
| 2. Control Points and Compliance Criteria Table 01. Requirement & evaluation criteria. Version Dt 01.11.2021 issued by QCI | ALL FARM BASE, CROPE BASE- Mandatory<br><br>Fruits& Vegetables or Spices or Combinable Crops or Tea or Coffee as applicable |
| ISO 19011:2018 | Auditing Principles – QMS and EMS |

The terminology used throughout this manual is consistent with the terms and definitions provided in **IndG.A.P Certification Scheme – Certification Process – Group Certification** standards and other general terminology. Some of the key terms and definitions are listed below:

| Term | Definition |
|---|---|
| Organization | Company going for Certification |
| Farmer | Producer who signed agreement with the Group |
| Supplier | Organization or person that provides a product/service/service |
| Produce | Farm Produce |
| Producer Group | The Group that implements IndG.A.P |
| Product/Service | Result of a process |
| Process | Set of interrelated activities which transforms inputs into outputs |
| Quality | Degree to which a set of inherent characteristics fulfils requirements |
| System | Set of interrelated interacting activities |
| Management System | System to establish policy and objectives and to achieve those objectives |
| QMS | Management system to direct and control an organization with regard to quality |
| Policy | Overall intentions and direction of an organization related toquality as formally expressed by top management |
| Objective | Something sought, or aimed for, related to quality |
| Procedures | Specified way to carry out an activity or a process |
| Top management | Person or a group of people who directs and control an organization at the highest level |
| Effectiveness | Extent to which planned activities are realized and planned activities are realized |
| Efficiency | Relationship between the result achieved and the resources used |
| Customer | Organization or person that receives a product / Service |
| Conformity | Fulfilment of a requirement |
| Nonconformity | Non-fulfilment of a requirement |

| Term | Definition |
|---|---|
| Preventive action | Action to eliminate the cause of a potential nonconformity or other undesirable situation |
| Corrective action | Action to eliminate the cause of a detected nonconformity or other undesirable situation |
| Rework | Action on nonconforming product to make it conform to the requirements |
| Information | Meaningful data |
| Document | Information and its supporting medium |
| Record | Document stating results achieved or providing evidence of activities performed |
| Supply Chain | is defined as “Supplier  Organization  Customer” |
| Audit Criteria | Is set of policies, procedures, process descriptions or requirements used as reference to an audit. |
| Auditor | Is a person with the competence to conduct an audit on the Quality management system. |
| Auditee | An organization or a person or a group with interacting processes and its activities performance being audited. |
| Capability | Ability of the QMS and its processes to realize a Product/Service that will fulfil the requirements for that Product/Service. |
| Capacity | is ability of the QMS and its processes to achieve a volume of Product/Service that will fulfil the demand of the customer. |
| Continual Improvement | Is recurring process or activity to increase or enhance the ability of the Qualitymanagementsysteminordertoachieveimprovementsinoverallperformance of the quality policy. |
| Competence | Demonstrated ability to apply education, experience, knowledge and/orskill to perform a job/work. |
| Infrastructure | System of building, facilities, equipment and support services including suppliers needed for the operation. |
| Internal Audit | Systematic, independent and documented process for obtaining audit evidence and evaluating it objectively to determine the extent to which the Quality management system audit criteria set by Org are fulfilled. |
| Organization Structure | Arrangement of responsibilities, authorities and relationship between people of Org |
| Quality Control | Part of quality management focused on fulfilling quality requirements. |
| Quality Assurance | Part of quality management focused on providing confidence that quality requirements will be fulfilled. |

| Term | Definition |
|---|---|
| Validation | Confirmation, through the provision of objective evidence that the requirements for a specific intended use or application have been fulfilled. |
| Verification | Confirmation, through the provision of objective evidence, that specified requirements have been fulfilled. |
| Work Environment | Set of conditions under which work is performed. |
| Residual Risk | The risk remaining after Risk treatment |
| Risk Acceptance | Decision to accept a Risk |
| Risk Analysis | Systematic use of information to identify sources and to estimate the Risk |
| Risk Assessment | Overall process of Risk Analysis and risk evaluation |
| Risk Evaluation | Process of comparing estimated risk against given risk criteria to determine the Risk |
| Risk Management | Coordinated activities direct and control an organization with regard to Risk |
| Risk Treatment | Process of selection and implementation of measures to modify Risk |

To implement , obtain and IndG.A.P certification for intended purpose of the organization and to promote uniformity in its operations of the certification scheme by maintaining good relations with the producer members and to obtain the certificate from independent Certification Body accredited by National /International Accreditation body

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1. This document covers the Group Certification Process of IndG.A.P.under Option 2 and Option 1 multisite with QMS to achieve certification.

