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1. Purpose:

To describe the certification process of YQ Business Assurance Pvt. Ltd.

2. Scope:

Auditors, Top Management, Customers

3. Responsibilities

Technical Manager has the overall responsibility for certification process.

4. Procedure

4.1 Enquiry:

Received the generic enquiry through mail, phone, associates etc.

4.2 Application:

Based on the enquiry, application form is send for further information.

4.3 Review of Application:

Application reviewed for specific requirement of client and YQBAPL's ability to provide such services, competent resources are also identified

4.4 Audit program and team identification:

As the initial certification requires two stage of auditing the competent audit team is identified based on scope of client.

4.5 Quotation:

Quotation enlisting all services and charges as applicable is sent for confirmation.

4.6 Selection and appointment of auditor:

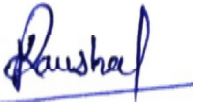

The competent auditor is selected for conducting audit.

4.7 Planning :

The audit plan along with the information of auditor and dates is sent to client and confirmation received along with any other issues like traveling or other arrangement

4.8 Conduct Audit:

Audit is conducted as per the procedure for auditing

	
Prepared By : Technical Manager	Approved By : CEO

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4.9 Audit conclusion:

The report of auditor along with the objective evidences, photographs etc. will be uploaded on portal and copy of all documents will be saved in office. Certificate will be issued instantly, once documents are uploaded on portal.

4.10 Certification process:

After the verification process is completed, the HRAA can download the 'Verified Hygiene Rating Certificate' and the handover the certificate to the FEs to display in the premise. Also, the Hygiene Rating Certificate will be send to the FBO's registered email ID.

The Hygiene Rating Certificate generated from the FSSAI – Hygiene Rating Portal contains the following details:

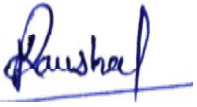

- Identification of the issuing body (FSSAI)
- Unique identification and date of issue
- Date of audit
- Date of Certificate generated
- Name of HRAA
- Name of Auditor
- Validity of the certificate
- Identification of the areas/processes inspected
- Hygiene rating
- Signature or other indication of approval, by authorized personnel.
- QR Code

The certificate is issued for a maximum period of two years.

5. Records:

Sr. No.	Name of record	Document number	Location/ Custodian
1.	Agreement with FE	YQ/HR/06	Technical Manager
2.	Fees Structure	YQ/HR/07	Technical Manager
3.	Feedback Form	YQ/HR/19	Technical Manager
4.	Non conformance Report	YQ/HR/21	Technical Manager
5.	Audit plan	YQ/HR/23	Technical Manager

6. References: QCI/PADD/HRAA_ Requirements /Ver. 2_Oct _2022

	
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