

GREAT WESTERN REGISTRAR LLC

Established January 1, 2001

Owners: Larry and Sandra Gilderoy



21835 N 23rd Avenue
Phoenix, AZ 85032

Certification Program

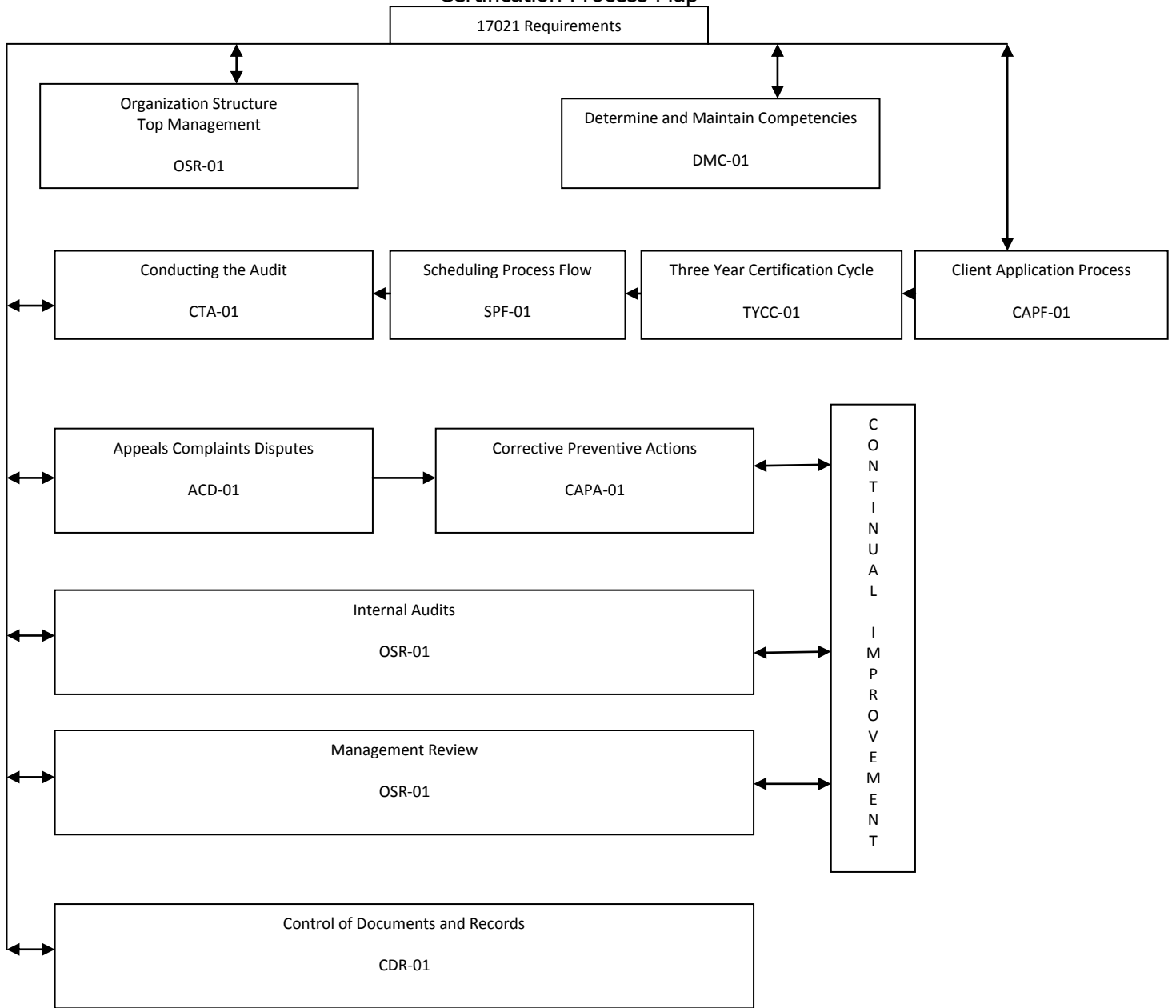
[CP-01 September 29, 2011]

Prepared by: Rebecca Salo Released By: Karey Cwiekowski

Objective:

Partner with quality minded organizations to provide knowledgeable, impartial, comprehensive and cost effective assessment and registration services. Assist organizations in maintaining and improving the quality of their business through the use of the ISO family of standards. This will be accomplished as outlined in this document

Certification Process Map



GWR Organization Structure and Responsibilities

OSR-01

President:

- Provide financial resources to allow GWR to perform according the requirements of CP-01 and 17021
- Control and delegation of sales and marketing strategy that will not be linked to any consulting organization

VP/Registration Manager:

- Development and supervision of the implementation of GWR policies and operations.
- Development and implementation of the management system certification services and schemes
- Performance of audits and certification, and responsiveness to complaints
- Formulation of the Quality Manual
- Contractual arrangements
- Oversee the auditor supervision and scheduling processes
- Maintenance of records
- Ultimately responsible for personnel and decisions with regard to the assessment and registration processes.