   Note: The certification shall be carried out by the Certification Bodies (CBs) duly accredited for the certification scheme as per ISO 17065 by NABCB.

2. Scope also includes Registration / Application process for certification.

3. **Scope Statement:**

   _____
   _____
   _____

# 3.0 Certification Process – Option 2 Group Certification

## 3.1 Legality, Administration and Structure

3.1.1 ABCis registered as a _____ *[Company / Partnership Firm / Any Other]* vide Registration No. ------ dated under Companies or Societies Act ------ as applicable_____ and is registered as _____ .ABChas ultimate responsibility over the production, handling and ownership of the produce; thus, it is responsible for the compliance with the standard. Record is in place *(as per Table below)*
ABC is authorized to carry on the business operations --------

3.1.2 ABC enters into a contractual relationship and will have Certification Agreement with approved CB, and shall become the sole holder of the certificate. This agreement will be valid for minimum one year and maximum three years and after that it shall be renewed in total. Record is established *(as per Table below)*

## 3.2 Requirement of producer groups

3.2.1 The administrative structure of the ABCis documented which clearly identifies the relationship between the producers and ABC. Documented and signed contracts between each producer and ABCare in place. The contracts include the following elements:

a. Name and legal identification of the producer,

b. Name of the contact person, another person responsible in case the first one is absent or not available,

c. Full address (physical and postal)

d. Contact address, including WhatsApp no. as available

e. Other ID (PAN, GST, UAIDI, etc.), driving license, as available

f. Products registered

g. Details of the individual production locations, full address (physical and postal)

h. Details of areas (crops) or quantity (Tonnage),

i. Commitment to comply with the requirements of the standard,

j. Agreement to comply with the group's documented procedures, policies,

k. Signature of producer and group representative and,

l. Any other internal requirements not being met, as applicable

**Contract template is provided as an example ----------**

3.2.2 The producer group registered members are legally responsible for their respective production locations.

**3.2.3 Requirements for Multi-sites (In Case applicable or otherwise to be mentioned as NA)**

a. All PMUs are owned or rented and are under the direct control of ABC.

b. In those cases where PMUs are not owned by ABC, a written contract is in force between each PMU owner and ABC. The contract includes the following elements:

i. Name of the _____ *[Name of the PMU]* and its legal identification,

ii. Name and/or legal identification of the site owner,

iii. Site Owner contact details

iv. Details of individual PMUs

v. Signatures of both parties' representatives.

c. The certificate holder is legally responsible for all the registered production including placing the product on the market.

Contract template is provided as an example

### 3.2.4 Producer and Site Internal Register

A register is maintained of all contracted group member producers, and of all the applicable sites used for production in accordance with the standard.

**a. Requirement of Producer Groups**

i. All producers in the producer group internal register are registered individually.

ii. The register contains the following information for each producer:

- Name of producer,
- Name of contact person,
- Full address (physical and postal),
- Contact data (telephone number and e-mail and/or fax number),
- Other ID (GST Number, PAN, TIN, Aadhar etc.),
- Produce registered,
- Growing/Production area and/or quantity for each registered produce,
- IndG.A.P. status

**b. Requirement of Multi-sites**

i. Additionally, the register contains the following information for each site:

- Relation of legal entity with PMU (ownership, rented etc.)
- PMU Location
- Product registered

**Internal register template is provided as an example -------**

- Growing/Production area and/or quantity for each registered produce

**Documents:**

1. Documented Administrative Structure of Producers Group : ABC/QMSD/02
   ***(Mandatory)(Clause 3.2.1)***

**Records:**

The particulars of records established and updated are available in 'List of Records'(ABC/LR) and also in the relevant QMS Procedures.

