## Flowchart

Certification → Clients → Stakeholders

1. Audit Scope
2. Pre-Audit information?
   → Share information ← Doc´s
3. Audit schedule ← Audit Program
4. Communicate Internaly
5. Audit Performed
6. Action Plan Needed?
7. Perform Action Plan | Auditor Feedback
8. Approved?
   → Implemented Action Plan
9. Auditor Communication

**Audit Closed**

## Descriptions

**1. Audit Scope (IMS Manager)**

If an External Audit is asked or porpused, a specific scope of Audit must be identified.

System Audit (ISO 9001; ISO 27001)
Process Audit
Product Audit (R100)

**2. Pre-Audit Information (IMS Manager)**

The external Audit team may ask for specific information in order to schedule and organize the audit agenda and information analysis and valdiation.

The Audited should share all requested information if it is under the audit scope.

**3. Audit Schedule (IMS Manager)**

The external audit must be schedule with both interested parties and registed into the Audit Program and a audit programm must be shared with the company.

**4. Communicate Internaly (IMS Manager)**

The external audit must be communicated to all company in order to guarantee that the direct involved parties are available and the other ones have knowledge of the occurence.

**5. Audit Performed (IMS Manager)**

The audit is performed udner the defined audit programm and with all need participation, and a audit report or feedback is shared with company.

**6. Action Plan Needed (Audit Team)**

If NC´s are identified during the audit, an action plan must be performed in order to threat all the identified problems.

If there are no NC´s the audit team must communicate under a audit report or specific feedback the results and conclusions of the audit.

**7. Perform Action Plan (Audited)**

**An action plan must be created in order to answer all raised NC´s and respecting the defined method by the audit team (i.e: 5 why´s) and the defined due date to present the defined plan.**

**8. Action Plan Approved? (Audit Team)**

The action plan will be evaluate by the audit team.

If the action plan is approved, it will be implemented and the actions effectiveness evaluated by the audit team.

If not, the auditor must give a feedback in order to the audited perform a new action plan.

**9. Auditor Communication (Audit Team)**

The audit team in order to close the audit must share the result of the audit under a report or a simple feedback to the company.

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