Advisory/Impartiality Board:
 Advisory/Impartiality Board Members composition is represented in a balance of interests and no single interest predominates.
 Members: Dale Taylor, Walt Reams, Darrell Sawyer, Christopher Martinez, Frank Garza, Ron Winterbottom, Skip Kempff, Rob Dean.

Tasks and duties are assigned to the AIB to ensure that impartiality is not compromised and to safeguard the impartiality of the activities of GWR.

- assist in developing the policies related to impartiality
- counteract any tendency on the part of GWR to allow outside interests to prevent the consistent objective provision of certification activities.
- Advices on matters affecting confidence in certification including openness and public perception.
- Conduct a yearly review of audits to ensure impartiality of audits, certification and decision making process of the certification body.
- Any additional tasks or duties that are deemed necessary provided they do not compromise its essential role of ensuring impartiality.

Registration Review Board:

Registration decision will only be performed in house and not outsourced. Review Board members will not review their own work.

Members: Karey Cwiekowski, Bretta Kelly, Karen Ollson, Deb Gilpin, Rebecca Salo

Perform Reviews and tasks as outlined in CP-01

Office/Auditor Supervisor:

- Perform duties and tasks as outlined in CP-01
- Create procedure to enhance GWR activities with Vice President approval
- Complete additional tasks as required

Office Admin:

- Perform duties and tasks as outlined in CP-01,
- Report directly to Office/Auditor Supervisor
- Complete additional tasks as required

Assessors:
 List of assessors and personnel on file

- Perform duties and tasks as outlined in CP-01
- Report directly to Office/Auditor Supervisor

Quality Policy: GWR management and personnel is committed to providing impartial, competent and objective certification services that are free from conflict of interest. This policy is managed through assessing risk, conducting impartiality reviews and requiring open communications with its clients and auditing personnel. GWR is committed to remaining focused on customer needs and expectations and continually improving its certification system.

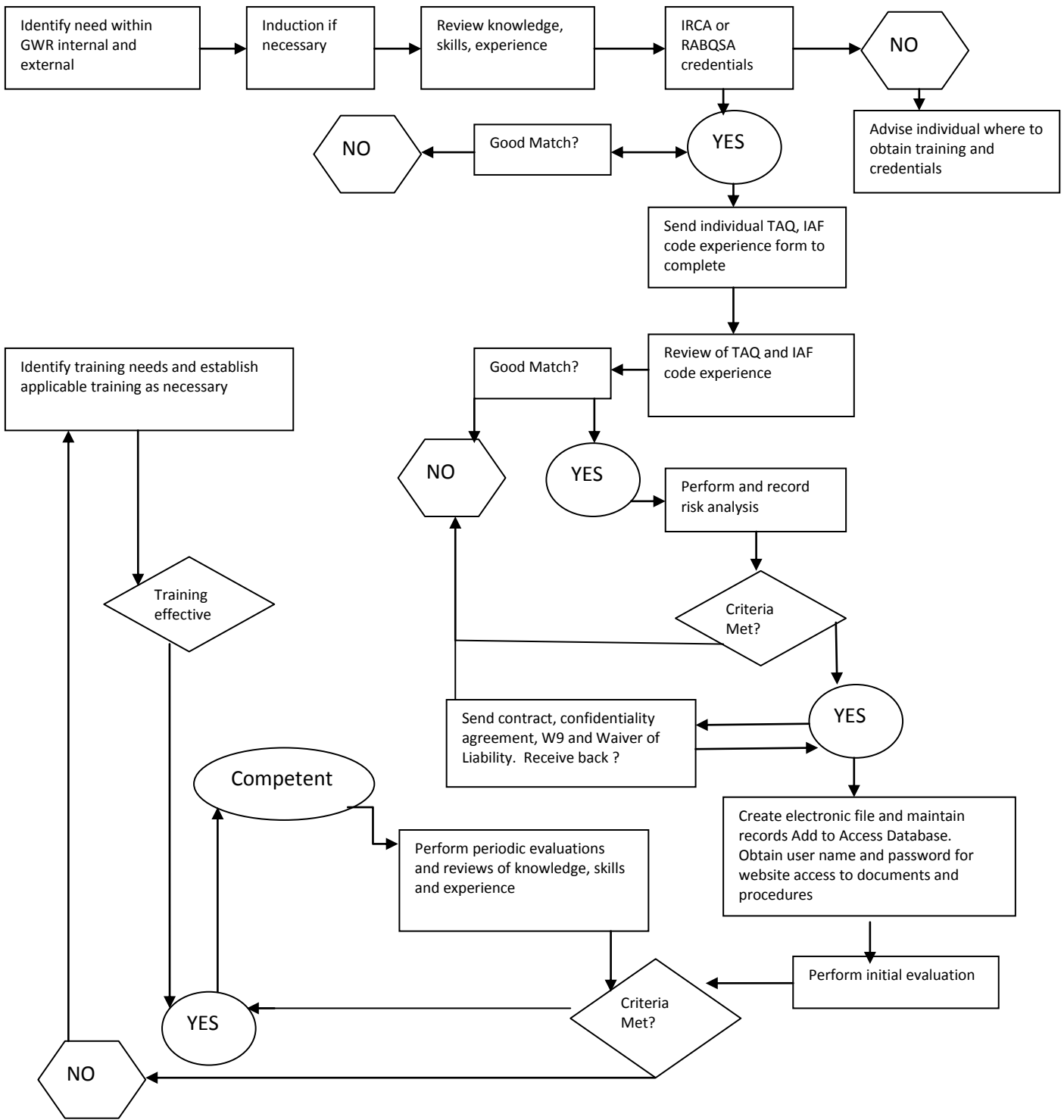
Qualified and Experienced personnel are expected to remain free from conflict of interest, act in an impartial manner and posses the highest degree of integrity when tasked with making decision regarding client certification/registration activities.