# 4.0 Quality Management System of Group Facility

## 4.1 Management and Organization

### 4.1.1 Structure

a. The Organization Structure is documented and enables the appropriate implementation of QMS across all registered producer members and PMUs. Organization Structure is provided as documented information.

b. ABC has documented a management structure and has the personnel in place who are adequately and suitably trained to effectively ensure that the registered producers meet the requirements of IndG.A.P. on their production locations.

c. The Organizational Structure is documented which includes individuals responsible for:

i. Managing the implementation of IndG.A.P. in the group

ii. Managing the QMS

iii. The Internal inspection of each producer member and/or PMU annually (i.e., internal Inspectors)

iv. The Internal audit of the Quality Management System and verifying internal inspections (i.e., Internal Auditors)

v. Technical advice to the group (depending on the scope of the group).

### 4.1.2 Responsibilities and Duties

The duties and responsibilities of all personnel involved with the compliance of IndG.A.P. Requirements are documented.

_____ *[Name of the Senior Personnel]*, _____ *[Designation of the Senior Personnel]* is nominated as Management Representative who has been assigned overall responsibility for maintenance of the IndG.A.P. certification.

Organization chart template is provided as an example

#### 4.1.3 Competency and Training of Staff

a. ABC ensured that all personnel with responsibility for compliance with the IndG.A.P. standard are adequately trained and meet defined competency requirements. The above personnel possess degree / diploma in agricultural sciences with suitable training. Training Records are available.

b. The competency requirements, training and qualifications for key staff is documented**.** All such personnel meet the defined competency requirements.

c. Records of qualifications and training are maintained for all key staff (managers, auditors, inspectors, etc.) involved in compliance with IndG.A.P. requirements demonstrating competence *(as per Table below)*

d. The Internal Auditor(s) and inspector(s) have undergone training and evaluation on the job audits/inspections ensuring consistency in their approach and interpretation of the standard.

e. A Review Meeting is convened by the Management Representative every month attended by all Key Staff to appraise them on the development, issues and legislative changes relevant to the compliance to the IndG.A.P. standard. Minutes of the Review Meeting are maintained.

**Competency matrix with activities and training needed is provided as an example ------**

### 4.2 Document Control

a. All documentation relevant to the operation of QMS for IndG.A.P. compliance are controlled. This documentation include:

i. This Quality Management System Manual (ABC/QMSM)

ii. Quality Management Systems Documents Manual (ABC/QMSD)

iii. Quality Management Systems Procedures as provided in **'List of Procedures'** (ABC/LP)

iv. Quality Management Systems Work Instructions as provided in **'List of Work Instructions'** (ABC/LWI)

v. Records as provided in **'List of Records'** (ABC/LR)

vi. All external origin documents in **'External Origin Documents'** (ABC/MLEOD)

b. All the Policies and Procedures are sufficiently detailed demonstrating group's control of the principal requirements of the IndG.A.P.standard.

c. All the relevant Procedures and Policies are made available to the producer group registered members and the key staff.

d. Quality Management System Manual (ABC/QMSM) is reviewed annually or whenever material changes take place to the Ind.G.A.P. Standard to ensure that it continues to meet the requirements of the IndG.A.P. standard and those of the producer group.

e. Quality Management System Manual (ABC/QMSM) is reviewed at least once in a year and revised whenever material changes takes place or any relevant modifications of the IndG.A.P. standard or published guidelines that come into force to ensure that it continue to meet the requirements of the IndG.A.P Standard

### 4.2.1 Document Control Requirements

a. A procedure is established for control of documents **'Procedure for Control of Documented Information** and is referred in the QMS Procedures Manual (ABC/QMSP/01).

b. All documentation is reviewed by _____ *[Name & Designation of the Reviewer]*, approved by _____ *[Name & Designation of the person approving]*, and Issued and Controlled by _____ *[Name & Designation of the person Issuing]* before issue and distribution.

