



I've Been Selected For A Witness Audit... Now What?

Being selected for a witness audit can seem daunting, but it's a crucial part of PJR's process for maintaining the integrity and quality of our accreditation. We strive to make this process as smooth and transparent as possible. Here's what you can expect and how to navigate through it.

What Does This Mean?

A witness audit involves an accreditation body auditor observing the actions of your PJR auditor during your audit process. This ensures that their auditing practices are thorough, compliant with standards, and effectively implemented. Auditing is not just about checking boxes; it's about demonstrating that your organization upholds the highest quality standards in its processes.

What Will Transpire During the Audit?

1. Pre-Audit Preparation:

Scheduling: You will receive a notification from PJR regarding the audit schedule. It's essential to confirm the dates and ensure that all relevant personnel are available.

Documentation Review: Ensure that all necessary documents and records are up to date and readily accessible. This includes your internal audit records, management review records, production records, sales records, training records, and all other records of relevance to the audit.

2. During the Audit:

Opening Meeting: Per usual, the audit begins with an opening meeting where the auditor explains the audit scope, objectives, and methodology. This is an opportunity for you to ask any questions and clarify any uncertainties.

Observation: The accreditation body auditor will observe the PJR audit team as they conduct their audit. They will take notes on how the audit is conducted, the interaction with interviewees,

(WITNESS CONTINUED ON PG 6)



Upcoming Tradeshows

electronics
SUSTAINABILITY SUMMIT

OCTOBER 22-24, 2024

AUSTIN, TEXAS



Join us at the **Electronics Sustainability Summit 2024** in Austin, Texas from October 22-24, 2024! Look out for Pat Lowry, who will be there to connect with clients and discuss all things certification. Don't miss this opportunity to engage with an expert in the field! ♦

**What's HOT
in the Registry?**

**R2v3
ISO 9001
ISO 27001**

IN THIS ISSUE:

I've Been Selected For A Witness Audit... Now What?.....	1
Upcoming Tradeshow.....	1
Meet Our New PJR Team Members!.....	2
FSSC 22000 Transport And Storage.....	2
Client Spotlight: Interactive Government Holdings, Inc.....	3
Updated F-3tc.....	4
Updated Documents.....	4
Career Opportunities.....	4
New White Paper (R2v3).....	5
Attention All PJR Clients.....	5
Rescheduling Audits/Scheduling Revisits.....	5
Tips For Auditing Website And Advertising Materials.....	7
Mike Stasik Visits UK Office.....	7
On The Road Again.....	7
Lead Auditor Courses From PJR...	7
PJR Podcasts.....	8
Have You Checked Out Our Blog?.....	8
FREE Training! Exclusively From PJR!.....	8



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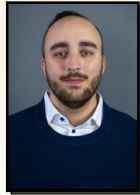
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Meet Our New PJR Team Members!

Perry Johnson Registrars keeps growing! With the addition of new standards and scopes of registration, our world headquarters team continues to grow! Our goal is to continue to provide value-added auditing and outstanding customer service to all our clients! ♦



Roberto Fernandez
Progress Initiator



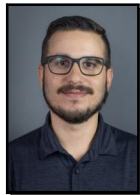
Candace Hammond
Technical Manager



Liz Jirasek
Audit Program Coordinator



Ava White
Certificate Coordinator



Ryan Brickner
Recruiting Manager

FSSC 22000 – Transport And Storage

FSSC 22000 can be applied to organizations that provide transport and storage services to the food, feed, and food/feed packaging industry. Certification is also apt for all food products, ingredients, and food packaging, and it covers transport and storage from any point within the supply chain. This includes by rail, air, water, and on land, such as:

- feed to farm
- farm to processor
- primary processor to manufacturer
- manufacturer to off-site warehouses
- warehouse to retail store or restaurant
- store or restaurant to end consumer

PJR offers free, no commitment quotes! Simply call **(248) 358-3388** or complete our **Request A Free Quote** form and a dedicated project manager will be in touch. ♦



Client Spotlight:

INTERACTIVE GOVERNMENT HOLDINGS, INC.



