

0810_RFI V0	Issuance Date: 14 September 2024 Revision Date: 14 September 2024
approved by: MD <i>Saeed Ramezani</i>	Reviewed by: HM

## 1.0 Purpose

The purpose of this procedure is to establish a standardized process for responding to clause 8.1 of manual regarding Need\_to\_know or requests for information (RFI) received by BRSM. The procedure ensures that all inquiries are addressed in a timely, accurate, and impartial manner, maintaining the integrity and confidentiality of BRSM's operations.

## 2.0 Scope

This procedure applies to all requests for information received by the certification body, including inquiries from potential clients, existing clients, stakeholders, and other interested parties. It covers requests related to certification processes, audit procedures, pricing, services offered, and any other relevant topics.

All means mentioned in: <https://brsmena.com/contact-us/>

Note: In case of receiving a request from another channel BRSM medium it in this system

## 3.0 Definition, suitable to BRSM internally

Request for Information (RFI): A formal inquiry submitted to the certification body seeking detailed information on specific aspects of BRSM's operations, services, or procedures.

## 4.0 Procedure

### 4.1 Receipt of Request

All RFIs must be submitted through [designated channel: e.g., email: info@brsmena.com].

The HM/QM/TM acknowledges receipt of the RFI within 5 working days for email and 48 hours for phone calls.

#### Initial Assessment

Review the request to determine its scope and required response.

If the RFI is incomplete or unclear, request additional information from the requester.

#### Routing

Route the RFI to the appropriate department or individual based on the nature of the inquiry (e.g., technical, procedural, or certification-related).

#### Response Preparation

The assigned department or individual prepares a response based on the information available and within the scope of ISO/IEC 17021-1 requirements.

Ensure the response is accurate, complete, and aligns with the Certification Body's policies.

#### Response Delivery

Deliver the response to the requester through the same channel as the original request unless otherwise specified.

Provide a clear, concise, and professional reply within 5 working days.

0810_RFI V0	Issuance Date: 14 September 2024 Revision Date: 14 September 2024
approved by: MD <i>Saeed Ramezani</i>	Reviewed by: HM

#### 4.2 Follow-Up

If necessary, follow up with the requester to ensure the information provided meets their needs.

Address any additional questions or clarifications required by the requester.

#### 4.3 Documentation

- The entire process should be documented, including the RFI, the response provided, and any related communications. This documentation should be stored securely and may be used for quality assurance or audit purposes. All recorded attached to a letter and in OneDrive folder

- By following this process, we ensure that all requests for information are handled professionally, accurately, and in a manner that maintains the integrity and impartiality of its services. Periodically review the RFI handling process for effectiveness and compliance with OQM.

Implement improvements based on feedback from requesters and internal audits.