GWR Top Management or Designee will schedule a management review at least once per year to ensure that objectives and fulfillment of requirements to 17201 are being met. Required inputs and outputs will be recorded on MRA-01

At least once every 12 months an external certificated competent party will be contracted to perform internal audits to ensure that the activities of GWR comply with 17021 and their own internal requirements and that the system is effectively maintained. The audits will be planned taking into consideration the processes of GWR and previous audits. Audits will be recorded on IAC-01.

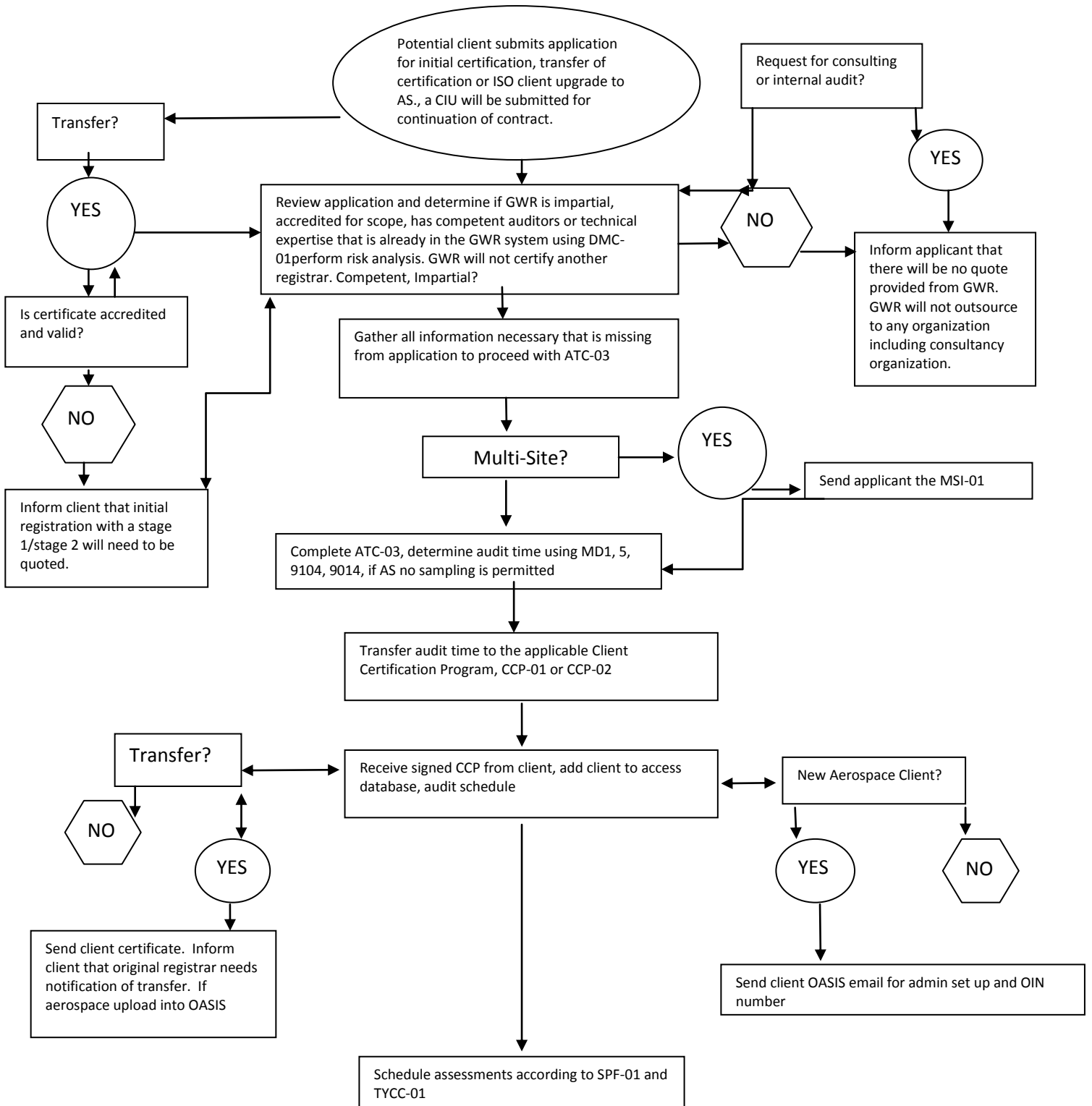
Determine & Maintain Competence

DMC-01



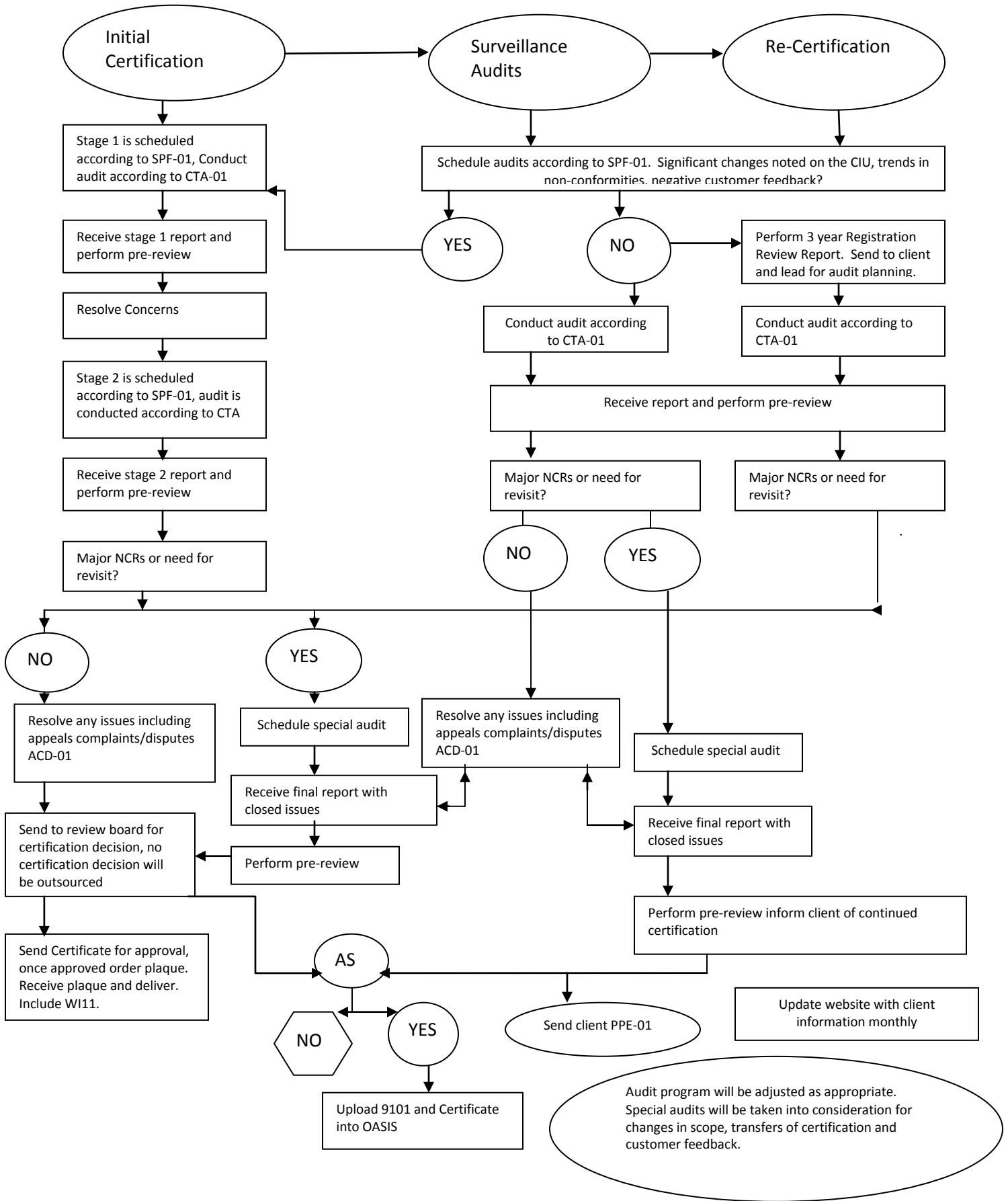
Client Application Process