Interactive Government Holdings, Inc. (IGH) stands as a beacon of excellence in providing professional solutions to governmental agencies across the United States. From the Department of Defense to the Department of Agriculture, IGH's core competencies in program management, employment searches, and administrative support have reshaped how government agencies achieve their objectives. At the heart of their success lies a commitment to quality and a partnership-driven approach, exemplified by their ISO certification facilitated by Perry Johnson Registrars, Inc. (PJR).

Certification has been more than a stamp of approval for IGH; it's been a testament to their unwavering dedication to excellence. By partnering with PJR, IGH has solidified its position as a premier supplier of professional services to governmental and civilian agencies alike. ISO 9001:2015 certification not only broadens their scope of contracts but also enhances their bid proposal process, giving them a competitive edge in the market.

In their journey towards certification, IGH found an invaluable partner in PJR. They note that Larry Foster, PJR Auditor, has been instrumental in guiding IGH through the certification process with professionalism and expertise. Foster's mentorship has empowered IGH to navigate each step of the audit process seamlessly.

What sets IGH apart from its competitors is not just its ISO certification, but its holistic approach to quality management. "Transforming Business, Transforming Lives" isn't just a slogan; it's a philosophy ingrained in every aspect of their operations. From their people-centric management approach to their commitment to continual improvement, IGH is setting the standard for excellence in the industry.

As they look towards the future, IGH remains steadfast in its commitment to delivering exceptional results for its clients. With a focus on maintaining ISO 9001:2015 certification and expanding their client base, IGH is poised for continued success. By identifying and nurturing relationships with relevant parties and stakeholders, they aim to uphold their reputation as a trusted partner in driving positive change.

“At Interactive Government Holdings, Inc., we are committed to meet or exceed customer requirements and expectations by continually improving our business processes and services.”

CEO, Michael V. Sanders



Updated F-3tc

There is an updated version of the F-3tc on our **Registration Document Downloads** page and **Clients Only Site**. Please note the update to the following section: 6.11 OASIS Database Fee.

OASIS Database Fee is required for aerospace standards; Clause 8.5c of AS9104/1 requires that all Aerospace certified organizations be entered into the OASIS Database, which is maintained by INTACT on behalf of the IAQG (International Aerospace Quality Group). Mandated fees are charged, which are sent to the IAQG. These fees are charged for; Initial, Recertification, Transfer Audits, and any certificate modifications (ex: site addition, site removal, site move, scope change, etc.) Certificates of Registration and any revised certificates cannot be issued until this fee is paid, and Organization is listed. All OASIS fees are charged at cost. ♦

Updated Documents

PJR recently had an incident where an auditor used an interaction of processes (IOP) document from the prior audit file on SharePoint to create their audit plan. This auditor completed the audit and even finalized their audit report before they learned that the client in question had actually removed the IOP and was operating (in error) without an IOP or equivalent representation of process interaction.

We would like to remind you to make use of the information provided by PJR in terms of last year's audit information – but always touch base with PJR and your auditor to make sure the current versions of all applicable documents are being utilized. ♦



Career Opportunities

We are excited to announce several openings within our company! If you are looking for new opportunities to grow and contribute to our organization, please consider or refer for the following positions:

Manager of Information Technology:

Position Overview: The Manager of Information Technology is a strategic leadership role responsible for overseeing the organization's IT functions, with a strong emphasis on security. This manager will ensure that the company's technology infrastructure is robust, secure, and strategically aligned with our overall business goals. The manager of IT will lead the development and implementation of comprehensive IT policies and systems to support secure and efficient operations, while also fostering innovation. This manager will be actively involved and lead a team of 3 individuals in administering the company's entire IT infrastructure. *HANDS ON ROLE*.

Recruiter:

International company headquartered in Troy, MI is seeking a recruiter to join our team! This position is an important role to the growth of our company and will be a great opportunity for someone looking to build a career. You are ideal for this position if you have a go-getter attitude, excellent communication skills and a strong attention to detail. You must have experience with making a high level of outbound calls daily.

Please email Ryan at rbrickner@pjr.com for more info. ♦



New White Paper (R2v3)

As Perry Johnson Registrar (PJR)'s R2v3 clients may already be aware, the Code of Practices (COP) defines the rules for R2v3 certification and accreditation, which Certification Bodies (CBs), such as PJR, are required to uphold. The requirements housed within the document affect CBs and R2v3-certified facilities alike.