c. All controlled documents are identified with an Issue Number, Issue Date/ Revision Number, Revision Date and are appropriately paged.

d. Any change in these documents are reviewed by _____ *[Name & Designation of the Reviewer]*, approved by _____ *[Name & Designation of the person approving]*, and Issued and Controlled by _____ *[Name & Designation of the person Issuing]* prior to its distribution.

e. A copy of all relevant documentation is made available at the respective places where the jobs are performed and at places where theQMS is being controlled.

f. All the documentation is reviewed on annual basis and when any changes are required to be made. On issue of new documents, the old documents are stamped as **'Obsolete'** and kept in a place which is not accessible to other employees. Soft copies of obsolete documents are transferred to a folder titled 'Obsolete'.

g. The documents of external origin used in the management of Group Certification are controlled.

#### 4.2.2 Records

a. Records to demonstrate effective control of the IndG.A.P. Quality Management System requirements and compliance with the requirements of GAP standard are established and maintained - **'List of Records' (ABC /LR)**

b. Records from the QMS related to compliance of IndG.A.P. Requirements are retained for a minimum of 3 years. In case of first certification, minimum of 3 months to be maintained.

c. Records are fairly and legibly maintained and arestored and maintained in ideal conditions which are easily accessible for inspection as required.

d. Records that are kept on-line or electronically are password protected and when required, they are electronically signed which ensure the unique reference and authorization of the person signing. Written signature as required is presented, if required. The electronic records are made available during the CB inspections. Back-ups Policy is in place.

### 4.3 Complaint Handling

4.3.1 A system for effective management of customer complaints is established and the relevant parts of the complaint system are made available to all the producer members.

4.3.2 Documented procedure is established describing how complaints are received, registered, identified, investigated, followed up and reviewed - **'Procedure for Complaint Handling'(ABC/QMSP/02).**

4.3.3 The procedure shall be made available to customers, if requested.

4.3.4 The procedure covers both complaints to the group and against individual producers or sites.

4.3.5 The compliance to the above requirements is evidenced through maintenance a record -**Register of Customer and Other Complaints (ABC/QMSF/20)** and appropriate information flow to the CBs or the Scheme Owner.

4.3.6 ABC shall also obtain feedback from customers on annual basis in Customer Satisfaction Form.

## 4.4 Internal Audits and Inspections

Internal Audit System is established to assess the adequacy and compliance of the documented QMSM and also to inspect the producers and farms against the IndGAP standard.

### 4.4.1 Internal Quality Management System Audit

Procedure for Internal Auditis established - **Procedure for Internal Audit (ABC/QMSP/03).**

a. The QMS for the IndG.A.P. scheme shall be audited once per crop cycle.

b. All the Internal Auditors are appropriately trained and it is ensured that they are independent of the area being audited.

c. The CB evaluates the competence of the internal auditor during the external audit.

d. Records of Internal Audit are established. Internal Audits are planned per crop cycle in **'Internal Audit Plan' (ABC/QMSF/22)**. **'Internal Audit Schedule' (ABC/QMSF/23)** is prepared for each audit to be carried out indicating the date and time of the audit, the processes to be audited, the names of the auditors, etc.

Internal Auditors, while conducting the assigned processes, makes notes in **'Internal Audit Observation Sheet' (ABC/QMSF/24)**. The adverse findings in Internal Audit are recorded in **'Internal Audit Nonconformity Report' (ABC/QMSF/25)** by the auditors.

The concerned Process Owner where the Nonconformity is reported ensures that the Nonconformity is effectively closed within the due date carrying out the Correction and Corrective Action based on appropriate Root Cause Analysis. After the Corrective Action, the auditor who reported the nonconformance

verifies the closure report. Once approved by the auditor, the said nonconformity is treated as closed.

e. QMS Checklist as outlined in section VIII: FR 06 will be used and every QMS Control Point is completed and kept ready for review by the auditor during external audit. **Control Points and Compliance Criteria (CPCC) Checklist' (ABC/QMSF/28)** is established and maintained.

f. Internal Audits are conducted once per crop cycle. If at any time in future, Where ABC decides to conduct internal audit continuously over a 12-month period, a predefined schedule will be kept in place.

