

D4

Nonconformity Management for Malys Angkor Brand Guidelines

2/8/2016

Component #2: Development and promotion of Cambodian Rice quality and labels

Request for proposals No.: CKH . 1077 - C#2 . C . 15 . 01

Part 1 – Certification / Auditing Body

1. Classification of Findings during the Management System Audit

Findings resulting from the management system audit may be classified as follows:

- 1.1. **Good Point** . audit findings that provide evidence that the organization / brand user has made efforts to exceed the minimum requirements set by the **CRB Management System Requirements Checklist**.
- 1.2. **Opportunity for Improvement** . audit findings that provide evidence that the requirement of **CRB Management System Requirements Checklist** have been meet however, improvement may be still to be done to ensure effectiveness of the implementation. This may also mean that evidence/s of potential nonconformity has been observed by the auditor, thus requiring action to prevent occurrence of problem in the future.
- 1.3 **Nonconformity** . non-fulfillment of requirements defined by the **CRB Management System Requirements Checklist** and related requirements.

2. Handling of Stage 1 Audit Results

- 2.1. If the Stage 1 Audit will show sufficient evidences that the minimum documented information have been established by the applicant Brand User, an audit report shall be generated.
- 2.2. If the result of Stage 1 Audit showed that the organization failed to provide sufficient evidence of documented information required, Nonconformity Report shall be issued to the applicant Brand User. The applicant Brand User has **30** days upon receipt of the Nonconformity Report to submit evidence/s that the findings have been properly addressed.

3. Handling of Stage 2 Audit Results

The Brand User and the Certifying Body have the responsibility in ensuring that the findings raised during the Stage 2 Audit will be closed within the defined period.

3.2. Applicant Brand User

- 3.2.1. Within 30 days after the closing meeting held on site, the Brand User must submit to the Certifying Body documented evidence of:
 - a. Investigation leading to root cause of the raised issue;
 - b. Implementation of appropriate action to eliminate the recurrence of the detected nonconformity; or
 - c. Implementation of preventive action that will help improve the operations and/or eliminate the possibility that the problem will happen;
 - d. Verification of effectiveness of the implemented actions.

3.3. Certifying Body

- 3.3.1. Within 60 days after the closing meeting held on site, Team Leader assigned by the CB should be able to decide on the acceptability of the submitted actions. If acceptable, the nonconformity reports will be closed and the effectiveness of the

corrective actions shall be verified on the next audit.

- 3.3.2. If the corrective actions have been found insufficient to address the identified nonconformity, the Certifying Body shall discuss with the organization to resolve the outstanding issues within 75 days from the closing meeting.
- 3.3.3. If resolution cannot be made, Certifying Body shall judge the audit result to be ~~%~~FAILED.+The applicant Brand User shall start over again.

4. Handling of Follow Up Audit Results

- 4.1. If nonconformities have been found during Follow up Audits to existing Brand Users, they will be issued with Nonconformity Report. Within 30 days after the closing meeting, they are required to submit the same evidences defined in Section 3.2.1 of this document.
- 4.2. If the corrective actions have been found insufficient to address the identified nonconformity, the Certifying Body shall discuss with the organization to resolve the outstanding issues within 60 days from the closing meeting.
- 4.3. If resolution cannot be made, Certifying Body shall judge the audit result to be ~~%~~FAILED.+ The current certificate issued will be withdrawn.

Part II – Cambodian Rice Federation (Authority)

1. Customer Complaint Management

- 1.1. In the event that CRF receives the complaint from the market, the complaint shall be addressed properly by ensuring that:
 - 1.1.1. CRF shall secure all details describing the nature of the complaint (e.g., the name of the exporter, date purchased, lot number, etc.).
 - 1.1.2. CRF shall immediately call the attention of the Brand User/s concerned and inform them of the received complaint.
 - 1.1.3. CRF shall require the Brand User/s to conduct immediate investigation to determine the validity of the complaint, its extent and the appropriate actions to be taken.
 - 1.1.4. CRF shall require feedback / report from the Brand User/s on conducted investigation within 24 hours after the discussion.
- 1.2. If the complaint raised by the customer will require recall of product, the Brand User must adhere to the requirements outlined at Section 2 of this document.
- 1.4. Records of effective management of customer complaint must be available to CRF representatives or accredited Certifying Body during periodic inspection and audit activities.

2. Product Recall Management

- 2.1. The existing Brand User shall notify CRF when product recall has to be performed. Recall shall be carried out by the Brand User when product has to be retrieved or removed from the market or from any person from whom it has been supplied because of one of the following conditions:
 - 2.1.1. may be detected with contamination;
 - 2.1.2. failed to conform with quality requirements;
 - 2.1.3. may not meet the requirements set by CRF for Cambodian Rice Brand+ requirements.
- 2.2. The Brand User shall submit an initial report containing information about the recall to CRF within 24 hours of having made the decision to recall. The final report shall be submitted by the Brand user to CRF 30 days from the date of the commencement of the recall.
- 2.3. The Brand User must implement its established Recall Procedure required by the CRB Management System Guidelines. The Brand User must provide training to its personnel having the function of managing effective implementation of the recall procedure.
- 2.4. Depending on the degree of contamination and extent of distribution, the recall strategy will specify the level in the distribution chain to which the recall is to extend, as follows:

- 2.4.1. consumer or user level;
 - 2.4.2. retail level;
 - 2.4.3. wholesale level.
- 2.5. The Brand User initiating the recall is responsible for ensuring that the products returned are properly identified and isolated until a decision has been made with approval from CRF on its eventual fate. Such a decision may include temporarily suspend the authorization to use the brand until effective implementation of actions have been completed or revoke the issued authorization.
- 2.6. CRF Representative or its designate shall perform a site checking upon receiving the final report from the Brand User. The intention of the site checking is to determine the effective of implemented recall procedure, the corrective actions taken and decide on measures to be implemented on stock.