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1. Introduction

Senior Management demonstrates clear and visible commitment to the organization's Quality Management System by establishing, implementing, fully communicating, and supporting its policies, procedures, and objectives.

Senior Management is committed to continually improving the effectiveness of the Quality Management System through regular audits, reviews, and proactive actions.

2. Scope

The scope is aligned with the policies and objectives of the company and includes the commitment to fully meet the requirements of the current issue of **ISO/IEC 17065** and **ISO/IEC 17021-1**.

This Quality Manual defines the Quality Management System (QMS) of Agri Canaan, ensuring compliance with:

- **ISO/IEC 17021-1:2015** – Conformity assessment requirements for bodies providing audit and certification of management systems (Option A).
- **ISO/IEC 17065:2012** – Conformity assessment requirements for bodies certifying products, processes, and services.
- **GLOBALG.A.P. IFA Standards** – Requirements for certification of agricultural products.

It applies to all certification activities carried out by Agri Canaan, including ISO 9001, ISO 22000, GLOBALG.A.P., HACCP, FSSC 22000, and organic certification.


3. Senior Management Commitment

The Senior Management has a total commitment to offering certification services with quality while observing all legal, moral, and ethical codes, which is the concern of every employee.

Senior Management demonstrates clear and visible commitment by:

- Ensuring that the QMS is established, implemented, and maintained in accordance with ISO/IEC 17021-1 and ISO/IEC 17065 requirements.
- Communicating the importance of meeting customer, legal, and regulatory requirements.

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- Providing necessary resources for effective implementation and continuous improvement of the QMS.
- Reviewing the QMS at planned intervals to ensure its continuing adequacy, suitability, and effectiveness.
- Promoting a culture of integrity, impartiality, and competence within the organization.
- Ensuring that the certification process remains free from conflicts of interest and external pressures.

4. Organizational Structure & Responsibilities

4.1 Legal Status

Agri Canaan is a registered certification body operating under the Companies Act and accredited for conformity assessment services.

4.2 Governance and Committees

- **Board of Directors:** Sets strategic direction and ensures financial sustainability.
- **Impartiality Committee:** Safeguards impartiality by reviewing risks and conflicts of interest.
- **Certification Committee:** Responsible for final certification decisions, independent of auditors.
- **Appeals & Complaints Committee:** Handles disputes, appeals, and complaints to ensure transparency.
- **Finance Committee:** Manages financial resources and risk mitigation.


4.3 Key Roles & Responsibilities

- **Scheme Manager:** Ensures compliance with certification schemes and accreditation requirements.
- **Lead Auditors & Inspectors:** Conduct audits, ensuring compliance with GLOBALG.A.P. and ISO/IEC standards.
- **Technical Reviewers:** Assess audit findings and verification reports.
- **Administrative Staff:** Maintain documentation and communication processes.

5. Quality Management System (QMS)

5.1 QMS Framework

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Agri Canaan’s QMS integrates requirements from ISO/IEC 17021-1, ISO/IEC 17065, and GLOBALG.A.P., ensuring:

- Documented policies and procedures for impartial certification activities.
- Competency-based auditor selection and training.
- Risk assessment mechanisms to uphold certification integrity.

5.2 Document & Record Control

- Documents are reviewed and approved by authorized personnel.
- Controlled access ensures confidentiality and integrity.
- Records are retained per accreditation and legal requirements.

5.3 Internal Audits & Continuous Improvement

- Annual internal audits verify compliance with ISO/IEC 17021-1, ISO/IEC 17065, and GLOBALG.A.P.
- Non-conformities are documented, and corrective actions implemented.
- Management reviews assess QMS effectiveness and identify improvement areas.

6. Certification Processes

6.1 Application & Contracting

- Clients apply for certification via a formal process, with contract terms aligned to accreditation rules.
- Risk assessments are conducted before accepting new clients.


6.2 Audit & Evaluation

- Certification audits are planned per GLOBALG.A.P. and ISO standards.
- Surveillance audits ensure ongoing compliance.
- Unannounced audits may be conducted to verify system effectiveness.

6.3 Certification Decision

- The Certification Committee reviews audit findings independently.
- Decisions are based on objective evidence and scheme requirements.

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- Clients are informed of certification status with clear reporting.

6.4 Appeals & Complaints Handling

- Appeals are reviewed by an independent Appeals Committee.
- Complaints follow a structured resolution process ensuring fairness.

6.5 Use of Certification Marks & Logos

- Clients must comply with regulations governing certification mark usage.
- Misuse of certification marks leads to corrective actions or suspension.

7. Impartiality, Confidentiality, and Risk Management

7.1 Impartiality

- Impartiality risks are assessed annually.
- No staff member or committee participant is involved in both auditing and certification decision-making.

7.2 Confidentiality

- Client data is protected per legal and accreditation requirements.
- Confidentiality agreements are signed by all employees and contractors.

7.3 Risk Management


- Risk assessment is conducted for new schemes, operational changes, and stakeholder concerns.
- Risk controls are reviewed in Management Review Meetings.

8. Finance & Liability

- Agri Canaan is funded through certification fees, ensuring independence from financial influence.
- Liability insurance is maintained to cover certification-related risks.

9. Normative References

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- **ISO/IEC 17021-1:2015** – Requirements for management system certification bodies.
- **ISO/IEC 17065:2012** – Requirements for product/process certification bodies.
- **GLOBALG.A.P. General Regulations** – Certification rules and requirements.
- **Other relevant accreditation and regulatory requirements.**

10. **Review & Revision:** This manual is reviewed annually to maintain compliance with evolving standards.

11. Amendment History

Date	Author	Modification	Approval
18/03/2025	Scheme Manager	Revision of the whole procedure to integrate with ISO/IEC 17021-1 Requirements	M.D

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