### 4.4.2 Internal Producer and Production Management Unit (PMU) Inspections

a. Inspections conducted at each registered producer (and corresponding production locations) or PMU at least once per crop cycle against all GAP control point and compliance criteria. **Procedure for Internal Inspection (ABC/QMSP/04)** is established.

b. The **Control Points and Compliance Criteria (CPCC) checklist (ABC/QMSF/28) which is** based on respective IndG.A.P. standards is established and will be used both for internal and external assessments.

c. ABC complies with Section 3. If agroup of farmers join to seek a group certification, ABC complies with requirements stipulated in Section 4A and the Farm with the requirement of section-3.

d. At every inspection, all Critical, Major and Minor control points are inspected in full.

e. All Internal inspectors meet the competence requirements as per clause 6 of section 4A of certification process Group certification.

f. The inspections are planned to ensure that internal inspectors are independent of the area being auditedand they do not inspect their own daily work.

g. New members of the group and new PMUs are always internally inspected and approved prior to entering into internal GAP register.

h. The original inspection Reports and Notes are maintained and made available for the CB inspection as required.

i. The inspection Report contains the following information:

1. Identification of Registered Producer and/or production location(s

2. Signature of the Registered Producer or responsible PMU

3. Date of Inspection

4. Name of the Inspector and Signature

5. Registered Products

6. Evaluation result against each GAP control point

7. The checklist includes details in the comments section for the:

    - Critical Control Points that are found to be compliant,

    - Critical and Major Control Points that are found to be noncompliant and,

    - Major and minor Control Points that are found to be noncompliant. However, this will not be required if a checklist is issued by IndG.A.P. that predetermines which CPCC must be commented on.

    - For all those control points that are not applicable, explanations are provided justifying the same.

8. Details of non-compliances identified and time period for corrective action,

9. Inspection results with calculation of compliance

10. Duration of Inspection

11. Name of the Internal Auditor who has approved the checklist

- The internal auditor / audit team reviews and makes the decision on whether the producer or site is compliant with the GAP requirements, based on the inspection reports presented by the internal inspector,

- In case there is only one internal auditor who also performs internal inspection, MR will approve the internal inspections,

- Internal Inspections are conducted once in six months. If at any time in future, Where ABCdecides to conduct internal Inspection continuously over a 12-month period, a predefined schedule will be kept in place.

**Inspection report template is provided as an example ------**

## 4.5 Non-compliances, Corrective Actions and Sanctions

4.5.1 A procedure is established for handling Non-compliances and Corrective Actions resulting from internal or external audits and/or inspections, customer complaints or failures of the QMS - **Procedure for Handling Non-compliances and Corrective Actions (ABC/QMSP/05).**

4.5.2 A procedure for Identification and Evaluation of Non-compliances to the QMS (By Groups or its Members)is established for identification and evaluation of Non-compliances to the QMS by the group or by its members - **Procedure for Identification and Evaluation of Non-compliances to the QMS (By Groups or its Members) (ABC/QMSP/06).**

4.5.3 Corrective actions following non-compliances are evaluated and a timescale is defined for action,

4.5.4 Responsibility for implementing and resolving corrective actions is defined,

4.5.5 A system of sanctions and non-conformances is operated with the producers or PMU that meet the certification requirement,

4.5.6 The group will notify the IndG.A.P. approved Certification Body immediately of Suspensions or Cancellations of registered producers,

4.5.7 Records are established and maintained of all sanctions including evidence of subsequentcorrective actions and decision-making processes*(as per Table below)*

## 4.6 Product Traceability and Segregation

4.6.1 All Products that are meeting the requirements of the IndG.A.P. Standard and marketed as such are stamped '**IndG.A.P. Certified**' ensuring traceability and are stored / stocked separately to prevent mixing with non-IndG.A.P. approved products.

4.6.2 A documented procedure is establishedfor identification of Registered Produce - **Procedure for Identification of Registered Produce (ABC/QMSP/07)** to enable traceability of all products, both conforming and non-conforming to the applicable production sites. A mass balance exercise is carried out to demonstrate compliance within the ABC. Record is established.

