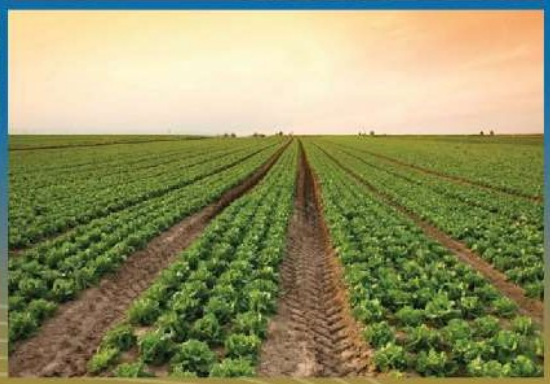
IBD CERTIFICAÇÕES
Approved Inputs Program.
Step by step

Welcome to IBD!

We have prepared this guide to provide you with all the necessary information about the certification process Approved inputs.







IBD
A QIMA COMPANY

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Terms and definitions

Accreditation: formal acknowledgment by an accreditation body, that a approval body meets previously defined requirements and demonstrates competence to perform its activities with confidence.

Appeal: any request from a client for IBD to reconsider a decision referring to compliance assessment.

Audit: systematic documented and independent process for obtaining and assessing evidences to determine the extension to which approval requirements are met.

Audit cycle: steps sequence of the (approval, re-approval or annual surveillance) audit process.

Conformity Declaration: approval document attesting compliance of audited client's management system and products to approval scheme.

Approval cycle: steps sequence of the approval process that must be repeated to maintain (renew) the Conformity Declaration.

Approval decision: decision taken by the approval body with regards to fulfillment of products and processes' approval requirements.

Approval requirements: criteria established by the approval scheme as a condition to obtain or maintain the approval.

Approval scheme: approval system related to specific products for which the same requirements, rules and procedures (defined by the scheme owner) apply.

Approval scope: identification of products, processes or services and approval scheme with its normative documents against which approval is granted.

Complaint: expression of dissatisfaction, other than appeal, manifested by clients or third parties, about IBD's approval activities.

Compliance: fulfillment of approval scheme's requirements.

Mark of accreditation: mark of the accreditation body responsible for the accreditation of the approval body to approve the product or service.

Mark of conformity: mark attesting the conformity of the product or service to approval scheme requirements that can be used on products and communication materials by the means of licensing. Marks of conformity ("seal") are normally registered and protected legally against any abusive use.

Mediation: formal or informal process by means of which the approved client and the approval body agree with regards to the resolution of non-compliance and to prevent its recurrence in the future.

Non compliance: non fulfillment of approval scheme requirements.

Scheme owner: person or organization responsible for the development and maintenance of an approval scheme.

Objectives and applicable schemes

We made this guide to provide you with all necessary information about the input approval process.

The scheme covered by this document is:

IBD Approved Input Program Guidelines. IBD private program for approval of inputs used in organic production.
It aims at evaluating inputs for use in agriculture, livestock and food processing production, according to organic production standards of IFOAM (International Federation of Organic Agriculture Movements); European Community; United States of America (NOP-USDA); Japan (JAS-MAFF); Canada (COR); Demeter; and Brazilian standard (Law 10.831).

The IBD Approved Input Program Guidelines are available to all clients requesting IBD approval of their inputs.

The Approval Cycle is annual, and the Conformity Declaration is issued/renewed when all approval requirements are met.

The **Approval Cycle** is made of the main steps below:

Evaluation procedures

Request

IBD sends to the requestor a Commercial Proposal Request Form, aiming at collecting all necessary information in order to comprehend well your need and provide you with customized commercial services.

Critical analysis of request

IBD Commercial Management performs a critical analysis of the request against ISO17065 requirements, in order to clear any doubt and guarantee that IBD has the necessary competence and resources to perform the service.

In case it is not possible to attend your demand at the moment, IBD will inform you the motives.

Commercial proposal

IBD Commercial Management submits a Commercial Proposal based on the information sent by the requestor and on IBD Prices and Approval Criteria (available upon request).

Along with the Commercial Proposal, an input questionnaire template applicable to your scope is sent, to be filled in with all relevant information of your operations, as well as informing what documents shall be submitted for evaluation.

The audit time varies according to the scope, logistic to perform the audit, complexity, size and risks of the operation.

IBD is a private owned company and sustains its activities exclusively from fees charged for our services.

Contract

By signing the Commercial Proposal the requestor manifests it agreement with the terms and conditions established in the Certification Services Contract, available on IBD website.

This contract informs about rights and obligations of clients, including the requirements for use of IBD name and marks of conformity or accreditation.

Documentation audit

Once the commercial proposal is agreed upon and the payment first installment is paid, the requested documentation is evaluated by IBD technical staff.

In case of pending information or document that is important for determining the possibility of approval, the program manager will contact you for clarifying the matter.

At this stage it is important to know clearly the input use goal and that no impossibility for use in organic production exists.

When approval is not possible due to impossibility to use the input in the organic production, IBD will inform the occurrence and the decision about next steps will be taken by the requestor.

Audit preparation

The auditor assigned by IBD will have access to the submitted documentation and to the documentation audit result. In case doubts need to be cleared, the auditor will contact the company to request additional information or documents.

After this assessment, the Audit Plan and the list of documents, resources and records that shall be available during the audit will be formalized in writing.

The Audit Plan can be adjusted in common agreement between the client and the auditor, to meet your operations' characteristics and agendas' availabilities.

