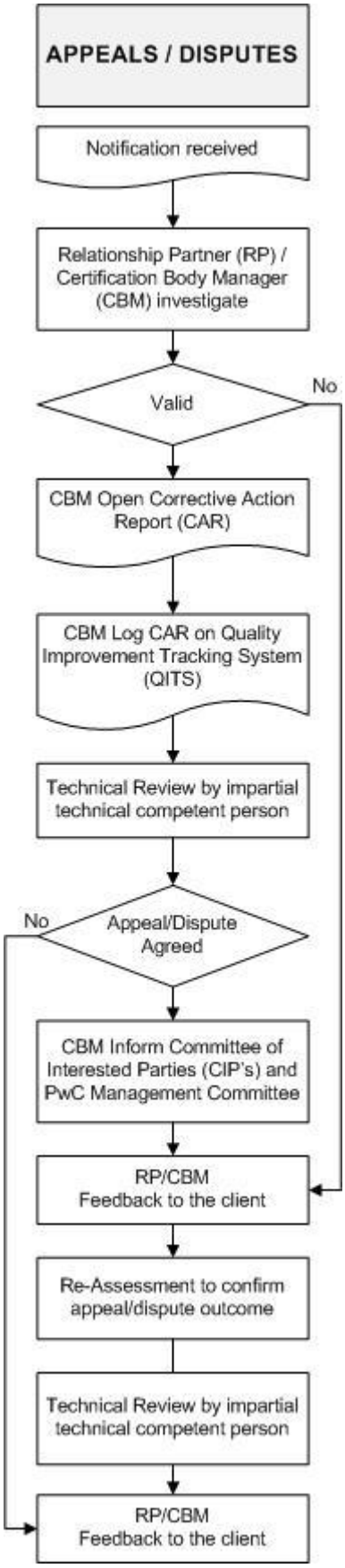
APPEALS / DISPUTES
Notification received
Relationship Partner (RP) / Certification Body Manager (CBM) investigate
Valid
No
CBM Open Corrective Action Report (CAR)
CBM Log CAR on Quality Improvement Tracking System (QITS)
Technical Review by impartial technical competent person
No
Appeal/Dispute Agreed
CBM Inform Committee of Interested Parties (CIP's) and PwC Management Committee
RP/CBM Feedback to the client
Re-Assessment to confirm appeal/dispute outcome
Technical Review by impartial technical competent person
RP/CBM Feedback to the client