4.6.3 Effective systems and procedures are in place to negate any risk of misuse of label or mixing of GAP certified and non-GAP certified products through unique identification and also storing / stocking them separately.

## 4.7 Withdrawal and Recall of Certified Produce

4.7.1 Documented procedure is established to effective withdrawal and recall of registered product - **Procedure for Withdrawal and Recall of Registered Product (ABC/QMSP/08).**

4.7.2 The procedure identifies the types of events which resulted in withdrawal, recall. _____ *[Name of the Person taking decision on the withdrawal]*, _____ *[Designation]* takes the decision on the possible withdrawal of product. The procedure also describes the mechanism for notifying customers and the Certification Body; and methods of reconciling stock.

4,7.3 The procedure is capable of being operated at any time.

4.7.4 Mock Recalls are conducted to test the procedure in an appropriate manner annually to ensure that it is effective.Records of the Mock Drill are retained.

4.7.5 The conduct of the Mock Recall and the results of Mock Recall are communicated to the client.

## 4.8 Subcontractors

4.8.1 Procedures exist to ensure that any services subcontracted to third parties are carried out in accordance with the requirements of the IndG.A.P. standard. Procedure is established - **Procedure for Monitoring the Subcontractors (ABC/QMSP/09)**.

4.8.2 Records are established and maintained to demonstrate the competency of subcontractor meeting the requirements of the standard.

4.8.3 It is ensured that the subcontractors work in accordance with the group's QMS and relevant procedures which are specified in Service Level Agreements or Contracts.

## 4.9 Registration of Additional Producers or PMU to the Certificate

As and when new producers and sites are added to the certificate, the certificate holder (Group or multisite) immediately updates the Certification Body on the additions or withdrawals of sites to/from the list of registered producers.

4.9.1 In case certifications up to 10% producer members or site or area of production whichever is less are added to the existing certificate, it is not needed to carry out an external auditby the CB. However, for subsequent unannounced surveillance this may be considered in the calculation of square root of producers/production sites.

4.9.2 When the number of the approved registered producer and/or sites increases by more than 10% in one year, additional producers are added to the approved list only after further external sample inspection (minimum is the square root of new producers/sites) of the newly added producer sites or as the case may be, optionally an audit of QMS.

4.9.3 Regardless of percentage by which the number of registered producer sites increase in one year, when the newly registered farm increase the area of previously approved registered products by more than 10% in a year or there is 10% change in producer,before adding the additional farms / producers are added to the approved list, further external sample inspection (minimum is the square root of new producers/farms) of the newly added farms or producers are conducted and as the case may be, optionally an audit of QMS.

# 5.0 Internal Auditor and Inspectors' Requirements

## 5.1 Key Task

5.1.1 The Internal Inspector/s will be completing the internal inspection of all producer members of the group/ sites in case of multi sites with QMS to access compliance with the IndG.A.P. certification requirements. Internal Inspectors do not undertake auditor's task. They produce timely and accurate reports for the inspection carried out by them.

5.1.2 The internal Auditor/swill be completing the QMS audit, approve the producer members/sites based on the Internal Inspection Reports/ checklists submitted by internal inspectors. They produce timely and accurate reports for the auditcarried out by them.

## 5.2 Educational Qualification and Experience

5.2.1 All Internal Auditors possess Degree/ Diploma and/or Post-secondary education in the streams of science relevant to agriculture, horticulture, soil sciences or agroforestry areas which is sufficient to provide knowledge of basic microbiology, agronomy, plant entomology and pathology, and hygienic conditions in the production and processing of horticulture crops as relevant to the crops certified.

5.2.2 The Auditors / Inspectors have at least 2 years of post-qualification experience in horticulture or agriculture production, In cases where the auditors have completed appropriate post-graduate education in the relevant to horticulture and / or horticulture and / or agriculture sector, the number of years of total work experience is reduced by one year.