Audit

At the beginning of the audit, the auditor proceeds to an opening meeting, to clarify how the assessment will be done and what rules apply to the scope. This is the ideal moment to clear any doubts and to adjust the Audit Plan as necessary.

The audit is performed based on the Audit Plan, observing the specific requirements of applicable standards. The auditor needs always be accompanied by guides assigned by the client at the opening meeting.

The evaluation methods are based on:

- Interviews;
- Observation of activities;
- Documents and records analysis;
- Observation of equipment, areas and facilities.
- Comparison inputs – production – sales – stock;
- Traceability exercise;

- Sample collection (if applicable);
- Identification and investigation of risk areas;
- Check on previous non compliances situation;
- Critical analysis of received complaints and corresponding corrective actions.

Potential non-compliances are immediately communicated to the client, ensuring a full knowledge and understanding of the situation.

At the end of the audit, the auditor formalizes the results in a closing meeting.
Any differences of opinion regarding the findings of the audit are discussed and, if possible, resolved. If not resolved, they are recorded for posterior evaluation by IBD.

Report evaluation and Approval Decision

IBD technical staff evaluates the audit report, its quality and the coherence of information and formalizes the result in the Approval Decision.

At this stage the recommendation and findings of the auditor might be altered.

Granting approval

When an audit's evaluation results in a positive decision, IBD issues or renews the client's Conformity Declaration.

All Conformity Declarations are valid for up to 1 year from the date it is issued.

Clients' data are displayed on IBD website.

Maintaining approval / Surveillance

Annually IBD renews the full Approval Cycle, to ensure the maintenance (renewal) of the Conformity Declaration.

While the Conformity Declaration remains valid, the client may trade its products and make claims about its approval using the mark of conformity (seal), always respecting the applicable requirements.

For inputs classified as LOW RISK, the input production or distribution unit audit will occur every 3 years and for HIGH RISK inputs, the audit must occur annually.

Approval denial

According to the scheme requirements it is possible for IBD not to issue the Conformity Declaration. That happens when approval requirements are not met within the initial Approval Cycle. In such case, IBD will notify the motives and explain what steps are necessary to obtain approval.

Approval suspension / Withdrawal

When the evaluation of an audit or when the investigation of a complaint results in non-compliance, or when the client does not fulfill any aspect of the contract signed with IBD, or the requirements applicable to the approval scope, IBD will notify the non-compliance to the client, always informing the deadline for correction or appeal.

If the client submits evidences of resolution of all non-compliances within the established deadline, IBD will notify formally the resolution and proceed with the maintenance of the approval.

If not, IBD will notify formally the client, according to rules applicable to the scheme, a Proposed Suspension or Cancellation/Revocation, as well as the deadline for correction, appeal or mediation.

Lack of resolution, appeal or mediation within the established deadline will lead to Suspension or Cancelation/Revocation of the Conformity Declaration.

In such case the client's data will be removed from IBD website.

Not performing an audit within the deadline established by the scheme also implies in suspending the Conformity Declaration.

Scope extension or reduction

Client must inform IBD about all changes related to the approval, in particular changes of management system, production units and approved products.

When approved clients request a change of scope, IBD will evaluate if there is a need for updating the Commercial Proposal initially agreed.

The inclusion of new products under the same scope might be possible by means of a desk-top evaluation. In such case IBD will request the necessary documentation (such as updated IBD questionnaire, registration of input at the control body, technical datasheet and MSDS of the concerned input and used raw materials, etc.) and will decide if an additional audit will be necessary.

The approval of new production units and products from other scopes necessarily implies in performing a new audit.

Upon conclusion of the evaluation process IBD will notify the result and make the necessary changes of the Conformity Declaration and update the data on IBD website.

Use of marks of conformity and accreditation

IBD verifies the correct use and exhibition of conformity declaration and marks of conformity of the approval scheme owner and/or of the accreditation body, mainly on labels of approved products, but also on communication materials such as website, announcements, folders, brochures, business cards, etc.

The incorrect use of marks of conformity and conformity declaration is notified to the client and appropriate action is requested, such as corrective actions, conformity declaration suspension, communication to ruling authorities, legal action, etc. depending on the level of non-compliance.

Complaints and appeals

IBD has procedures in place (available upon request) for receiving, treating and recording efficiently and impartially Complaints and Appeals.

Upon reception of a complaint or appeal, IBD acknowledges receipt formally. All the decision process to solve the complaint or appeal is made by, or reviewed and approved by, person(s) not involved in the related approval activities, in order to maintain impartiality.

The result is reported to the complainant / appellant, in a way that does not threaten the confidentiality of the involved parties.

Submitting complaints and appeals is important for IBD to always improve the quality of its services. Feel free to use for this purpose all channels we provide you: telephone, fax, website, e-mail.

Samples collection

The collection and laboratory analysis of samples of raw materials or inputs are sometimes necessary to the approval process.

It aims at confirming the fulfillment of legal or standards' parameters, the presence or absence of contamination by substances that are prohibited or restricted by standards, and for taking subsequent suitable decisions according to the result.

The collection and analysis of samples are necessary whenever there is a suspicion of use of prohibited substances/methods or contamination of the approved product by prohibited substances.

All samples collected by our auditors are analyzed by previously qualified laboratories, accredited against ISO17025.

Services evaluation

IBD highly values the opinion of its clients and for this reason invites you to appraise our services upon conclusion of each approval process, by the means of a Satisfaction Survey.

Your opinion is very important as it helps us to continuously improve the quality of our services.

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