CAP-01



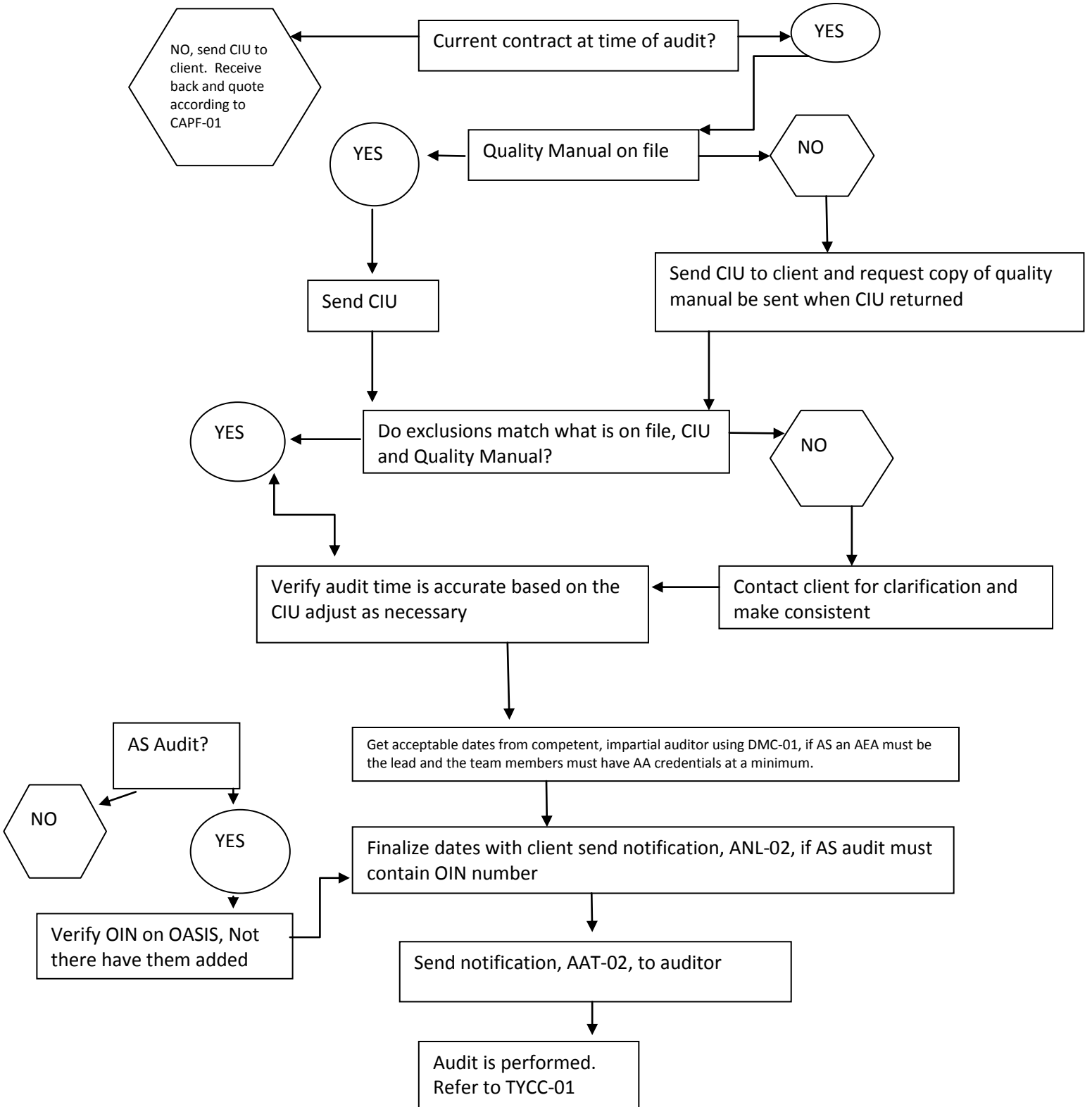
Three Year Certification Cycle

TYCC-01



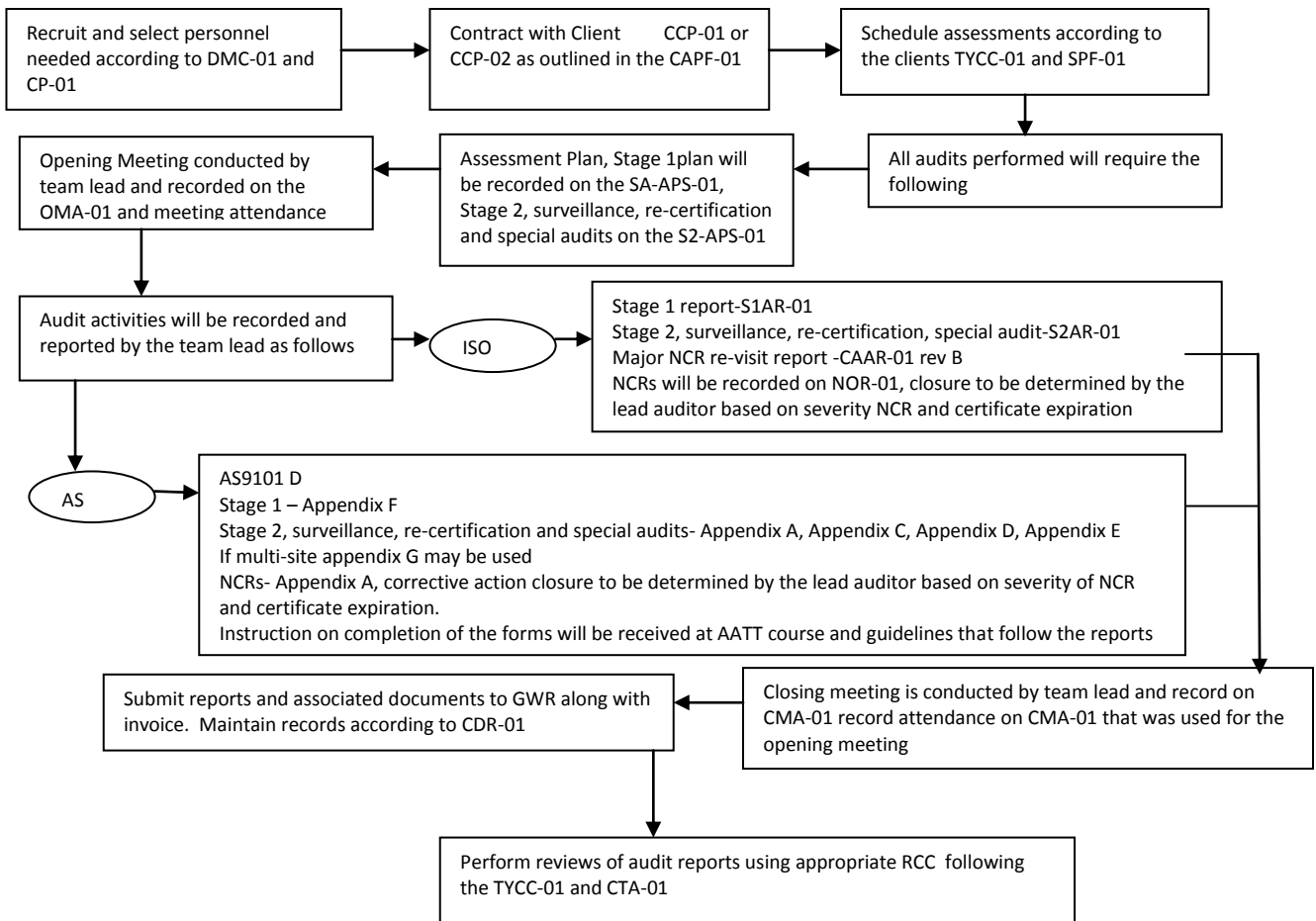
Scheduling Process Flow

SPF-01



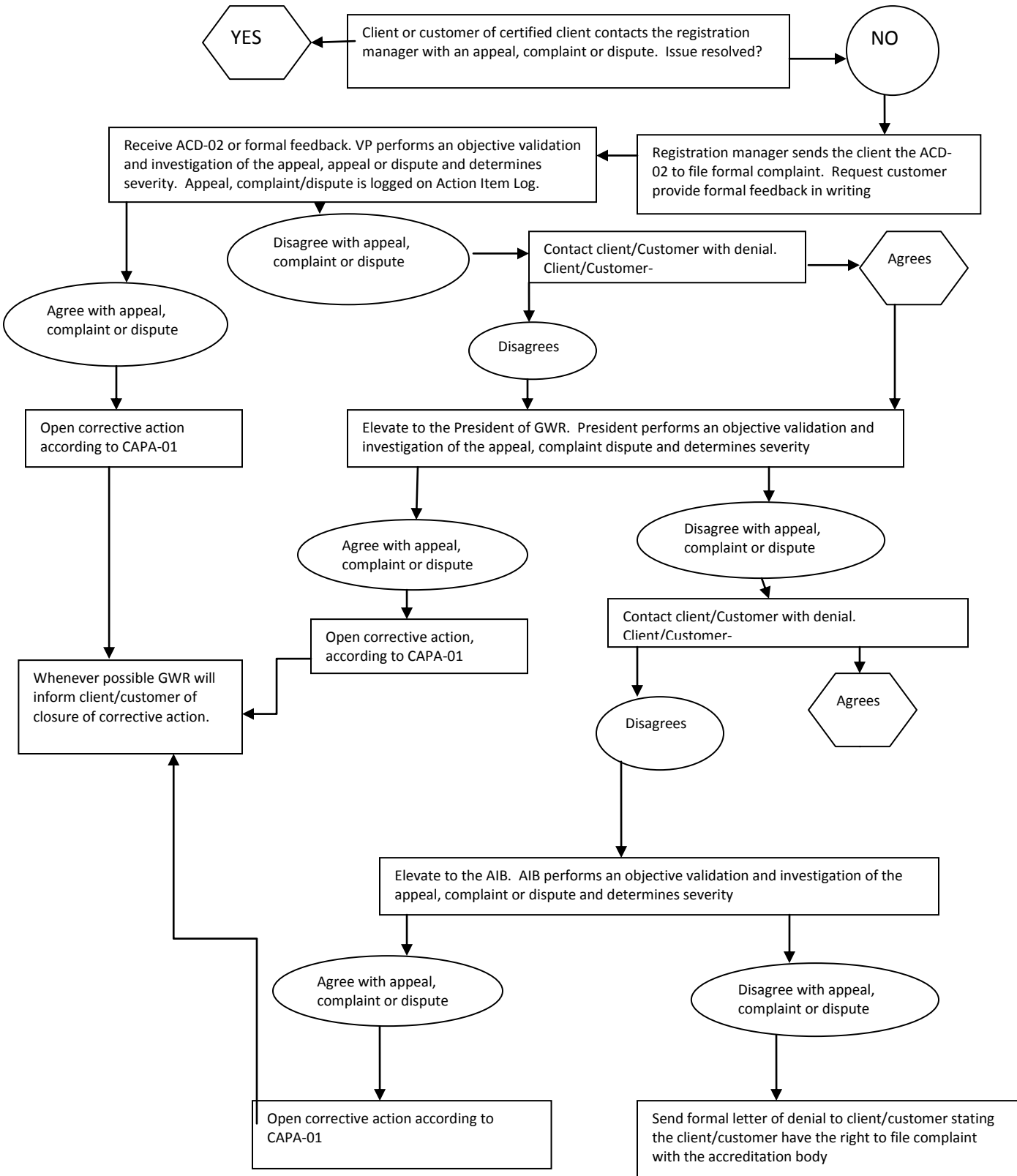
Conducting The Audit

CTA-01