The latest White Paper available on our website "R2v3 Code of Practices Rule: Recertification Audits and the Potential Need for a New Lead Auditor" helps shed some light on the most recent COP revisions.

Download your copy today: <https://www.pjr.com/white-papers>. ♦

PERRY JOHNSON REGISTRARS, INC.

R2v3 Code of Practices Rule: Recertification Audits and the Potential Need for a New Lead Auditor

As Perry Johnson Registrar (PJR)'s R2v3 clients may already be aware, the Code of Practices (COP) defines the rules for R2v3 certification and accreditation, which Certification Bodies (CBs), such as PJR, are required to uphold. The requirements housed within the document affect CBs and R2v3-certified facilities alike. The COP is maintained by SERI and is revised on an annual basis. The current version of the COP and other R2v3 documents, can be downloaded for free at Document Library - SERI (sustainableelectronics.org) (upon signing SERI's required license).

One of the numerous requirements found within the COP relates to the need to, in some instances, assign a new Lead Auditor for an R2v3 Recertification audit. This requirement has been found within the R2v3 COP since its original publication in 2020 but is timely in its relevance now. Many clients are only just approaching their first R2v3 Recertification audit following their R2v3 Transition or initial certification three years earlier. The exact verbiage of the requirement in the COP states the following:

"If the same Lead Auditor has been used for all audits in the 3-year certification cycle, at the end of a full 3-year certification cycle, it is the CB's responsibility before the cycle ends, to appoint a new Lead Auditor for the recertification audit. The previous Lead Auditor can serve as part of the audit team as a Team Member. The previous Lead Auditor can continue to serve as the Lead Auditor for the surveillance audits in the new certification cycle. This is applicable to all subsequent certification cycles."

The requirement is not punitive in nature; a "fresh set of eyes" can be a value-added experience, in the spirit of continual improvement. So, if a Client has an Auditor they prefer to utilize, there is no need to worry! It is absolutely an option to cycle the Auditor back in for future audits.

For more information or to Request a FREE Quote on R2v3, contact us PJR today!

www.pjr.com

Attention All PJR Clients

As part of our ongoing commitment to providing you with the best possible service, we would like to remind you of an important aspect of our terms and conditions.

In accordance with our terms and conditions, it is required that companies notify a Perry Johnson Registrars, Inc. (PJR) representative of any changes to your company contacts for both scheduling and accounting purposes.

Ensuring that our records are up to date helps us maintain effective communication and streamline our processes, thereby minimizing any potential disruptions to our services.

If there have been any recent changes to your company contacts, or if you anticipate any upcoming changes, please inform your designated PJR representative as soon as possible. You can also reach out to our customer service team at pjr@pjr.com for assistance.

Thank you for your attention to this matter and for your continued partnership with PJR! ♦

Rescheduling Audits/Scheduling Revisits

It is imperative that the rescheduling of audits, scheduling of revisits, etc. are completed with your Scheduler. This is especially important for audit scheduling or changes within 21 days of the intended audit date. Auditors will not accept audit dates or agree on new plans without your Scheduler being involved. This helps prevent unnecessary fees, billing issues, F-27 delays, etc.

Please **Contact PJR Headquarters** if you are ever unable to reach your Scheduler. ♦



and the thoroughness of the audit process. You can expect PJR's audit team to follow the normal procedure that you're accustomed to for how an audit is performed. The intent is that a witnessed audit should be no different from a non-witnessed audit.

Closing Meeting: Per usual, the audit concludes with a closing meeting where the auditor provides a summary of their observations. This is a chance for you to ask for clarification on any points and understand the next steps.

What If I Have Findings?

Findings can be categorized into major nonconformities and minor nonconformities. Here's how to address them:

- *Major Nonconformities:* These indicate a significant lapse in compliance that could affect the quality of your processes. Immediate corrective action is required, and you may need to undergo a follow-up audit to verify that the issue has been resolved.
- *Minor Nonconformities:* These are less severe but still need to be addressed. You will be required to submit a corrective action plan detailing how and when the issue will be resolved.

Disputes - It's Your Right!

