

Assessment process: Special and short notice visits

CLIENT INFORMATION NOTE

Special Visits

If we report major nonconformities during stage 2, surveillance, certificate renewal, or change to approval visits (these being issued to you at the time of the visit), we will schedule and carry out special visits as necessary. During these visits, we will verify that you have undertaken an analysis of the root cause of the issue, and have implemented correction and corrective action for the issues raised.

Short notice visits

LRQA will carry out a visit to investigate the complaint or review the changes made if:

- any complaints are raised against you (within the scope of the Client Agreement in place between your company and LRQA); or
- If we are informed by a regulatory authority that you have been found to have breached national/international regulations and will face action as a result (within the scope of the Client Agreement in place between your company and LRQA)

- you have notified LRQA of significant changes (those which are likely to affect your management system's conformance with the criteria referred to and approvals issued under that Agreement)

Failure to take action to address finding(s) raised at either a special or short notice visit results in your company's approval being the subject of LRQA's Suspension and Withdrawal of Approval procedure.

Planning the visit

We will discuss and agree with you the scope and objectives of such visits before the visit starts. The visit focuses on the areas concerned (those that have resulted from the nonconformities raised, the third-party complaint, or the significant changes that have been notified to us).

Reporting the visit

We record such visits using the standard LRQA visit report. If the visit concerns existing nonconformities, we will record the results of the review in the report and in the specific entry in the section of the findings log relating to each nonconformity.

If the visit concerns either a third-party complaint, a notification from a regulatory authority or a significant change to your company, we will record the results of the review in the report. Any nonconformities raised as a result of our review, we will record in the findings log section of the report.

Get in touch

Visit www.lrqa.com for more information

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