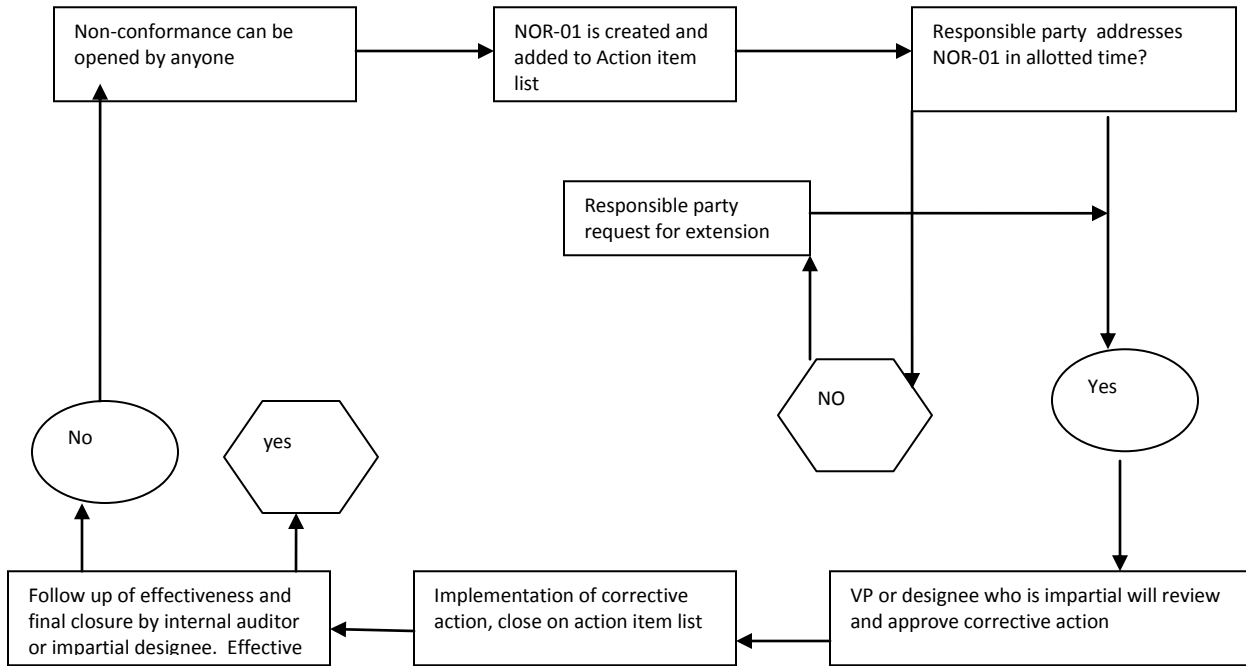
Appeals, Complaints and Disputes

ACD-01

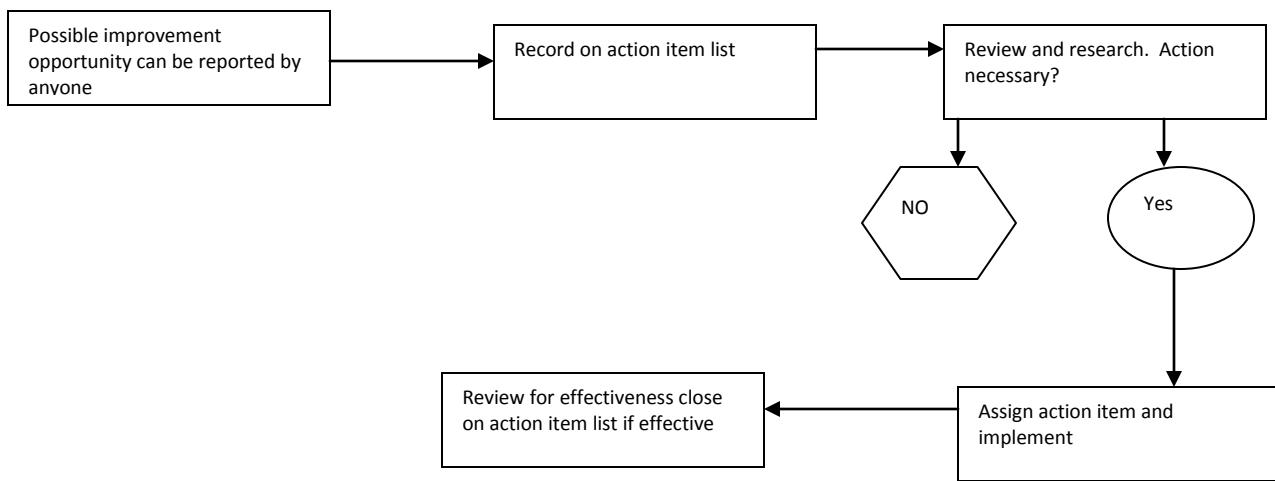


Corrective and Preventive Actions

CAPA-01

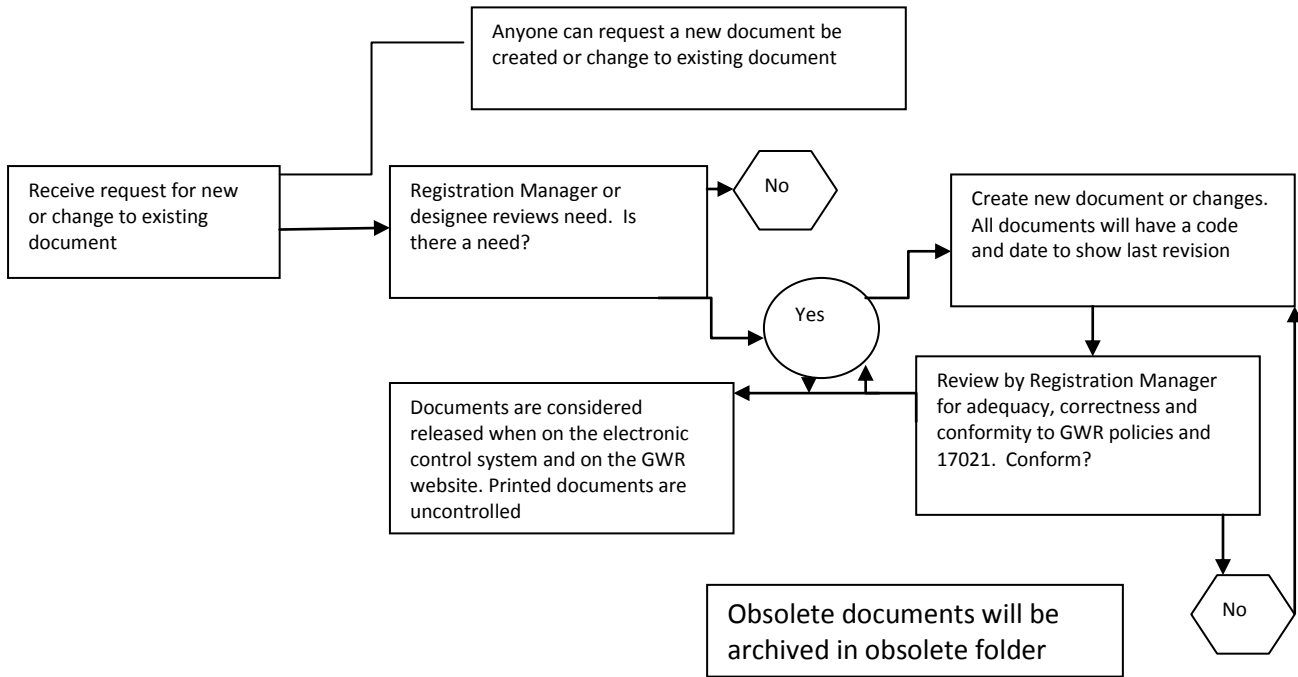


Preventive Actions



Control of Documents and Records

CDR-01



Control of Records

Records will be stored electronically or in file cabinets and boxes. Records will remain available to all parties.

Administrative Records	7 years
Client Records	7 years
Personnel Records	7 Years
Outside Documents	Until Superseded