If you disagree with any findings or the outcome of the audit, you have the right to dispute them. At PJR, we believe in fairness and transparency. Here's how to go about it:

- 1. Immediate Clarification:** During the closing meeting, seek immediate clarification on any points of disagreement. This can often resolve misunderstandings on the spot.
- 2. Formal Dispute Process:** If the issue remains unresolved, you can file a formal dispute. This involves submitting a written explanation of your disagreement along with any supporting evidence. PJR will review your dispute thoroughly and impartially.
- 3. Follow-Up:** A follow-up meeting or discussion may be scheduled to address your concerns. PJR aims to resolve disputes amicably and ensure that all parties are satisfied with the outcome.

Conclusion

Being selected for a witness audit is an opportunity to showcase the robustness of your quality management system and commitment to quality. By understanding what to expect and knowing your rights, you can navigate the process with confidence. At PJR, we are here to support you every step of the way, ensuring that your journey towards maintaining high standards is smooth and beneficial. ♦



Tips For Auditing Website And Advertising Materials

One of the most common issues identified during EC review with websites and other advertising material is the usage of logos which violate the ISO trademark rules. Individuals can find helpful reminders about inappropriate advertising methodologies [Here](#). Logos can be created or obtained online to advertise ISO 9001, 14001, and/or 45001 certifications, however **these logos cannot utilize or modify the trademarked ISO globe logo**. If this violation is identified during the audit, an NCR must be issued. ♦

Mike Stasik Visits UK Office

At the beginning of June, Perry Johnson Registrations UK had the pleasure of welcoming Michael Stasik, Global Sales Development Manager at Perry Johnson Registrars, Inc. (PJR)! Alongside our UK Site Manager, Tom Wheat, Michael used this visit to strengthen our global business ties and foster new connections within the industry.



Our outstanding PJR team is setting new standards of excellence. ♦

Lead Auditor Courses From Perry Johnson, Inc.

Virtual ISO 9001:2015 Auditor/Lead Auditor Training presented by Perry Johnson, Inc.

- September 16-20, 2024
- October 28 - November 1, 2024
(LAST CLASS OF 2024)

PJI VIRTUAL TRAINING

ISO 9001:2015 Auditor/Lead Auditor Training

September 16-20, 2024

October 28-November 1, 2024

[Register Now!](#)

**Contact us for future classes*

On The Road Again

Courtney Smith visited ITAD Summit in Florida. ♦



PJR Podcasts



What to Expect During Your Stage 1 Audit with PJR

Monday May 20, 2024

An overview of what can be expected during the Stage 1 Audit process. Presented by Joe Krolkowski, PJR QMS & ABMS Program Manager

♥ Likes 📄 Download 18 ➦ Share



What's New With ISO/IEC 27001:2022 with Blackmores UK

Monday May 20, 2024

Join PJR and Blackmores UK for an update on ISO/IEC 27001:2022. Key Topics Covered • Who is ISO/IEC 27001:2022 applicable to? • An overview of the changes to ISO/IEC 27001:2022. • What are the 11 new controls in ISO/IEC 27001:2022? Presented by Mel Blackmore, Managing Director Blackmores (UK) Ltd

♥ Likes 📄 Download 2 ➦ Share



Navigating ISO/IEC 27001: The Top 10 Common Errors to Avoid

Monday May 20, 2024

Join PJR for "Navigating ISO/IEC 27001: The Top 10 Common Errors to Avoid," where industry experts will explain the most common errors to avoid when implementing ISO/IEC 27001. Guest Speaker(s): John Laffey - ISMS Program Manager, Perry Johnson Registrars, Inc. Dejan Kosutic - CEO & Lead Expert for ISO

Have You Checked Out Our Blog?

Introducing the newest addition to PJR's online presence, the PJR Blog! We're excited to start sharing regular posts on a variety of topics, from short-format informational articles to interviews, certification industry news, and more. Visit the blog now at www.pjr.com/blog to join in the conversation! ♦

PJR Blog

- Promoting Safety During Safety Stand Down Week
- Navigating OSHA's Proposed Heat Rule
- The Toolbelt Generation and the Future of New-Collar Professions

Check Out Our PJR Podcasts!



The Perry Johnson Registrars, Inc. Podcast

FREE Training! Exclusively From PJR!

PJR continues to expand their webinar topics to include: "R2v3 Lessons Learned" to "Root Cause Analysis & Corrective Action"! Check out PJR's current webinar schedule at www.pjr.com. Registration is easy! ♦

