

ISO 28003:2007-08 (E)

Security management systems for the supply chain - Requirements for bodies providing audit and certification of supply chain security management systems

Contents		Page
Foreword		iv
Introduction		v
1	Scope	1
2	Normative references	1
3	Terms and definitions	2
4	Principles for certification bodies	2
4.1	General	2
4.2	Impartiality	3
4.3	Competence	4
4.4	Responsibility	4
4.5	Openness	4
4.6	Confidentiality	4
4.7	Resolution of complaints	4
5	General requirements	4
5.1	Legal and contractual matters	4
5.2	Management of impartiality	5
5.3	Liability and financing	6
6	Structural requirements	6
6.1	Organizational structure and top management	6
6.2	Committee for safeguarding impartiality	7
7	Resource requirements	8
7.1	Competence of management and personnel	8
7.2	Personnel involved in the certification activities	8
7.3	Use of external auditors and external technical experts	10
7.4	Personnel records	11
7.5	Outsourcing	12
8	Information requirements	13
8.1	Publicly accessible information	13
8.2	Certification documents	13
8.3	Directory of certified clients	14
8.4	Reference to certification and use of marks	14
8.5	Confidentiality	14
8.6	Information exchange between a certification body and its clients	15
9	Process requirements	16
9.1	General requirements applicable to any audit	16
9.2	Initial audit and certification	18
9.3	Surveillance activities	23
9.4	Recertification	25
9.5	Special audits	27
9.6	Suspending, withdrawing or reducing scope of certification	27
9.7	Appeals	28

9.8	Complaints	28
9.9	Records on applicants and clients	29
10	Management system requirements for certification bodies	30
10.1	Option 1 -- Management system requirements in accordance with ISO 9001	30
10.2	Option 2 -- General management system requirements	30
	Annex A (informative) Guide for process to determine auditor time	34
	Annex B (normative) Criteria for auditing organizations with multiple sites	36
	Annex C (normative) Auditor education, work and audit experience and training durations	40
	Annex D (normative) Auditor competence requirements	41
	Bibliography	43