## 5.3 Technical Skills and Qualifications

5.3.1 All Inspectors have completed one day practical Inspection Course in line with ISO 19011 International Standard on basic principles of Inspections. Also they have observed two audits with already qualified internal / external Inspectors / Auditors. They have also qualified in the Witness Audit by already qualified Auditors / Inspectors or by a CB.

5.3.2 All auditors have practical knowledge on the Quality Management System and have a minimum of Internal Auditor Training on QMS for at least 16 hours.

### 5.4 Food Safety and GAP Trainings

5.4.1 All Auditors / Inspectors have undergone HACCP trainings either as a part of the formal qualification or by completing a formal course by a Lead Auditor trained on HACCP or ISO 22000/FSMS.

5.4.2 All Auditors / Inspectors have undergone Food Hygiene Training either as a part of the formal qualification or a formal training course.

### 5.5 Crop Specific Training

All Auditors / Inspectors have undergonetraining in Plant Protection Product, Fertilizers, Integrated Pest management either as part of the formal course or training from specialist in the respective field.

### 5.6 Working Language Skills and Product Knowledges

All auditors and inspectors have practical knowledge on the product they inspect and will be deputed for audits and inspections if only they are familiar with the local language or national language or a language which both (auditee and auditor) can communicate. In those cases where any exemption to this is required, audits and inspections are assigned after consultation with SO and after permission is sought.

### 5.7 Independence and Confidentiality

6.7.1 All Inspectorsand Auditorshave executedConfidentiality Agreement.In case of any conflict, it will be declared to the group. They have been trained to maintain strict confidentiality regarding the information and records.

6.7.2 Inspectors and Auditors are not assigned any Inspections/ Audits if they have worked, given consultation etc., to the client/ Producers during the past 2 years.

Internal inspectors/Auditors qualification matrix is provided as an example

**Records:**

The particulars of records established and updated are available in 'List of Records'(ABC/LR) and also in the relevant QMS Procedures

**Documents:**

| | | | |
|---|---|---|---|
| 1. | Management Structure<br>***(Mandatory)(Clause 4.1.1 (b))*** | : | ABC/QMSD/03 |
| 2. | Personnel involved in the compliance Of IndG.A.P. – Duties and Responsibilities<br>***(Mandatory)(Clause 4.1.2)*** | : | ABC/QMSD/04 |
| 3. | Competency requirements, Training and Qualifications for Key Staff<br>***(Mandatory)(Clause 4.1.3 (c))*** | : | ABC/QMSD/05 |

**Procedures:**

| | | | |
|---|---|---|---|
| 1. | Procedure for Control of Document<br>***(Mandatory)(Clause 4.2.1 (a))*** | : | ABC/QMSP/01 |
| 2. | Procedure for Complaint Handling<br>***(Mandatory)(Clause 4.3.2)*** | : | ABC/QMSP/02 |
| 3. | Procedure for Internal Audit<br>***(Clause 4.4)*** | : | ABC/QMSP/03 |
| 4. | Procedure for Internal Inspection<br>***(Clause 4.4.2)*** | : | ABC/QMSP/04 |
| 5. | Procedure for Handling Non-compliances and Corrective Actions<br>***(Mandatory)(Clause 4.5.1)*** | : | ABC/QMSP/05 |
| 6. | Procedure for Identification and Evaluation of Non-compliances to the QMS (By Groups or its Members)<br>***(Mandatory)(Clause 4.5.2)*** | : | ABC/QMSD/06 |
| 7. | Procedure for product traceability and segregation<br>***(Mandatory)(Clause 4.6.2)*** | | ABC/QMSP/07 |
| 8. | Procedure for Withdrawal and Recall of Registered Product<br>***(Mandatory)(Clause 4.7.1)*** | : | ABC/QMSP/08 |
| 9. | Procedure for Monitoring the Subcontractors<br>***(Mandatory)(Clause 4.8.1)*** | : | ABC/QMSP/09 |

**Records:**
The particulars of records established and updated are available in 'List of Records'(ABC/LR) and also in the relevant QMS Procedures.

## 6.0 Logo Use

IndG.A.P logo / Word /Trade Mark will be used for all correspondence according to the requirements of the standard after receiving the certificate.