

QUESTIONNAIRES

TCS/SYS/25
Rev No. 4

Instructions for completion

Please complete all of the first section and further applicable sections based on your quotation requirements and return to Thandela Certification Services (Pty) Ltd.

1. Organization details:

Company name:		Company number:	
Main office address:			
Postcode:		Telephone:	
Website:			
Contact name:			
Job title:			
Email:			
Direct dial:		Mobile:	

2. To which management systems standards are you requiring registration? (please tick)

ISO 9001:2015 (Quality)

Complete Section B

ISO 14001:2015
(Environmental)

Complete Section C

ISO 45001:2018
(OHSAS)

Complete Section D

3. Integrated management systems:

				Yes	No		
Do you require the auditing of your management system to form part of an integrated audit with other management system standards? To what extent is your management system integrated?							
The management system has an integrated approach to:							
	Yes-Full	Yes-Partial	No		Yes-Full	Yes-Partial	No
Document sets including work instructions				System processes			
Management reviews considering overall business, strategy and aspects relating to the standards				Improvement mechanisms (such as CAP, measurement etc) strategy and aspects relating to the standards			
Internal audits				Management support and responsibilities			
Policy and objectives							

QUESTIONNAIRES

TCS/SYS/25
Rev No. 4

4. Details of main office and branches:

Main office address and postcode:					
	Core Hours	Shift 1	Shift 2	Shift 3	Total no.of employees
No of employees:					
Processes/ activities at this site:					
Number of employees in similar roles: (e.g. Number of sales personnel, number of engineers etc.):					
If you have more than 1 branch please contact us to request the Thandela certification Services (Pty) Ltd Site Supplement Spreadsheet	Total no. of employees*:				
Where part time workers or seasonal workers are employed, please provide full details below:					

5. Are you?

	Yes	No
a) New Thandela Certification Services (Pty) Ltd client?		
b) A transferring client?		
c) Expanding your scope of certification?		
d) Have you previously been registered with Thandela Certification Services (Pty) Ltd?		

6. Transferring your certification

Please answer the following questions if you wish to transfer your certification from your current certification body to Thandela Certification Services (Pty) Ltd. If you are not transferring certification please skip to question 8. Please state for each certificate you wish to transfer: the certificate number, standard, valid until date and issuing certification body.

Certificate Number	Standard	Valid Until Date	Certification Body
			Yes
			No
Are your certifications currently active and are not in suspension or withdrawal?			
Have any complaints been raised against your organization to your certification body?			

QUESTIONNAIRES	TCS/SYS/25 Rev No. 4
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Is a regulatory body currently engaged with or investigating you in relation to activities you are certificated for (e.g. HSE for health and safety breaches)		
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7. Your current audit program

	Yes	No
Do you have any major non-conformities for which your current certification body has not verified the implementation of your corrections and corrective actions?		
Do you have any minor non-conformities for which your current certification body has not yet accepted your corrective action plans?		
How frequently do you receive audits from your current certification body?	Annually	6 Monthly
	Other	
Please detail your last audits up to and including the latest recertification or stage 2 audit:		
Audit Type (Surveillance/Recert/Stage 2/Special)	Audit Duration	Audit Date
To support your transfer please provide the following:		
Copies of your certificates	Audit reports for all audits conducted up to and including your last Recertification or Stage 2 audit	
If the required supporting documents are not provided a transfer may not be possible. Please note that Thandela Certification Services (Pty) will contact your existing certification body to verify the validity of your certification.		
Please note: Do not cancel your certification with your existing certification body until the transfer process has been completed by Thandela Certification Services (Pty) Ltd and you have received an Thandela Certification Services (Pty) Certificate.		

8. Requested scope of certification:

Note: The scope should explain succinctly the purpose and output covered by the management system; it should describe what the organization does, not how it does it. E.g. The provision of architectural design services, or Information security management for...

QUESTIONNAIRES

TCS/SYS/25
Rev No. 4

9. Do you provide installation, contract site works or undertake your business activity at client locations?

Yes No

10. Do you have outsourced or subcontracted activities?

Yes No

Please provide details of outsourced or subcontracted activities:

11. Organizational and process complexity

	Yes	No
Does the organization have a simple structure with vertical lines of management communication and few decision makers?		
Is the management system highly complex with numerous specific processes? (e.g. a manufacturer where each process is critical to the end product may have many procedures and references to legislative and regulatory documentation)		
Is the organization highly regulated by external agencies? (typical industry sectors would be food preparation, aerospace, automotive, electricity generation & gas/oil production etc)		
Do stakeholders have specific expectations of the organization? (e.g. security, health/safety inspections, dangerous waste processing etc)		
Does the organization work within/operate areas having strict security controls? (e.g. chemical plants, oil/gas refineries, electricity generating stations etc)		
Are the organization's operations managed as part of or influenced by a larger organization's management system? (e.g. controlled by parent company or heavily influenced by local/central government etc)		
Are there any other factors which affect the complexity of the organization's management and processes?		
If you have answered yes to any of the above questions please provide details below:		

12. Do you have a target assessment date?

QUESTIONNAIRES

TCS/SYS/25
Rev No. 4

13. At what stage of implementation are you in?

Researching		Implementing		System in place		Already certified	
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14. Consultant use:

Will you be using a consultant to help you implement/manage the management system?		Yes	No
(If yes, please complete their details below, or contact Thandela Certification Services (Pty) Ltd to be referred to a consultant.)			
Consultancy name:			
Contact details:			

15. Where did you hear about Thandela Certification Services (Pty) Ltd.'s service? (Tick all that apply)

Existing client		Consultant		Thandela Certification Services (Pty) Ltd.'s web site	
Recommendation from another company		Search engine: e.g. Google		Trade press	
Exhibition		Social media			
Other (please specify)					

QUESTIONNAIRES

TCS/SYS/25
Rev No. 4

SECTION B - ISO 9001:2015

Only complete this section if applying for certification against this standard.

1. How long has your quality management system been in place?

2. Do you undertake design and development of products and services?

Yes

No

Number of employees engaged in design activity:

3. Please list the requirements of ISO 9001:2015 that you do not deem applicable to the proposed scope of the management system:

Clause:	Reason:

SECTION C - ISO 14001:2015

Only complete this section if applying for certification against this standard.

1. How long has your Environmental management system been in place?

2. Do you undertake design and development of products and services?

Yes

No

Number of employees engaged in design activity:

3. Please list the requirements of ISO 14001:2015 that you do not deem applicable to the proposed scope of the management system:

Clause:	Reason:

QUESTIONNAIRES

TCS/SYS/25
Rev No. 4

SECTION D - ISO 45001:2018

Only complete this section if applying for certification against this standard.

1. How long has your Occupational health and safety management system been in place?

2. Do you undertake design and development of products and services? Yes No

Number of employees engaged in design activity:

3. Please list the requirements of ISO 45001:2018 that you do not deem applicable to the proposed scope of the management system:

Clause:	Reason:

16. I _____ Hereby legally bind myself with the terms and conditions for the provision of certification services of Thandela Certification services.

17. Questionnaire supporting documents

	Yes	No
Proof of physical address		
Company registration documents		
Current ISO certificates		

18. Completed by:

Name:

Job title:

Date: